System C
Connected Care

CareFlow

Real-time Patient Flow Management

System C is part of **SystemC & Graphnet Care Alliance**
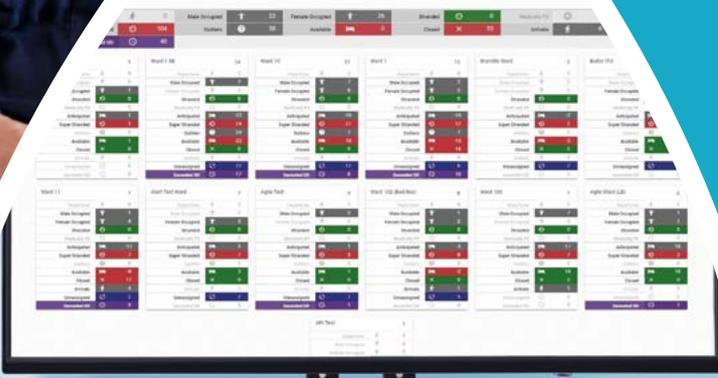
Patient Flow helps a hospital better manage its patient journeys from pre-admission through to discharge by providing an accurate, real-time picture of capacity and needs.

It offers teams a consolidated view of essential patient flow information such as bed status, clinical data, outstanding tasks and discharge plans, all in one single view. It creates a real-time picture of hospital bed usage and demand and provides full visibility of expected arrivals; both elective and non-elective.

Flow promotes effective management of patients by surfacing necessary information captured as part of the clinical workflow, so providing better visibility of all delayed discharges and their causes. Access to this information facilitates improved performance, reducing length of stay and outliers. All of this combines and equates to cost savings through more efficient bed and resource usage.

Patient Flow also provides direct support for the Emergency Care Improvement Programme (ECIP); identifying 'stranded' patients and the Red2Green and Reason to Reside campaigns, highlighting wasted time in a patient's journey.

Patient Flow is a web-based application which works together with components of CareFlow such as the PAS, e-observations and noting, to provide a single view of real-time information, thus facilitating better patient flow management. Configuration is a significant feature of the solution, allowing an organisation to tailor the content and display to suit local Trust needs.

Key functionality at a glance

Real-time location recording
Real-time bed status update
Real-time insight into patient's condition - (EWS, pain scores, results etc.)
Visibility of ED patients, with a decision to admit
Visibility of notified non-elective admissions
Visibility of planned elective admissions
Visibility of patients with outstanding tasks
Visibility of medically fit patients
Visibility of patients awaiting social care intervention
Visibility of patients with estimated discharge date
Visibility of discharge summaries, including destination
Visibility of Theatre tracking
Analytical data views
Ability to record 'Expected Discharge Date'
Ability to record 'End of Life'
Ability to record 'Medically Fit' and reason for the patient still being in the ward
Ability to transfer patients by bed, ward, specialty and consultant
Ability to identify 'stranded' patients

Key components of Patient Flow

In line with the SAFER patient flow bundle

Patient Flow is developed in line with the SAFER model which has been recognised by NHS Digital as a practical tool to reduce delays for patients in adult inpatient wards.

Red2Green bed days

It offers Red2Green board round functionality which is a visual management system to assist with the identification of wasted bed days in a patient's journey. It helps find patients that are 'stuck' in a care process and identify possible treatment options, reducing length of stay.

Identifying stranded patients

It supports the ECIP which defines stranded patients as those that have been in the hospital for more than seven days. Patient Flow helps a trust locate such patients and assists with understanding the reasons behind the unnecessary length of stay. It also assists with identifying patterns and characteristics of those patients.

Task orchestration

Patient and location-based tasks can be generated from within Patient Flow, thus facilitating timely intervention and continual monitoring of a patient's progress to discharge. Tasks are fully customisable by a Trust. Examples include assigning a team to clean a bed, ask for a review of TTO medications, speak with pathology to prioritise a lab test in order to complete a discharge etc.

Board round support

It has the ability to collate essential data which can be used to support decision making at the board round. Multi-disciplinary teams can review each patient and briefly agree and record actions for urgent clinical review and discharge. This gives greater visibility of wards and patients who have been effectively reviewed. It also enables targeting of those patients that have not been 'board rounded' and do not have any significant clinical inhibitors to discharge.

Bed status in real-time

It can display all available beds, occupied beds, closed beds, planned departures, expected arrivals and transfers in one single view. The view is fully customisable and can be displayed by ward or site.

Identifying 'medically fit' patients

Patient Flow provides Trusts with the ability to display patients that have been classified as 'medically fit', but are still occupying beds and take required actions in order to proceed with the discharge process. Configurable worklists can be viewed at a ward or hospital level or for an entire organisation.

Discharge support

It supports clinicians by collecting, tracking and updating discharge tasks in real-time. Senior staff can also access the necessary discharge information, enabling them to plan resources where needed, to facilitate the discharge process. This helps organisations maximise discharges with minimal disruption to frontline care.

Capacity planning

Patient Flow combines real-time patient locations, transfer information, capacity data and predictive discharge data for effective capacity planning. This helps management teams to see hospital capacity, identify challenges in real-time and act accordingly.

Live dashboards

It has the ability to create live dashboards which display information such as bed management data, predicted admissions and discharges, to analyse patient flow concerns operationally. This helps identify unnecessary delays and troubleshoot associated bottlenecks. Dashboards and reports are customisable to fit a Trust's specific needs.

Digital whiteboard

Patient Flow supports large ward-based touch screen whiteboard displays, as well as desktop and mobile devices. Views within the system are easy to select and are flexible, fully customisable and can be displayed by a ward or an entire site. It allows teams to customise their own layout, create columns and view activity summaries.

Benefits

Improved care through effective discharge process

- Helps identify the cause of discharge delays and plan accordingly to speed up the process.
- Effective flow management ensures patient care is progressed as planned, enabling timely discharge, therefore reducing length of stay.

Improved clinical outcomes through identification of stranded patients and outliers

- Stranded and super-stranded patients are easily highlighted and appropriate care provided as a result.
- Medical outliers are identified quickly and care provided as per need.
- Earlier intervention helps with improving clinical outcomes

Reduced cost through better flow management

- Effective discharge planning helps with length of stay reduction.
- Identifying outliers and stranded patients help free up beds for the right patients, reducing cost significanty.
- Move to an electronic flow management reduces stationary costs as no need to maintain manual, paper-based systems.

Increased staff efficiency through better process management

- Patient clinical status and bed state updates are made in real-time, without a need to maintain manual or paper-based systems.
- Changes made are automatically updated in PAS and other modules.
- Bed management teams have a real-time view of bed and patient discharge status.
- Board rounds are faster and more efficient.
- Improved resource management resulting in cost avoidance and reduced clinical risk.

System C is the UK's leading health and social care supplier, providing solutions to integrate services across whole care communities.

Our product range includes:

- Care co-ordination
- e-Observations
- Clinical narrative
- Care planning
- Clinical workspace
- Orders & results
- EPMA

- Patient flow
- PAS
- Maternity
- Theatres
- EDMS
- Child health
- Business intelligence

- Emergency department
- Shared care record
- Population health
- Patient engagement
- Document exchange
- Adults' and children's social care
- Independent treatment centres

We are part of the System C & Graphnet Care Alliance, a strategic partnership making integrated health and social care a reality.

Our solutions use leading edge technologies – such as wearables, instant messaging, the Cloud and AI – to radically improve services and the way care professionals and patients interact together.

- We are proud to be British. All our products are designed by care professionals specifically for use in the UK

- Our health and social care platform is fully integrated and interoperable

- Our products deliver improved patient outcomes and clinical and financial benefits

- We have a proven deployment record - e.g. our EPR has been deployed to 27 Trusts, each on time and without incident

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