This video will inspire teams to improve patient flow, reveal successful practices and show off the work that’s being done in partnership.

This five-minute piece tells the story of two Southern California patient-flow teams that reduced the amount of time it takes to discharge and transfer patients from the Emergency Department to ICU or Med-Surg Telemetry. The regional goal aims for a median discharge process time of less than two hours. These cross-functional teams, made up of labor and management at the Irvine and Anaheim medical centers, shared successful practices with each other—and became the first facilities in Southern California to outperform that regional goal.

WHERE TO USE THIS VIDEO

- Flow team meetings
- Hospital flow meetings
- Integrated committee meetings
- Performance improvement trainings
- Unit-based team trainings
- Unit-based team meetings
- LMP Council meetings
- Leadership meetings
HOW TO USE THIS VIDEO

◆ UBT meetings, flow team meetings, hospital flow meetings and UBT trainings

Share successful practices and motivate other teams working to improve patient flow by showing this video at UBT trainings and performance improvement meetings.

For discussion:
• Can your team directly copy any of these practices?
• Can your team modify any of these practices?
• How are the teams in this video different than yours? How might those differences impact your work on patient flow?

◆ Performance improvement and UBT trainings

Give new improvement advisers and UBT consultants a sense of what teams can accomplish by using this video during trainings.

For discussion:
• What were management’s interests in improving patient flow?
• What were union members’ interests in improving patient flow?
• What are the challenges of guiding multidisciplinary teams that are working to improve patient flow?

◆ LMP Council and leadership meetings

Show leadership how multidisciplinary teams made up of labor and management can lead change in important issues, like patient flow.