

# Flow Matters Insight Tours

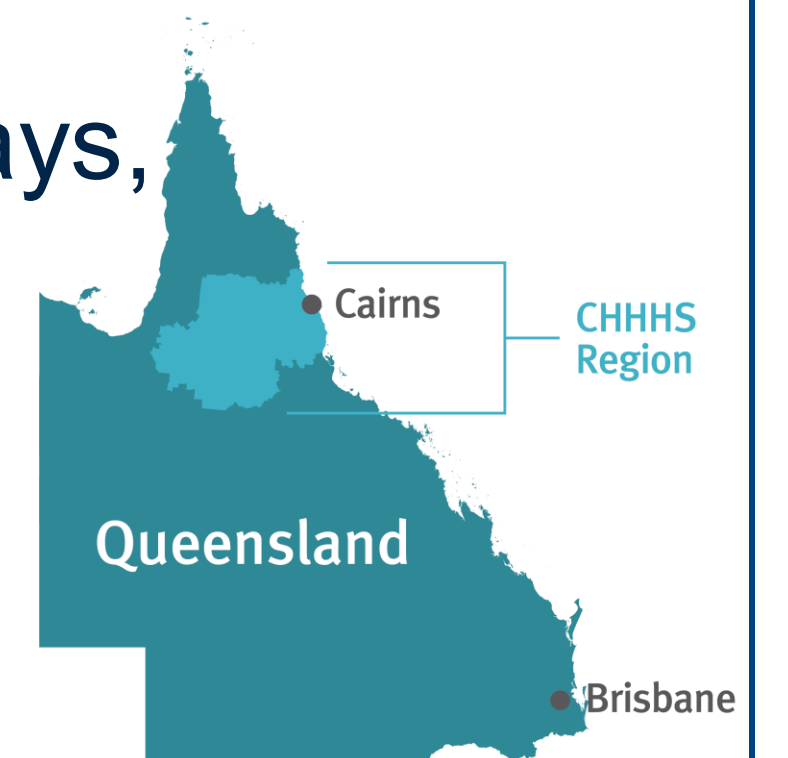
Building system wide flow understanding through real world learning  
See the system → Understand your role → Improve patient flow

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## OVERVIEW

Patient flow and timely access are ongoing challenges in healthcare, driven by interdependent systems rather than single services. Within Cairns and Hinterland Hospital and Health Service (CHHHS), variable flow understanding and limited system visibility contribute to fragmented decision-making and avoidable delays, patterns consistent with international literature (1,2).

**Flow Matters – Insights Tours** was developed to address these gaps, improving system visibility and strengthening shared flow understanding, by helping staff see how services connect and how decisions ripple across the patient journey.



## OBJECTIVES

To improve patient access and flow by building shared understanding of flow principles, roles, escalation pathways and system interdependencies.

## CONTEXT & CHALLENGE

- Patient flow is system-wide, with delays occurring across services
- Siloed roles limit visibility, and staff often see only their role
- Escalation approaches vary
- It impacts access and contributes to delays
- Shared system understanding is limited

## INTERVENTION: INSIGHTS TOURS

Guided Flow Matters – Insights tours of real-time flow are delivered to three streams: nursing leaders, rural-remote, open access. During the tours participants:

- **Observe** the bed management team, hospital operations, Emergency Department and Transit Procedure Unit
- **Learn** through education, observation and reflection
- **Improve** by building a shared responsibility for flow
- Iterative program design

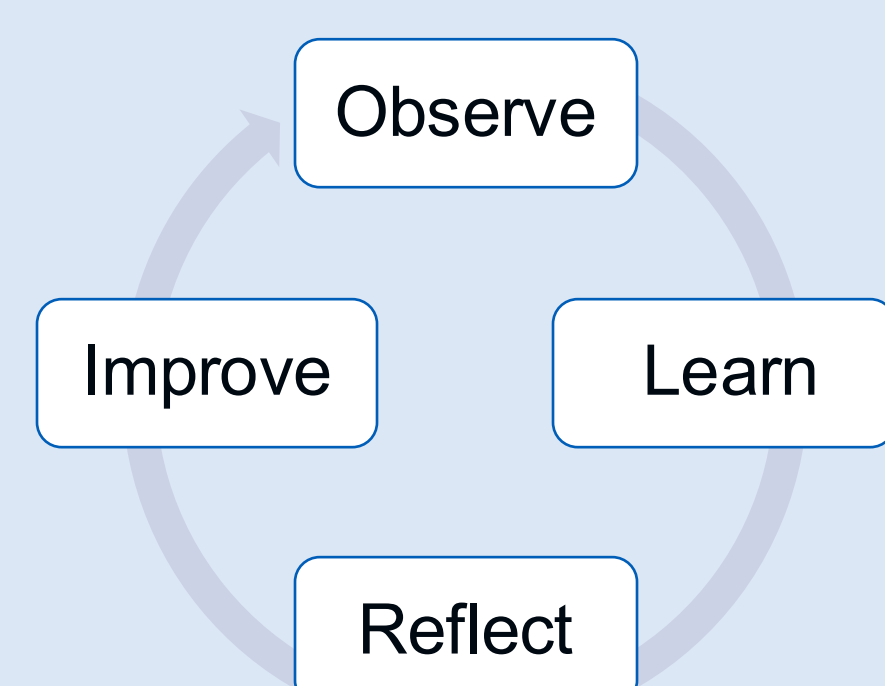


Figure 1. Tour Design

## METHODS

- Mixed-methods evaluation across program participation.
- 55 Participants in Team Leader Workshop 2025
- 12 Insights Tours in 2025
- 13+ Insights Tours 2026



Figure 2. Flow Matters – Insights Tour 2025

## OUTCOME & IMPACT

- Confidence (flow understanding) & escalation awareness improved post-tour
- Strong demand across services & disciplines
- Tours oversubscribed & fully booked early

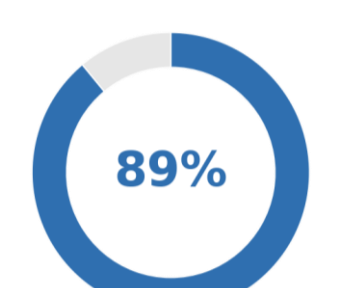
## BENEFITS

- Makes system work visible
- Strengthens role clarity
- Creates 'aha' learning moments
- Scalable across health systems
- Improved awareness of escalation pathways

## NEXT STEPS

- Expand to multidisciplinary streams
- Integrate Nursing Directors and emerging directors

### Program Performance



Recommended the tours



Recommended the tours



High Satisfaction (4.6-4.75 / 5)

Figure 3. Program Performance

## References:

1. Nguyen Q, Wybrow M, Burstein F, Taylor D, Enticott J. Understanding the impacts of health information systems on patient flow management: A systematic review across several decades of research. PLoS One. 2022;17(9):e0274493
2. Al Harbi S, Aljohani B, Elmasry L, Baldovino FL, Raviz KB, Altowairqi L, et al. Streamlining patient flow and enhancing operational efficiency through case management implementation. BMJ Open Qual. 2024;13(1)

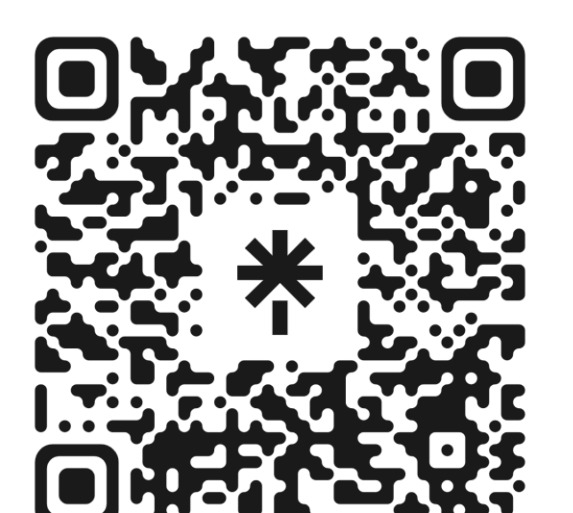
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**Cairns and Hinterland**  
Hospital and Health Service



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