



Quality Improvement Project on Managing Patient Flow And Hospital Capacity during Covid-19 Crisis

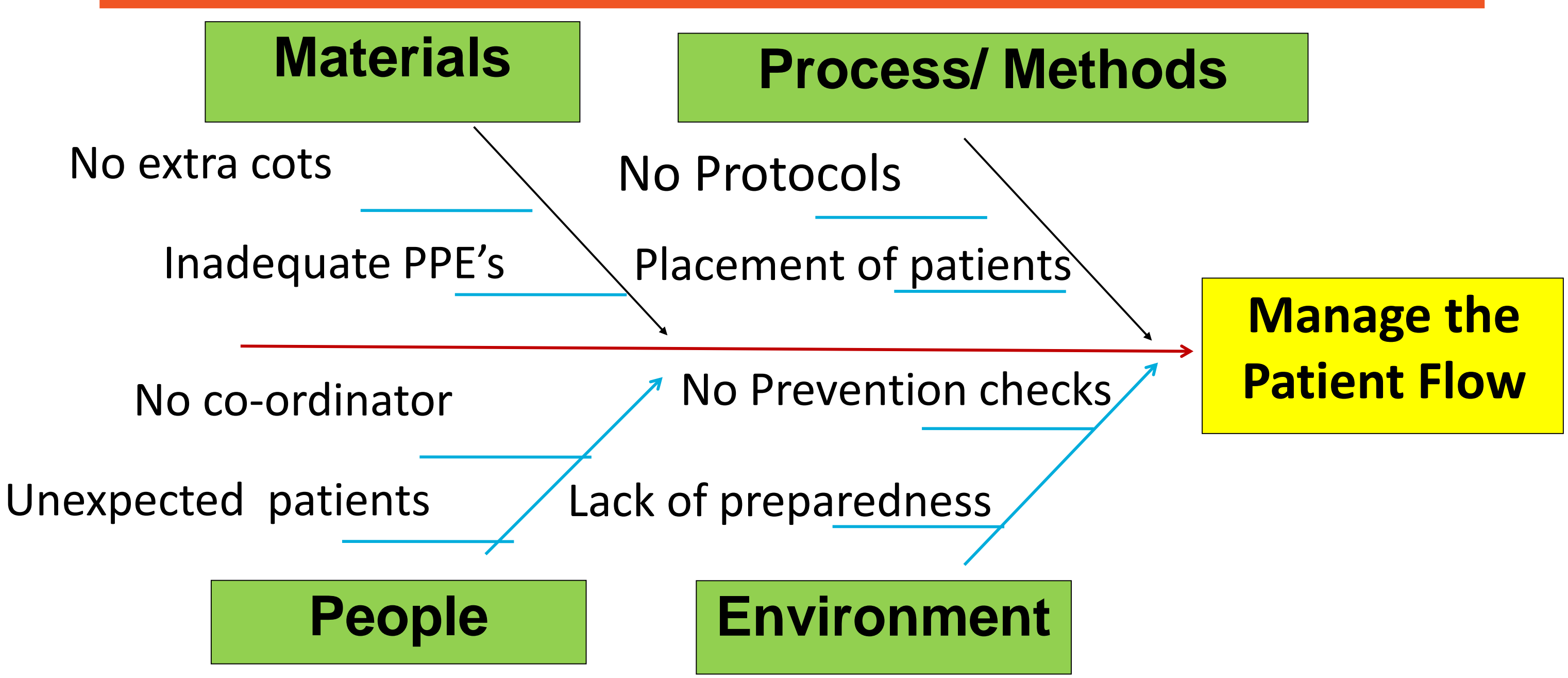
BACKGROUND

- Faced substantial challenges in maintaining and expanding capacity to care for patients
- Maintaining facility operations while receiving and treating patients with known or suspected cases of COVID-19
- Refused patient admissions due to inadequate bed capacity for managing the surge

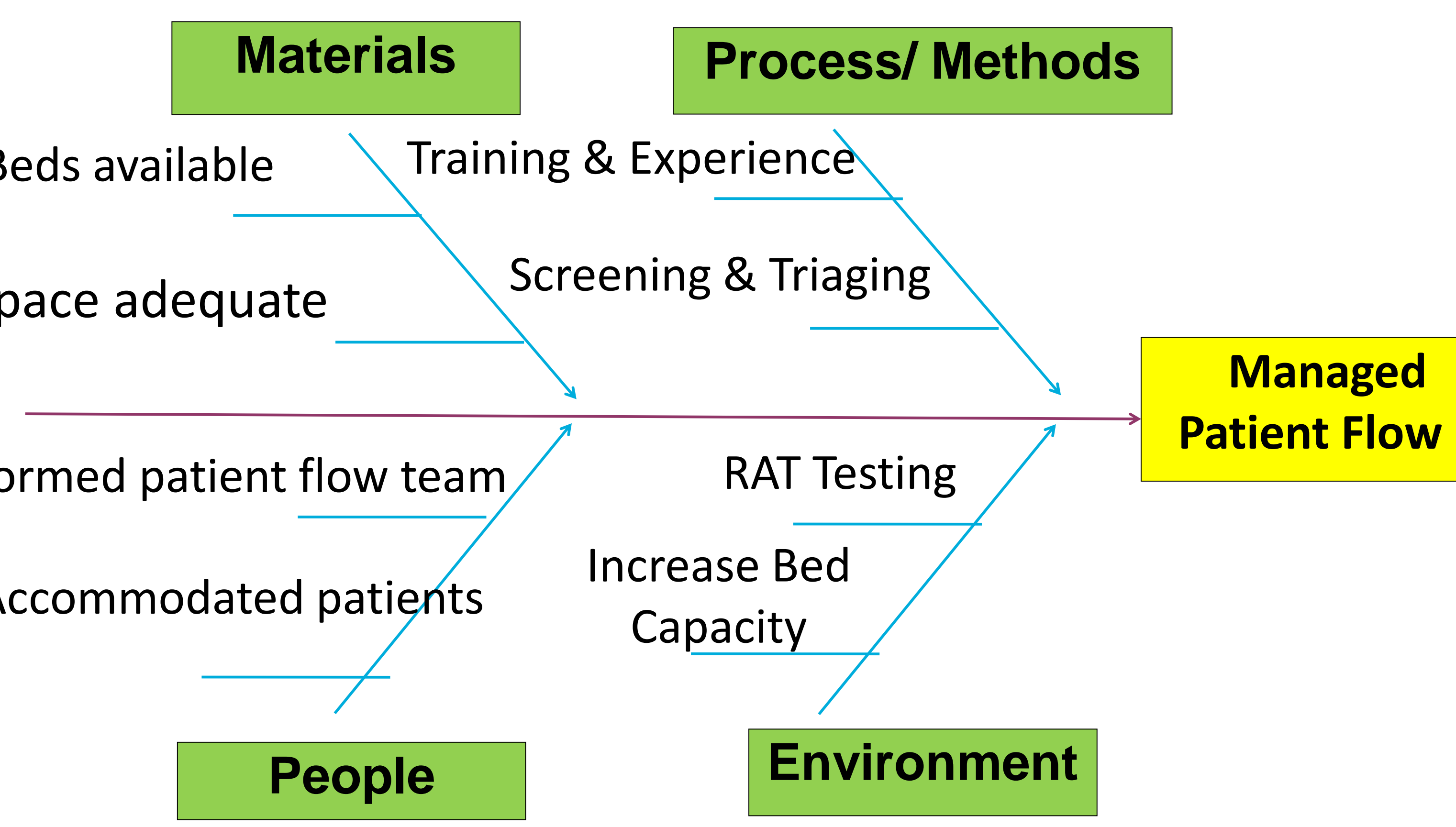
AIM

- To improve the patient flow throughout the hospital
- Reduce the crowding in the emergency department
- To accommodate the patients seeking for hospitalization

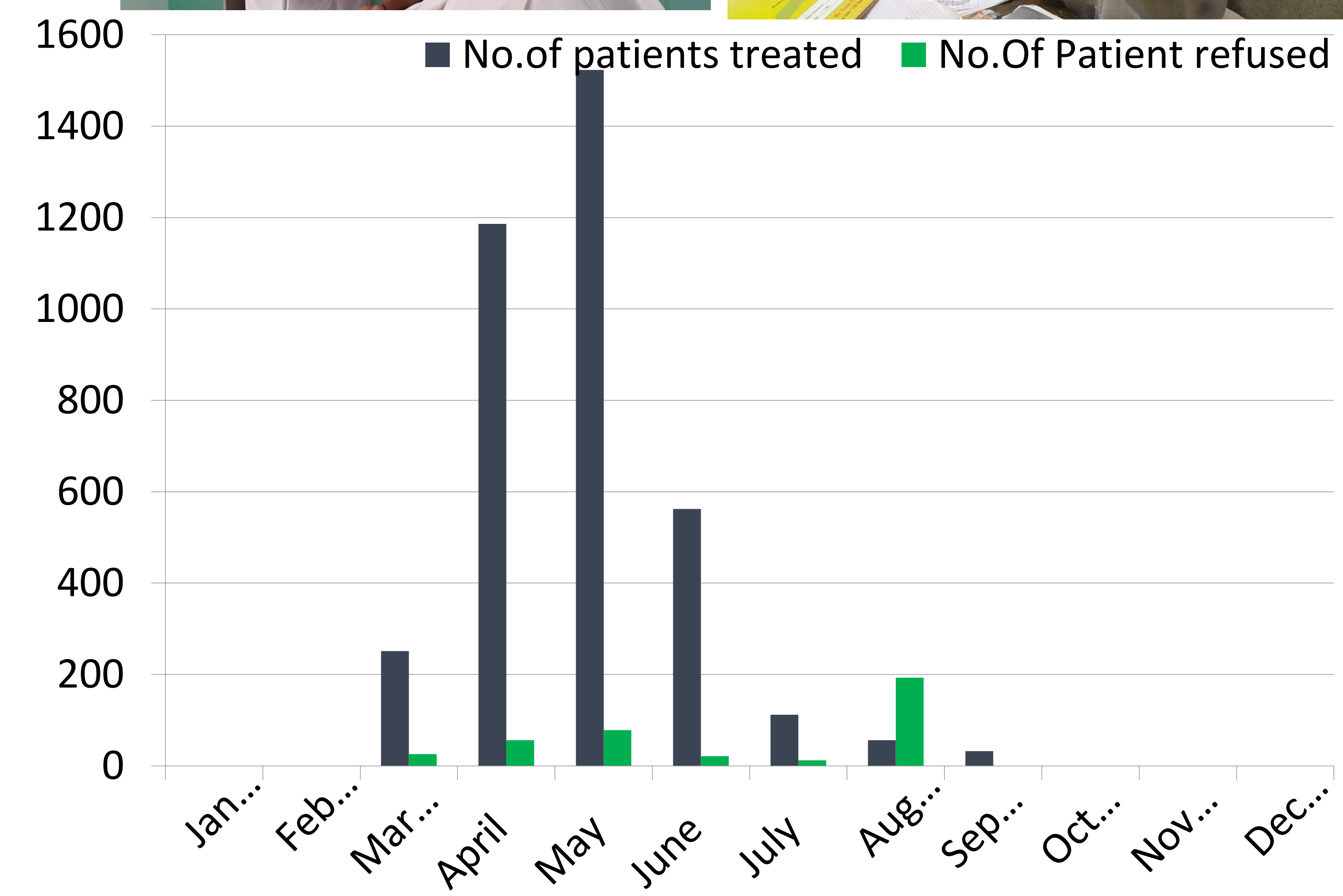
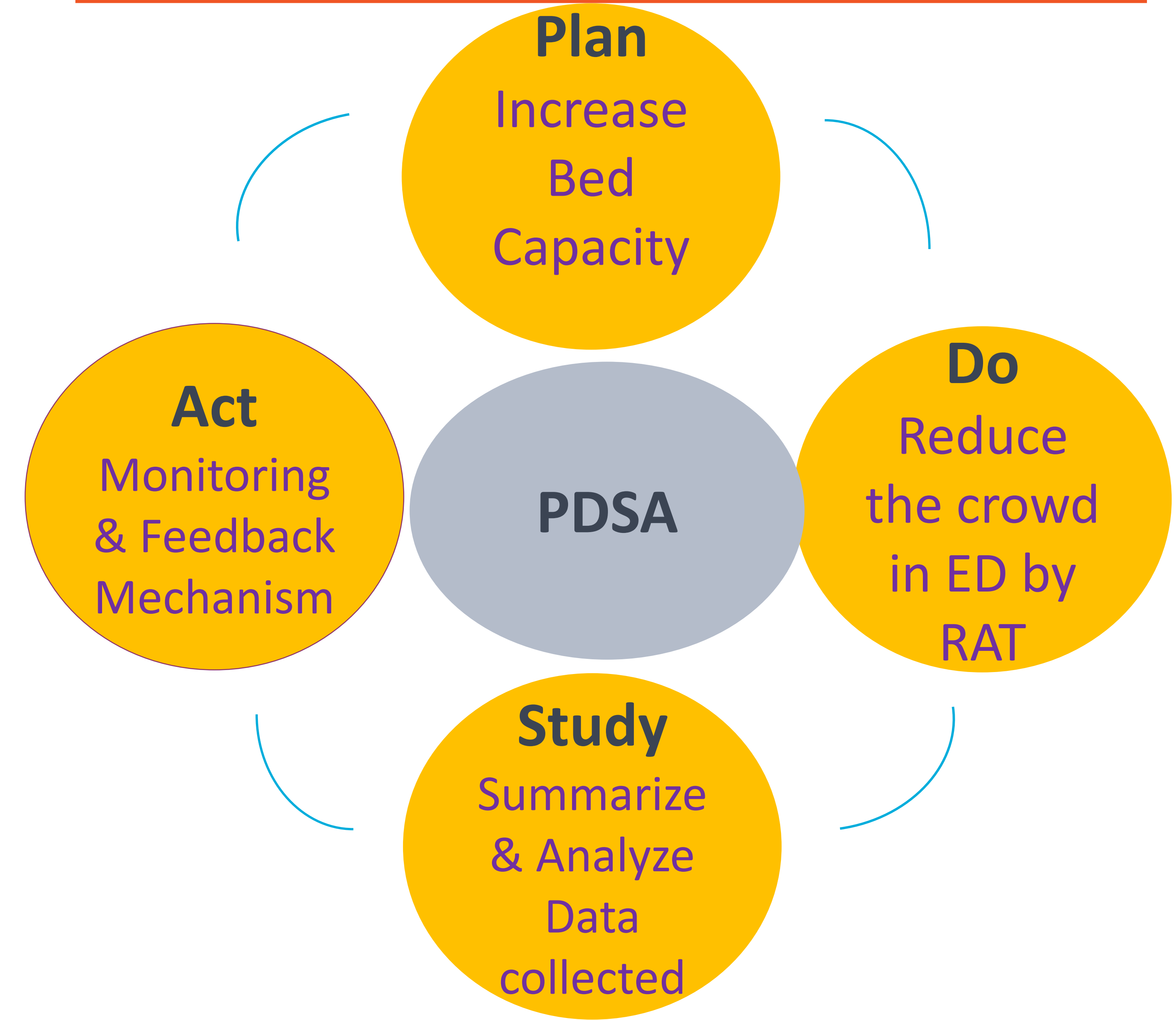
PROCESS FLOW –PRESENT STATE



PROCESS FLOW –FUTURE STATE



PLAN- DO-STUDY- ACT



RESULTS

- On admitting COVID patients ,there were no proper systems in place to monitor and reduce the number the patients diverted due to lack of beds.
- Initially 50% of the patients were refused
- By Increasing the bed capacity temporarily and appointing Bed coordinator ,all the patients were treated and occupied the beds.
- 100% all walk in patients were treated and managed



SUMMARY

- The Quality Improvement project was taken to study the number patients who refused due to lack of bed capacity in the hospital.
- Daily Tracking the number of patients was done to critically analyze the problem by monitoring as quality indicator in the ED Dashboard
- The strategies were implemented to avoid refusing the patients into the hospital by increasing the bed capacity
- Appointed the Coordinators for managing the beds in the hospital
- Ensured all patients walking into hospital are treated

FUTURE PLAN

- To increase the bed capacity permanently
- Continue monitoring patient flow as a quality indicator
- Decrease overcrowding in emergency department