



## 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 Time TBC	<b>Twitter chat</b> Subject: Barriers and enablers to hospital flow Duration: 1 hour with a new question for discussion every 10 minutes
Wednesday 21 April 19:00 - 20:00	<b>Twitter chat</b> Subject: The new performance metrics Duration: 1 hour with a new question for discussion every 10 minutes

### 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 Urgent Care, 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**

**Faculty:**

- Caroline Boulind, EM Specialty Doctor, Kingston Hospital NHS Foundation Trust
- Stevan Bruijns, EM Consultant and ED Clinical Lead, Yeovil District Hospital NHS Foundation Trust and Honorary Associate Professor, University of Cape Town, South Africa
- Leilah Dare, EM Consultant, Southmead Hospital
- Simon Sethi, Chief Operating Officer, Royal United Hospitals Bath
- Edward Verity, Co-Founder, Vidal & Verity

10:00 - 10:05	<b>Join the virtual meeting space</b>
10:05 - 10:10	<b>Welcome and introductions</b>
10:10 - 10:20	<b>Introduction to design thinking</b>
	<b>Session 1: Barriers and enablers (universal: pre-hospital, ED and in-hospital)</b>
10:20 - 11:30	<ul style="list-style-type: none"> <li>• Narrative introduction</li> <li>• Interactive content</li> <li>• Panel discussion</li> </ul>
11:30 - 11:50	Break
	<b>Session 2: Behavior and how it can be changed</b>
11:50 - 12:45	<ul style="list-style-type: none"> <li>• Narrative introduction</li> <li>• Interactive content</li> <li>• Panel discussion</li> </ul>
12:45 - 13:30	Lunch
	<b>Session 3: How data can be used to aid flow</b>
13:30 - 14:20	<ul style="list-style-type: none"> <li>• Narrative introduction</li> <li>• Interactive content</li> <li>• Panel discussion</li> </ul>

14:20 - 14:40	Break
	<b>Session 4: Approches for your hospital</b>
14:40 - 15:50	<ul style="list-style-type: none"> <li>• Narrative introduction</li> <li>• Interactive content</li> <li>• Panel discussion</li> </ul>
15:50 - 16:00	<b>Summary</b>
16:00	Close