

Let it flow: all about hospital flow Virtual study day

Date: Tuesday 18 May
RCEM accredited for CPD
GMC domains covered: 1, 3
RCEM curriculum 2021 codes: SLO 11 and 12

The aim of this study day is to improve, change and expand the general thinking surrounding ED flow, explore the barriers and enablers to flow improvement, and provide practical tools for a fresh look at flow within participants' own settings.

Learning objectives

- To explore the barriers and enablers to flow improvement
- To introduce participants to marginal gains theory
- To consider the value of clinical staff feedback for improving flow
- To introduce participants to design thinking

CPD certificates

CPD certificates will be sent to those who attended the live session ten working days from the end of the event. Please note, you are required to attend the live event in order to receive your CPD certificate.

Who should attend?

- Clinical, research or teaching fellows
- Consultants
- Specialty doctors
- ST4-7
- SAS Grade
- ED/ hospital general managers
- Flow managers (excluding patient flow coordinators)
- Directors of operations

What to expect

- Presentations will be available for delegates to watch four weeks before the live event
- Further discussion points or CPD reflection questions will also be

- included with the talks. This will give delegates the opportunity to reflect on their learning before joining the live session.
- You will have the opportunity to submit your questions in advance via SurveyMonkey. The survey will close 3 days prior to the event to allow the panel to review your questions. Some live questions may also be taken at the event.

Pre live event activities (optional)

Wednesday 24 March 19:00 - 20:00	Twitter chat Subject: Barriers and enablers to hospital flow Duration: 1 hour with a new question for discussion every 10 minutes #RCEMFlow2021
Wednesday 21 April 19:00 - 20:00	Twitter chat Subject: The new performance metrics Duration: 1 hour with a new question for discussion every 10 minutes #RCEMFlow2021

Pre-recorded talks

An introduction to design thinking and change theory

Edward Verity, Co-Founder, Vidal & Verity

Case study: Facing flow challenges

Mandy Carney, Deputy Director of Operations, Yeovil District Hospital and Simon Sethi, Chief Operating Officer, Royal United Hospitals Bath

Unpacking the new performance metrics

Leilah Dare, EM Consultant, Southmead Hospital

Empathy mapping exercise

The exercise will be released at the same time as the pre-recorded presentations listed below and delegates will need to complete this in their own time prior to the live event date.

Empathy mapping is integral to design thinking. Visualising attitudes and behaviours helps to cultivate a deeper understanding of what is required to complete a task or a routine. This process will allow the faculty to better understand your needs, as well as help you to understand and prioritise your own needs.



Live event, Tuesday 18 May

10:00 - 10:05 **Join the virtual meeting space**

10:05 - 10:20 **Welcome and introduction to design thinking**
Caroline Boulind, EM Specialty Doctor, Kingston Hospital NHS Foundation Trust and Stevan Bruijns, EM Consultant and ED Clinical Lead, Yeovil District Hospital NHS Foundation Trust and Honorary Associate Professor, University of Cape Town, South Africa

Session 1: Barriers and enablers (universal: pre-hospital, ED and in-hospital)

Chair: Stevan Bruijns
Moderator: Caroline Boulind

Session outline: Edward Verity, Co-Founder, Vidal & Verity

Talking heads on barriers and enablers

Interactive content: Edward Verity

Sense making on barriers and enablers: Charmaine Cunningham, University of Cape Town, South Africa

11:30 - 11:50 Break

Session 2: Behavior and how it can be changed

Chair: Stevan Bruijns
Moderator: Caroline Boulind

Session outline: Edward Verity

Talking heads on behaviour

Interactive content: Edward Verity

Panel discussion: Edward Verity and Charmaine Cunningham

12:45 - 13:30 Lunch

Session 3: How data can be used to aid flow

Chair: Stevan Bruijns
Moderator: Caroline Boulind

Session outline: Leilah Dare, EM Consultant, Southmead Hospital

Talking heads on data

Interactive content: Leilah Dare

Panel discussion: Leilah Dare and Simon Sethi, Chief Operating Officer, Royal United Hospitals Bath

14:20 - 14:40 Break

Session 4: Approches for your hospital

Chair: Stevan Bruijns
Moderator: Caroline Boulind

Session outline: Stevan Bruijns

Talking heads on flow approaches

Interview with Mandy Carney, Deputy Director of Operations, Yeovil District hospital

Session 5: Q&A

Chair: Stevan Bruijns
Moderator: Caroline Boulind

Your chance to ask questions to the faculty

Caroline Boulind, Stevan Bruijns, Mandy Carney, Charmaine Cunningham, Leilah Dare, Simon Sethi and Edward Verity

16:00 Close