

# 2012 Military Health System CONFERENCE



## Ready...Set...Flow:

Going Back to Basics to  
Improve Patient Care in a  
Busy Birthing Center

Angela C. Middleton  
FNP-BC, MSN, CEN, BSN, RNC

Lt Col Gail A. Reichert  
USAF, NC

Capt Jennifer J. McGough  
USAF, NC



USAF Hospital Langley  
Birthing Center  
Joint Base Langley – Eustis

[Angela.middleton4@us.af.mil](mailto:Angela.middleton4@us.af.mil)

[Gail.reichert@us.af.mil](mailto:Gail.reichert@us.af.mil)

[Jennifer.mcgough@us.af.mil](mailto:Jennifer.mcgough@us.af.mil)

(757) 764-6732/DSN: 574-6732





## Introduction

- Implemented the Institute for Healthcare Improvement's (IHI) Real Time Demand Capacity (RTDC) Model (IHI, 2011)
- RTDC is a method to optimize patient flow throughout the hospital to predict admissions, capacity and staffed available beds
- RTDC became a catalyst for process improvement in the busiest Birthing Center in the Air Force
- RTDC process caused a decrease in diverting our patients to other local hospitals, increased continuity of care and created a better patient experience





## Methods/Results

- **Data collection tools**
  - Customized for inpatient units to understand demand and capacity on a day to day basis that affects the patient's experience of care
  - Developed a unique sense of awareness to recognize areas where improvement was needed
- **Process Improvements**
  - Eliminated bottlenecks
  - Outcomes reflected improvements
    - Patient flow
    - Efficiency related to bed assignments
    - Decreased patient diversion
    - Cost effectiveness
    - Communication and teamwork





## Conclusion

- **While still in its infancy, after 3 months of RTDC implementation the culture of the Birthing Center has been transformed**
  - Promoted nursing autonomy
  - Preserved continuity of care/improved patient experience
  - Emphasized team communication (providers, nurses and medical technicians)
  - Decreased patient diversions
  - Encouraged proactive management of patient care (admission to discharge process)





## Future Process Improvements

- **Expand data collection**
  - Patient flow
  - Patient satisfaction
- **Refine Data Collection**
  - Incorporate stricter controls
  - Educate staff on standardized data collection process
- **Incorporate RTDC into unit orientation**

