

Cork University Hospital

“PROJECT FLOW 2017” - What is it all about?

Hospital mission:

The staff in Cork University Hospital aim to provide quality acute healthcare services and to positively impact on the lives of those we encounter.

What is Project Flow 2017 (PF17)?

In order to achieve our mission we need to ensure we efficiently and effectively care for members of the public - starting from the Emergency Department, right through to care received on the wards, until eventual discharge from the hospital. Project Flow 2017 (also known as PF17) aims to clearly identify the processes and systems that are required for safe, timely and effective delivery of care to the people that enter the hospital site. It includes looking more in depth at:

- each patient's required length of stay,
- planning for each patient's individual discharge,
- looking at weekday and weekend demand,
- linking with integrated care programmes in primary and community care services,
- a visual display of data in the hospital

Why is it important?

It is important because it aims to enhance the experience for the patient that comes through the doors and also aims to ensure a smoother delivery of service. In addition it aims to receive feedback from our loyal staff about their experiences and their thoughts on the delivery of care in Cork University Hospital.

Who is involved in it?

All members of staff in the hospital!

There is a working group responsible for ensuring Project Flow 2017 meets its aims and ultimately enhances the delivery of effective care in the hospital.

How do I find out more about it?

In the coming weeks we aim to communicate more effectively about the day-to-day work in the hospital to give you a better picture of what happens on a daily/weekly basis to keep you informed.

What do I need to do?

We welcome the opinions of all staff on how they think “flow” can be enhanced through the hospital system. Please send any suggestions for improving patient flow to:

CUHPatientFlow@hse.ie