

Charlotte Mills and Matthew Graham

Patient Flow Unit, Royal North Shore Hospital

Case for change

The Transit Lounge has the potential to benefit both patient flow operations hospital wide by reducing access block to acute beds, and to provide a positive hospital journey for patients leaving the hospital in a timely manner.



Charlotte Mills and Lenae Dean, Transit Lounge

Goal

Provide an efficient, patient centred transit lounge model of care that improves patient flow whilst completing a positive hospital journey.

Objectives

By June 2018, 95% of patients transferred to the Transit Lounge will have a positive experience that completes the patient journey.

By June 2018, 35% of RNSH in patient discharges will flow through the Transit Lounge

Acknowledgements

Project Steering Committee

Project Sponsor: Deborah Mayall, Patient Flow Manager RNSH

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Method



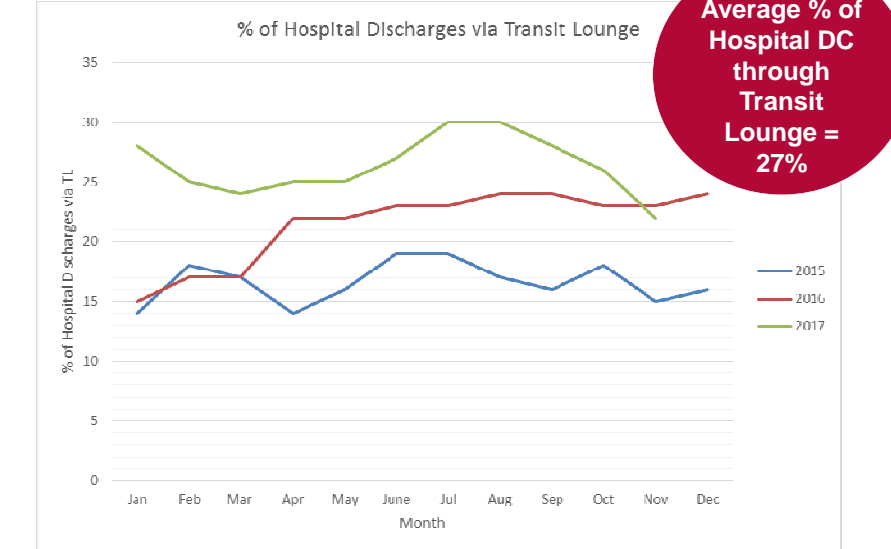
Solution design workshop, RNSH



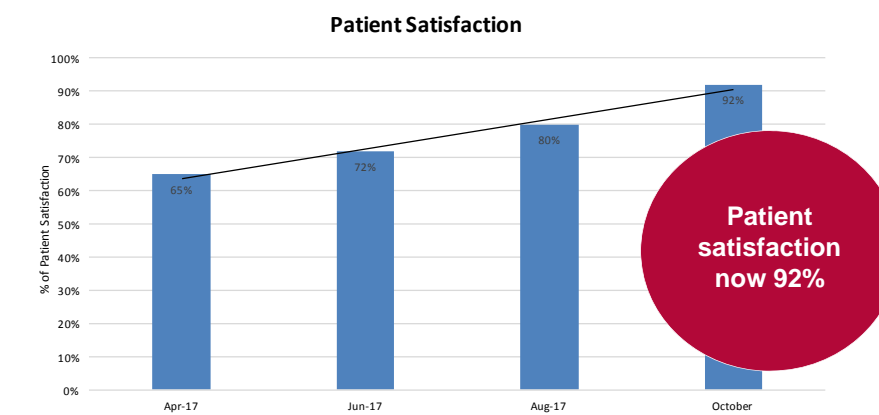
Diagnostic process mapping workshop, RNSH

Results

Objective 1:

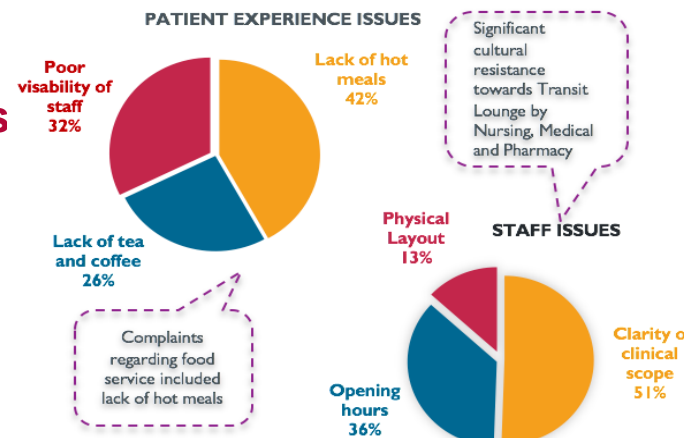


Objective 2:

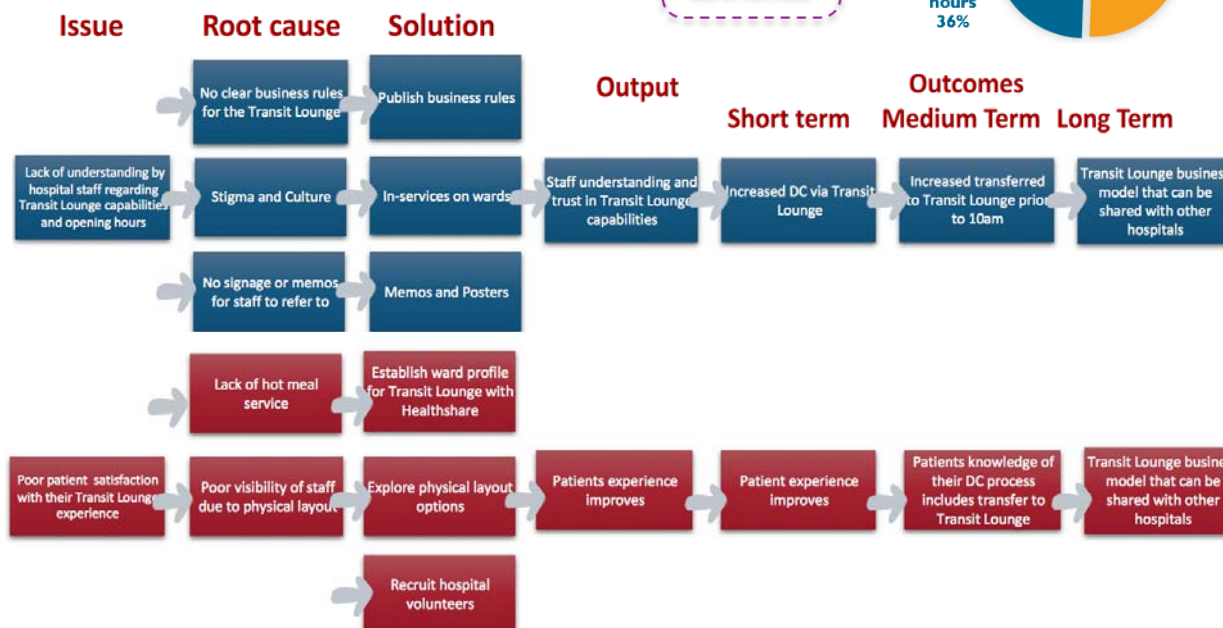


Charlotte Mills and Matthew Graham, Baxter site visit

Diagnostics



Solutions



Sustaining change



Weekly Transit Lounge Activity report distributed and used to monitor usage

Transit Lounge Business Rules developed which can be distributed to other LHDs

Conclusion

Procedure

Transit Lounge Admission Procedure - RNSH

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Summary	This procedure explains the process and criteria for admitting patients to the Transit Lounge at Royal North Shore Hospital, including the role and responsibilities of all staff involved in the process.
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Topic	Staff