



Agenda Item 3.1 Whole of Service Patient Flow

Patient Flow Key Performance Indicator Agreement

Aim

The intention of defining Key Performance Indicators (KPIs) for inter hospital transfers between Canberra Health Service (CHS), Calvary Public Hospital Bruce (CPHB) and Southern NSW Local Health District (SNSWLHD).

Key Performance Indicators

CHS is the tertiary referral centre for SNSWLHD and CPHB. It is acknowledge that demand for in-patient beds across all three services remains constant.

The definition of agreed KPIs to measure the patient flow activity between the listed services will substantiate actual activity, identify issues that contribute to barriers for flow, and allow potential problems to be identified and resolved.

To maintain flow and access to across the services, the Joint Operations Committee (JOC) agree the following definitions be endorsed.

- Specialist care; indicates where patients require specialist investigation or management for care not available at origination site (requires transfer within 24hrs).
- Return transfer post specialist care; on completion of specialist care patients are returned to the originating or other clinically appropriate facility (requires transfer within 24hrs).

Inter Hospital Transfer Documentation Process

All inter-hospital transfer are to be documented on the NSW Patient Flow Portal for transparency.

Use of this system, ensures visibility and transparency with regard to whole of hospital patient flow and allows for an electronic record. This encourages closed loop communication, and regular review of the status of inpatients waiting for inter hospital transfer. Variations and themes in the KPI to be presented at the monthly JOC meeting for ongoing discussion and resolution.