HealthCare Logic

## Component Spotlight

Complex patients

Who is it for:

Administration, Clinical Nurse/Shift Coordinator, Clinical Specialists – Allied Health, Nursing, Medical, Bed Manager, Clinical and Non-Clinical Department Managers, Nurse Unit Managers – Inpatients, Business Managers, Project Officers/Service Improvement

Data refresh rates:

The data within this component updates Occurs 7 days a week, 24 hours a day, every 5-10 minutes

Log in

Sign in to SystemView using your current hospital credentials and password
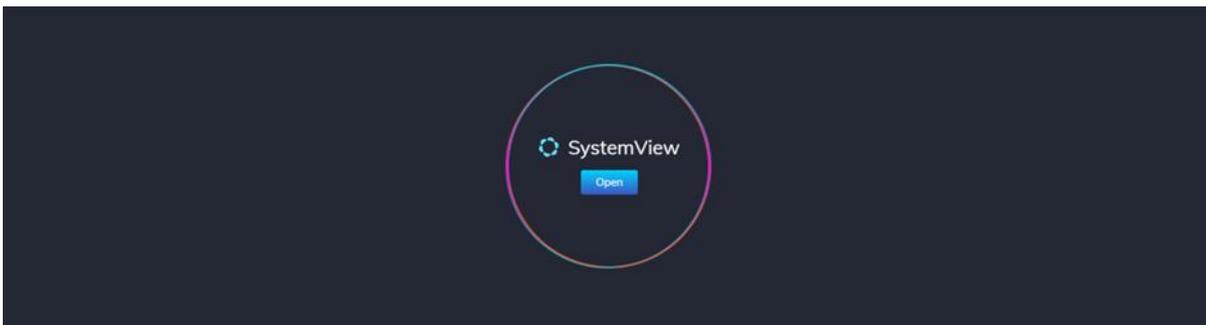
Locate component

Beds > Complex patient
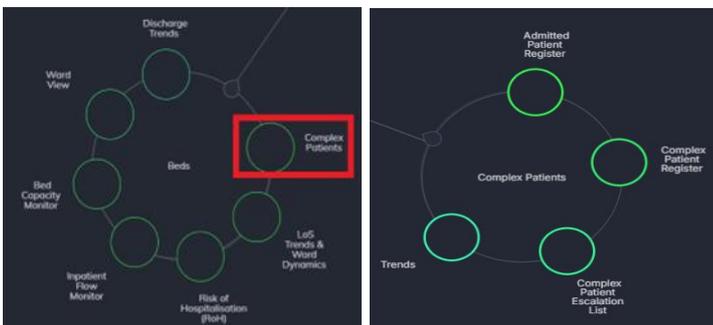
Filter Bar for admitted patient register, complex patient register and complex patient escalation list.

ISO 27001
INFORMATION SECURITY

Health Region *	Hospital *	Ward Division	Ward Type	Ward	Consultant Specialty	Flow Category	Order By	Patients Shown	Patient	
▬▬▬▬ ▾	All ▾	All ▾	All ▾	All ▾	All ▾	All ▾	Ward LOS ▾	30 ▾	All ▾	✕ Clear
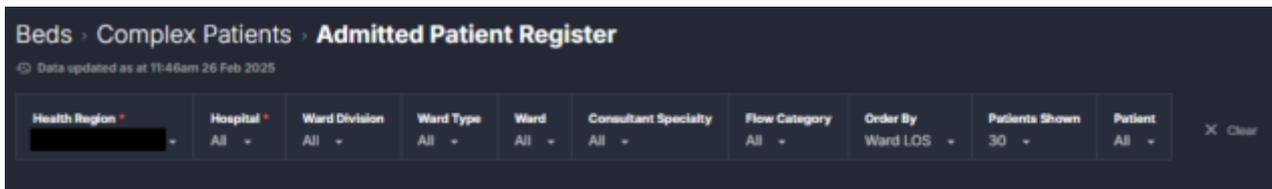
Apply drop-down filters at the top of the page to refine the data.

Filter	Description
Ward division	Select all or one of the available choices (unique to each hospital) to display the data in all charts.
	Selecting a specific filter will adjust the choices in the Group and Ward filter
Ward Type	Select from Physical or physical day ward.
	Selecting a specific filter will impact choices under Ward filter.
Ward	Select from the list of wards
Consultant Speciality	Select from a specific speciality
Flow Category	Select Passive Bed, Passive Risk or Patients with LoS < FlowLoS *
Order By	Select Ward Los, Total LoS, ROH30, ROH60 **
Patients Shown	The list displays 30 patients, select to see all or 100 patients
Patient	Select a specific patient

*Flow Category: assists end users to understand the desirable length of stay for each patient to maintain patient flow. Patients with a length of stay greater than the flow LoS are highlighted in red, as are those who are at risk of exceeding their flow length of stay in orange. This indicator is designed so flow leaders can understand at a glance the patients who have been in for some time and may require support to manage the discharge.

A Passive Bed is a bed occupied by a patient with a length of stay that is now twice as long as required for the day to maintain continuous patient flow.

A Passive Bed Risk is a bed occupied by a patient with a length of stay above that required for the day to maintain continuous patient flow (Flow LoS) but less than twice this value.

**Order By:

Total LoS: Total LoS stay of a patient within the hospital (which could be over several wards)

Ward LoS: LoS of a patient in the last/current ward they have been admitted to

ROH30/60: SystemView has an algorithm that uses a range of variables that determines the percentage likelihood of a patient being readmitted at 30 or 60 days after discharge.

The patient demographic information that is utilised as predictors within the RoH model is as follows:
• Age
• Length of stay
• Admission ward code (day ward admissions are not included)
• Days since previous inpatient admission
• Total time admitted in the previous 12 months

- Number of ED presentations in the previous 12 months
- Number of outpatient appointments in the previous 12 months"

Admitted Patient Register component

The Admitted Patient Register has been developed to provide a list of complex patients and have been identified as having barriers to discharge. This is utilized by the Patient Flow Team to identify patients considered a complex case to provide the opportunity for early intervention. Identify current inpatients likely to be complex to discharge using various flow metrics (LACE, frailty scores and selected admission histories) and the outputs of 30-day readmission predictions using complex modelling and use SystemView' s checkbox functionality to escalate these episodes of care to the complex inpatient register.

Summary

Provides the total number of admitted patients based on the filters applied in the filter bar.

Admitted Patients

Displays a list of patients that have been admitted to the hospital and fit the criteria for a complex patient. This allows flow managers the opportunity to pre-emptively respond and implements strategies to minimise the risk of an increased hospital length of stay. This component provides various patient-level metrics and calculations to highlight inpatients at the point of admission who are likely to be complex cases. These episodes of care can be escalated to the complex patient register to be co-managed with specific discharge teams.

End users can utilise this data to pre-emptively deploy strategies to minimise the impact of the admission of a complex patient on the organisation. Collaboratively working with their community-based care partners to promote a clinically appropriate discharge timeline and the instigation of hospital avoidance pathways once discharged.

You will also see at the top a filter bar to search by Ward Division, Ward Type, Speciality, and Flow category. You can order it by Ward LoS, Total LoS, ROH 30 and ROH 60.

Go through the list and add the relevant patients to your complex patient register. Select Yes in dropdown under complex patient and scroll to the bottom of the page when you have selected your patients and click SAVE. The information is saved with a time stamp and identifies who made the change. The selected patients will appear in the next petal: Complex patient register.

Complex Patient Register component

The Complex Patient Register summarises complex patients that have been selected in the Admitted Patient Register and identify the reasons for discharge complexity that may impact the performance of flow within a ward. View all the current inpatients who have been deemed to be complex to discharge and enter addition data points, including their reasons for complexity, likely resolutions, discharge timeframes and locations for task management. Overly complex cases can be escalated to the Complex patient escalation list, for resolutions by the executive management teams.

Summary

Provides the total number of complex patients based on the filters applied in the filter bar.

Complex Patients

Displays the patients that have been selected in the Admitted Patient Register with the inclusion of additional fields e.g. Reason for Discharge Complex. This allows flow managers the opportunity to pre-emptively respond and implements strategies to minimise the risk of an increased hospital length of stay. This component is used to better manage complex inpatients and record reasons for their complexity and the corresponding resolutions to increase inpatient flow. The capture of this information can be used to facilitate better inpatient management processes. The end user can enter key information about the episode of care via simple dropdowns and free text (this is not stored on source system).

To escalate a patient, select Yes in dropdown under escalation list and scroll to the bottom of the page when you have selected your patients and click SAVE.

The information is saved with a time stamp and identity of who made the change.

Complex Patient Escalation List displays patients who have been escalated from the complex patient register, as they require review and case management to facilitate discharge.

This allows flow managers the opportunity to pre-emptively respond and implement strategies to minimise the risk of an increased hospital length of stay.

Patient Escalation List
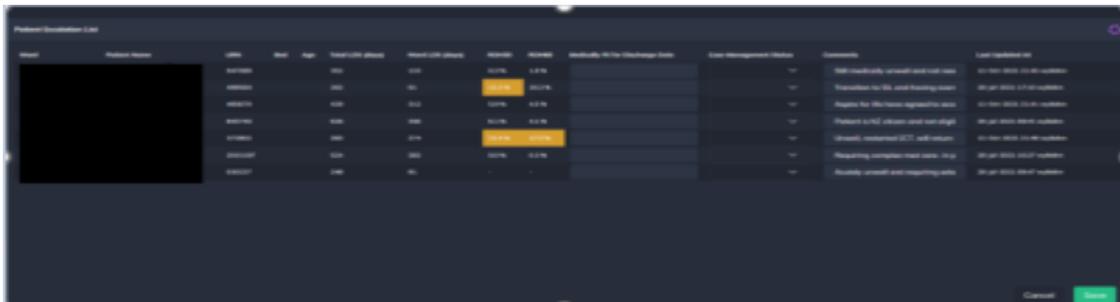
Displays patients escalated form the complex patient register.

Data can be filtered to look at anticipated discharge timeframe and location, as well as any complex discharge reasons.

Trends component

This component allows end users to summarise complex patients' information and provide more detail and context around the bed's days lost whilst patients are medically fit for discharge. Data can be filtered to consider complexity type and reason.

The data within this component updates according to the information the end user adds to the complex patient register for complexity type, complexity reason, fit for discharge and the discharge date.

Filter Bar
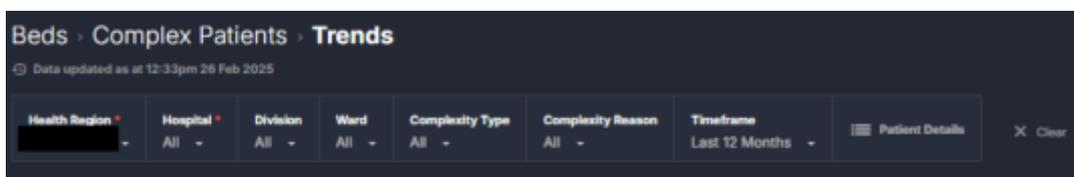
Filter	Description
Division	Select all or one of the available choices (unique to each hospital) to display the data in all charts.
Ward	Select from the list of wards

Complexity Type	Select a complexity type base on patients with a complexity type section completed in complex patient register.
Complexity Reason	Select a complexity reason base on patients with a complexity reason section completed in complex patient register.
Time Frame	Select a timeframe of 3,6,1,18 months or current financial year
Patient Details	Patient details include an exportable table of Current Complex patients and ahistorical complex Patient List.

Current Complex Patient

Provides a count of patients who have been identified by users as being complex, the number of complex patients medically fit for discharge (only when medical fit dropdown box is Yes in complex patients register) and the number of bed days lost.

The total lost bed days while fit for discharge is calculated from the day the dropdown box yes has been selected in complex patients to today but will change is the specific date fit for discharge is filled out in complex patient register.

## Current Complex Patients by Total LoS

Displays the current number of complex patients and the number of days they have occupied a bed.

Current MDF Days Lost by Complexity Reason
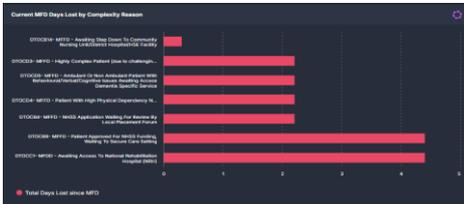
Displays the days lost by patients medically fit for discharge based on the complexity reason identified by the end user in complex patient register. If more than 1 patient has the same complexity reason, the total number of bed days for that reason will be displayed.

## Total Lost Bed Days Whilst Medically Fit for Discharge Date
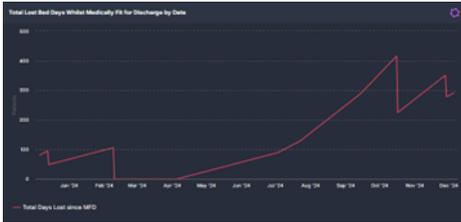
Displays a daily trend line for the number of bed days lost while medically fit for discharge.

Current Complex Patients
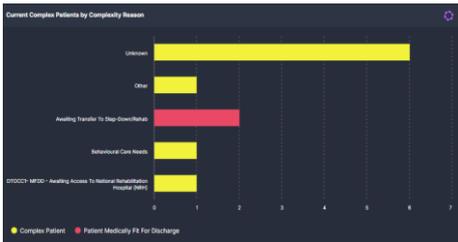
Displays the number of current complex patients (yellow) and the number of complex patients medically fit for discharge (red) by complexity reason as selected by the end user in the complex patient register.

Complex Patient Occupancy by Date
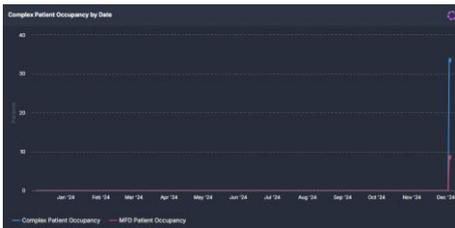
Displays a daily trend line of the occupancy for complex patients and the patients medically fit for discharge.

Patients by Ward, Ward LoS, and Complex Status

Displays an overview of each ward, current occupancy, available beds and the location of complex patients (yellow) and complex patients medically fit for discharge (red).