



# Care Coordination Centres: A Data Driven Approach to Improving Patient Flow

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# Before We Went Digital...



Emergency  
Department/Theatres/Wards/  
Infection Control

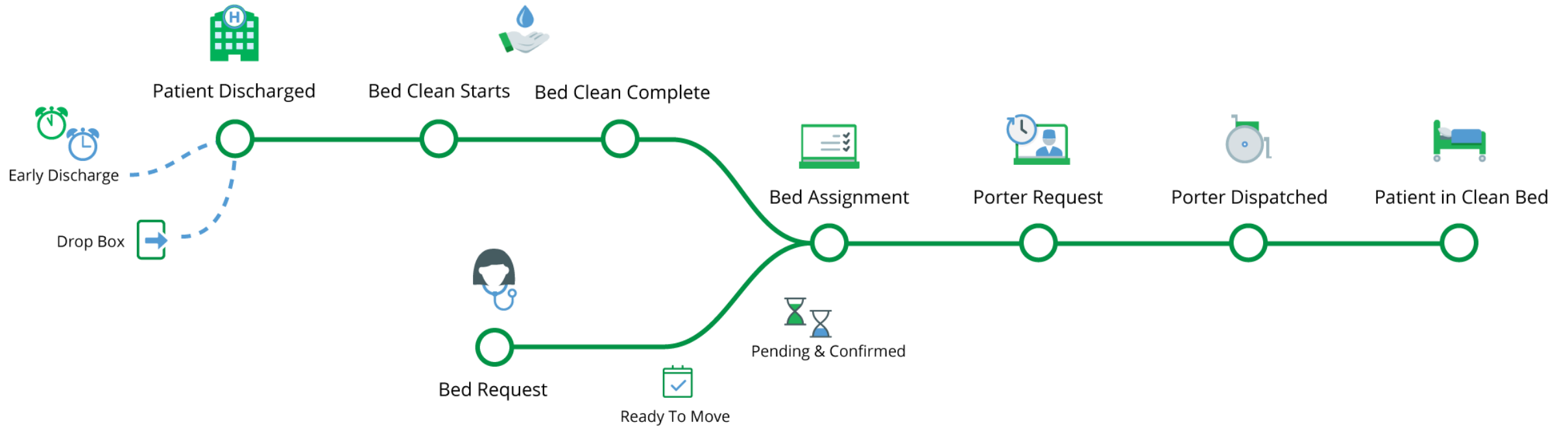


Clinical Site  
Managers/Porters/Domestics

# Integrated Care Co-ordination Centre



# The Digitalised Patient Journey



# Patient Flow - 2 Campuses

Show Target V

Showing data for: September 9, 2022

## Placement Status by Origin Unit

	Requested	In Progress
Acute Assessment Unit	6	0
Acute Medical Unit	7	2
Acute Stroke Unit	1	0
Ambulatory	1	0
Care Coordination Centre	1	1
Culpepper	1	0
Edith Cavell	2	0
Fluoroscopy 1	5	0
Foster Clark	1	1
M-Emergency Department	2	0
M-Theatre Recovery	12	0
Mercer	1	1
Peale	1	0
Pye Oliver	1	0
Radiology	1	0
Short Stay Surgery Unit	1	0
Surgical Assessment Unit	1	0
T-Emergency Department	3	2
T-HDU	3	0
T-Intensive Treatment Unit	2	0
T-Theatre Recovery	2	1
Ward 10	0	2
Ward 11	1	0
Ward 12	2	0
Ward 20	1	0
Ward 21	1	0
Ward 30	1	0
Ward 32	1	1
<b>Total</b>	<b>62</b>	<b>11</b>

## Total Census

669

## Discharges Since Midnight

55

## Census by Unit

Ward 33	100% - 10/10
Ward 32	100% - 20/20
Ward 31	100% - 30/30
Ward 30	100% - 30/30
Ward 21	100% - 28/28
Ward 20	100% - 30/30
Ward 12	100% - 30/30
Ward 10	100% - 30/30
Ward 02	100% - 26/26
The Wells Suite	100% - 9/9
Pye Oliver	100% - 28/28
Mercer	100% - 26/26
M-Coronary Care Unit	100% - 6/6
John Day	100% - 29/29
Edith Cavell	100% - 22/22
Culpepper	100% - 13/13
Cornwallis	100% - 13/13
Acute Medical Unit	100% - 28/28
Ward 22	97% - 31/32
Ward 11	97% - 29/30
Acute Stroke Unit	91% - 42/46
T-Intensive Treatment Unit	89% - 8/9
T-Coronary Care Unit	86% - 6/7
Lord North	83% - 15/18
Peale	79% - 11/14
Foster Clark	71% - 20/28
Whatman	67% - 14/21
Acute Assessment Unit	55% - 12/22
Hedgehog	54% - 13/24
T-HDU	50% - 4/8
M-Intensive Treatment Unit	29% - 4/14

## Patient Placement Metrics

### ED Request to Occupied

1 hr 47 min 🟢

Goal: < 120 min

### Request to Occupied

1 hr 47 min 🟢

Goal: < 120 min

### RTM to Assigned

1 hr 30 min 🟡

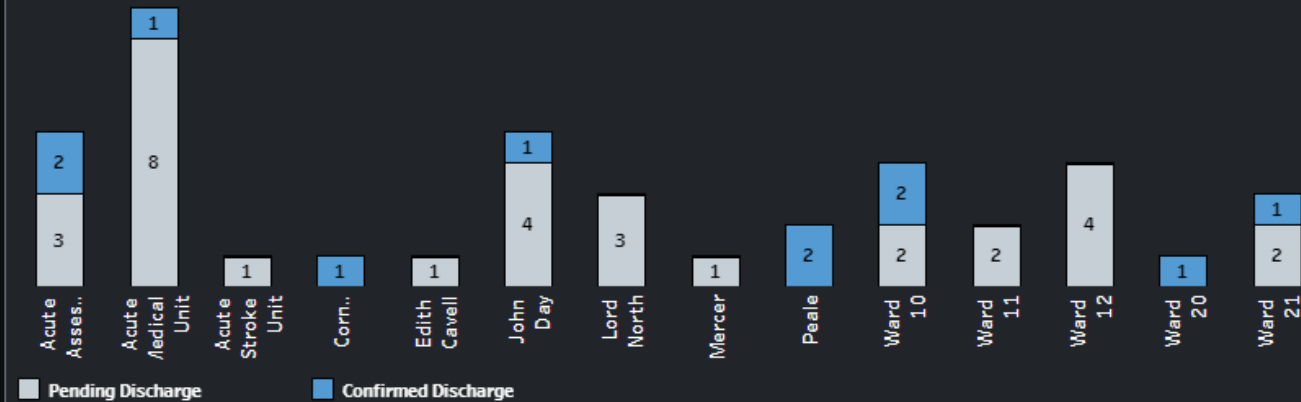
Goal: < 15 min

### Clean/Assign to Occupied

36 min 🟡

Goal: < 30 min

## Pending and Confirmed Discharges



## Bed Turnaround Demand

In Progress

2

Priority Dirty

1

Priority Clean Next

0

Priority Stat

0

## Avg Response Time

46 min 🟡

Goal: < 30 min

## Porter Performance

Pending to In Progress

17 min 🟢

Goal: < 20 min

Pending to Dispatch

10 min 🟡

Goal: < 10 min

Dispatch to Complete

14 min 🟢

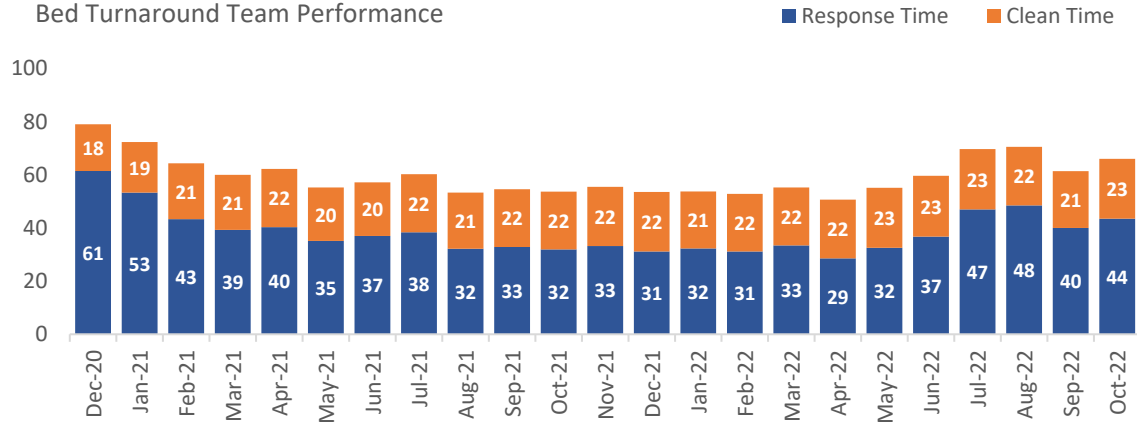
Goal: < 20 min

In Progress to

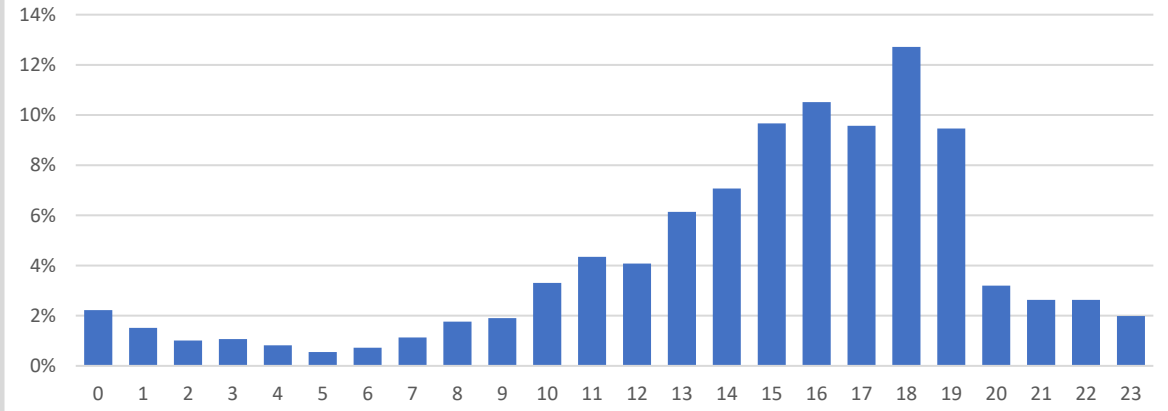
7

Goal: < 1

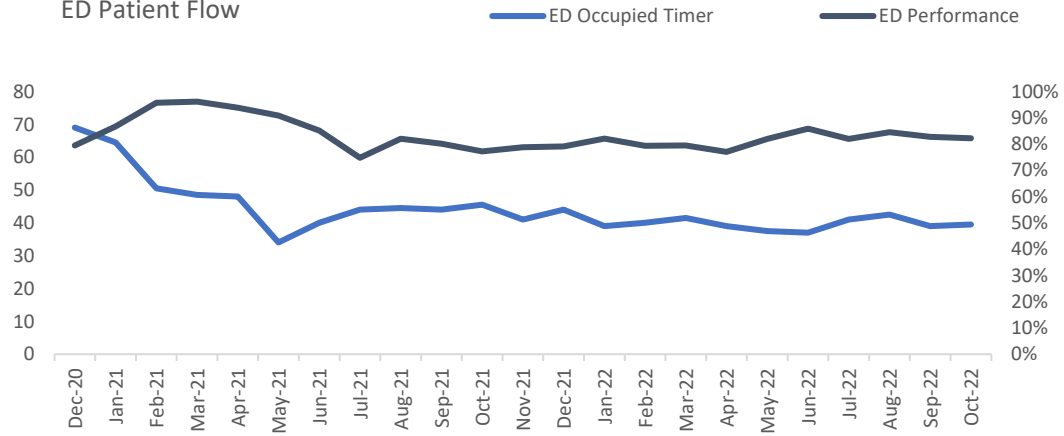
Bed Turnaround Team Performance



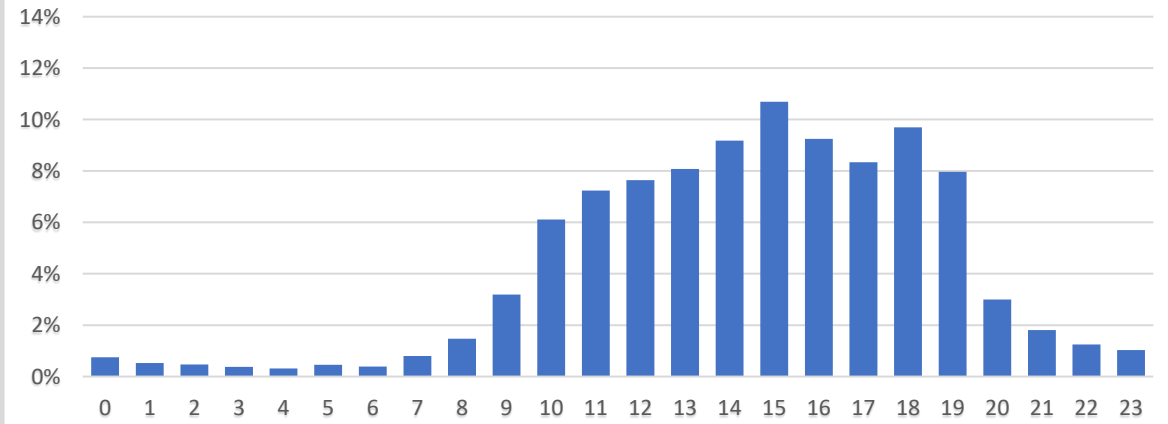
Patient Discharges by hour of day - 2020



ED Patient Flow



Patient Discharges by hour of day - 2022





**6000**  
transfers

6000 transfers  
a month



**45%**  
reduction

45% reduction in  
transfer time



**2258**  
hours

Dedicated bed  
cleaning time releases  
nursing time back  
to care



**12000**  
jobs

Portering teams  
have completed over  
12000 jobs per month  
and on average  
complete jobs in  
23 minutes



**124**  
days

Auto discharge

# What Does This Mean the Trust?

## Improved Care

- Clinicians, administrators and managers now have more time focus on caring for patients – not chasing operational information

## Improved Performance

- Moved from one of the worst performing EDs in the country to the best in the region, and one of the best in the country

## Improved Financial Efficiencies and ROI (TT technology is paying for itself)

- Reduction in escalation space used
- Reduction in cancelled elective care cases
- Estimate as much as £1m per annum in cost out as a result

## Improved Appetite for Change

- We know we can go further and in partnership we continue to drive onwards