



BurnBright Advisory

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INTERVENTION INTELLIGENCE

Patient Flow Optimisation Playbook™

Improving Admission, Transfer and Discharge Flow Without Compromising Safety

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INTERVENTION LAYER

ZONE 1 • HERO PANEL

Patient Flow Optimisation Playbook™

The Patient Flow Optimisation Playbook™ gives operational and clinical leaders a repeatable method for improving admission, transfer, diagnostic and discharge flow — without compromising safety or care quality. It combines flow mapping, a structured huddle format and a Patient Flow Performance Index™ tracked over time.

Estimated completion time: half-day workshop to launch; 20–30 minutes daily for the flow huddle thereafter.

Patient safety impact: faster, smoother flow reduces corridor care, overcrowding, and the safety risks associated with both.

Organisational impact: improves bed utilisation and reduces costly delays without requiring additional capacity.

ZONE 2 • EXECUTIVE DASHBOARD (CONTEXT)

Why It Matters

Patient flow problems are usually blamed on “not enough beds,” but most flow delays are actually caused by process friction — waiting for a decision, waiting for a test result to be reviewed, waiting for a discharge letter — not by genuine capacity shortage. Fixing the friction is faster and cheaper than adding capacity, and it's available right now.

Most delay is decision delay, not bed delay

When a flow problem is investigated in detail, the most common root cause is a decision waiting on a person, not a bed waiting on a patient. This playbook treats every flow bottleneck as a decision-ownership question first.

Leadership Intelligence Model

The playbook works through four flow stages, in order:

- Admission — how quickly and smoothly patients move from referral/arrival into the right care setting
- Transfers — how efficiently patients move between care settings as their needs change
- Diagnostics — how quickly test results reach the person who needs to act on them
- Discharge — how early and reliably discharge readiness is identified and acted on

ZONE 3 • INTERACTIVE PLANNING CANVAS

Interactive Components

Daily Flow Huddle Template

A short, standing daily huddle — use this structure:

Question	Owner
How many patients are ready for discharge today but haven't left yet, and why?	[Name]
Where is today's biggest predicted bottleneck?	[Name]
What decision, if made in the next hour, would unblock the most flow?	[Name]
What from yesterday's huddle is still unresolved?	[Name]

Flow Stage Audit

Score each stage from 1 (frequent, significant delay) to 5 (consistently smooth):

Flow Stage	Score (1–5)	Most Common Delay Cause
Admission		
Transfers		
Diagnostics		
Discharge		

ZONE 4 • AI REFLECTION PANEL

AI Healthcare Leadership Coach

Leadership reflection prompt

“Here is my completed Flow Stage Audit: [paste]. Which stage's delay cause looks most like a decision-ownership problem rather than a genuine capacity problem?”



Action planning prompt

“Given this audit, help me draft a one-page proposal for a single, low-cost process change to pilot in the lowest-scoring flow stage.”

ZONE 5 • EXECUTIVE REPORT EXPORT

Implementation Guide

Immediate Actions — 30-Day Priorities

- Launch the daily flow huddle in one ward or service as a pilot

Short-Term Actions — 90-Day Roadmap

- Complete the Flow Stage Audit and pilot one process change in the lowest-scoring stage
- Track the Patient Flow Performance Index™ weekly through the pilot

Long-Term Actions — 12-Month Sustainability Strategy

- Extend the huddle and audit cycle to all wards/services, with quarterly leadership review of the index

Dashboard Metrics: this playbook is the primary driver of Patient Flow, and meaningfully contributes to Operational Efficiency.

ZONE 6 • CONNECTED INTELLIGENCE FOOTER

Related Resources — Learning Pathway

← Previous: Bottleneck Identification Framework™ (identifies where flow problems originate)

→ Next: Discharge Planning Toolkit™ (deepens the discharge stage specifically)

— End of Patient Flow Optimisation Playbook™ —