

Seven Oaks - Family Medicine Patient Access

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Seven Oaks is committed to providing quality patient care in the most appropriate setting without unnecessary delays. The average inpatient Length of Stay (LOS) in the Family Medicine Program at Seven Oaks is 23 days, which is higher than LOS within Medicine and Family Medicine Programs at other Winnipeg Community Hospitals (range 14.8 – 17.6). See attached.

Regional abstract data also shows that SOGH has a higher % of atypical cases (38% in Q1-Q3 2006/2007) relative to other Winnipeg Community Hospitals (range 25 – 32%). LOS Outliers make up the largest proportion of 'Atypical' Cases.

This is a pressing concern affecting patient flow. Two strategies were identified by SOGH for implementation:

- Modelling of clear, documented goal-oriented care plans on admission by an 'Admission Nurse'
- Case-management of patients that do not meet the acute medical criteria, yet remain in hospital

These roles will work with the project team to identify care bottlenecks and discharge barriers as part of a diagnostic strategy. As analysis is completed, additional action plans will be developed to help improve patient access and reduce the patient LOS at SOGH.