## Patient Flow Manager

Resources can be found on every desktop in the PFM Training Material folder

<table>
<thead>
<tr>
<th>Main Points</th>
<th>Outline</th>
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<tbody>
<tr>
<td>What is PFM?</td>
<td>A tool that makes each patient journey more transparent and uses colours to highlight the early notification and status of referrals and EDD's more visible</td>
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<tr>
<td>Log on</td>
<td>You can log into PFM from any workstation. Log on is generic for each ward and each log on may offer different views of the journey board (JIB).</td>
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| Benefits | • Can see across whole hospital including ED tracking screen or group any number of wards on screen. Highlights outliers  
• Can sort patients by EDD, Consultant, Referrals  
• Can notify and update referrals and follow referral status by traffic light colours  
• Can see patient demographics including GP, NOK and alerts  
• Simple update of EDD – set for 24 hours on admission  
• Some reporting |

Dependent on timely data entry in all systems TrendCare, PFM and HBCIS

| Initial Phase | Turned on 17<sup>th</sup> June for all wards  
Trouble shooting for issues  
Ward based education and support  
Clarify process issues |
| Full Go live | Go Live 1<sup>st</sup> July  
Aim to be reliable and fully operational |
| Evaluation | Start of August  
Re visit management groups to address outstanding issues, areas for improvement, enhancement requests |

### Your responsibilities!!

| Medical staff | Set and update EDD  
Notify referrals – still requires current paperwork |
| Allied Health & others receiving referrals | Register referrals if not in PFM  
Check generic email account for referral notifications  
Update referral status as required |
| Nursing staff | Record patient movements (ward transfers, bed moves & discharges) in PFM. This includes additional discharge details for boarders, criteria led discharges  
Check and update EDD each shift  
Notify referrals – still requires current paperwork |
| Administration staff | Record patient movements including bed moves in PFM or HBCIS  
Update referral notifications and EDDs as directed by clinician |