

Content

Department Name: Hospital at Home – Frailty and Respiratory

Process Name: Patient Journey (Referral to Discharge)

Change History:

Version	Draft	Date	Author	Comments
0.1	Y	04/12/2023	Henry Putt	Initial drawing creation
0.2	Y	06/12/2023	Henry Putt	Maps amended and sent back out for review
1.0	N	01/02/2023	Henry Putt	Maps signed off as complete



Improvement team

● **Improve health** ● **Better care** ● **Lower costs**

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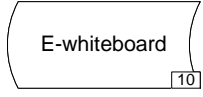
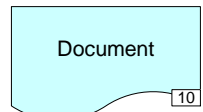
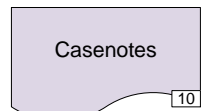
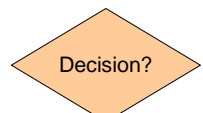



Map 1 H@H Patient Referral Process MPH – Map No 1 – As Is	Page 5
Map 2 H@H Patient Referral Process YDH – Map No 2 – As Is	Page 6
Map 3 H@H Patient Admission, Treatment and Discharge Process MPH and YDH – Map No 3 – As Is	Page 7
Map 4 H@H Patient Remote Monitoring Process MPH – Map No 4 – As Is	Page 8


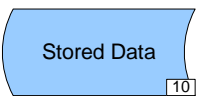




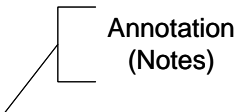
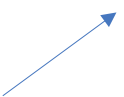





Improvement team


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Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity excluding patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link to another map
	Symbol used to indicate a link from another map
	Symbol used to illustrate link to maps within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple issues , numbered accordingly
	Symbol used to illustrate multiple ideas , numbered accordingly

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent


 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried

 Symbol used to Indicate Angry

 Defects

 Over Production

 Waiting

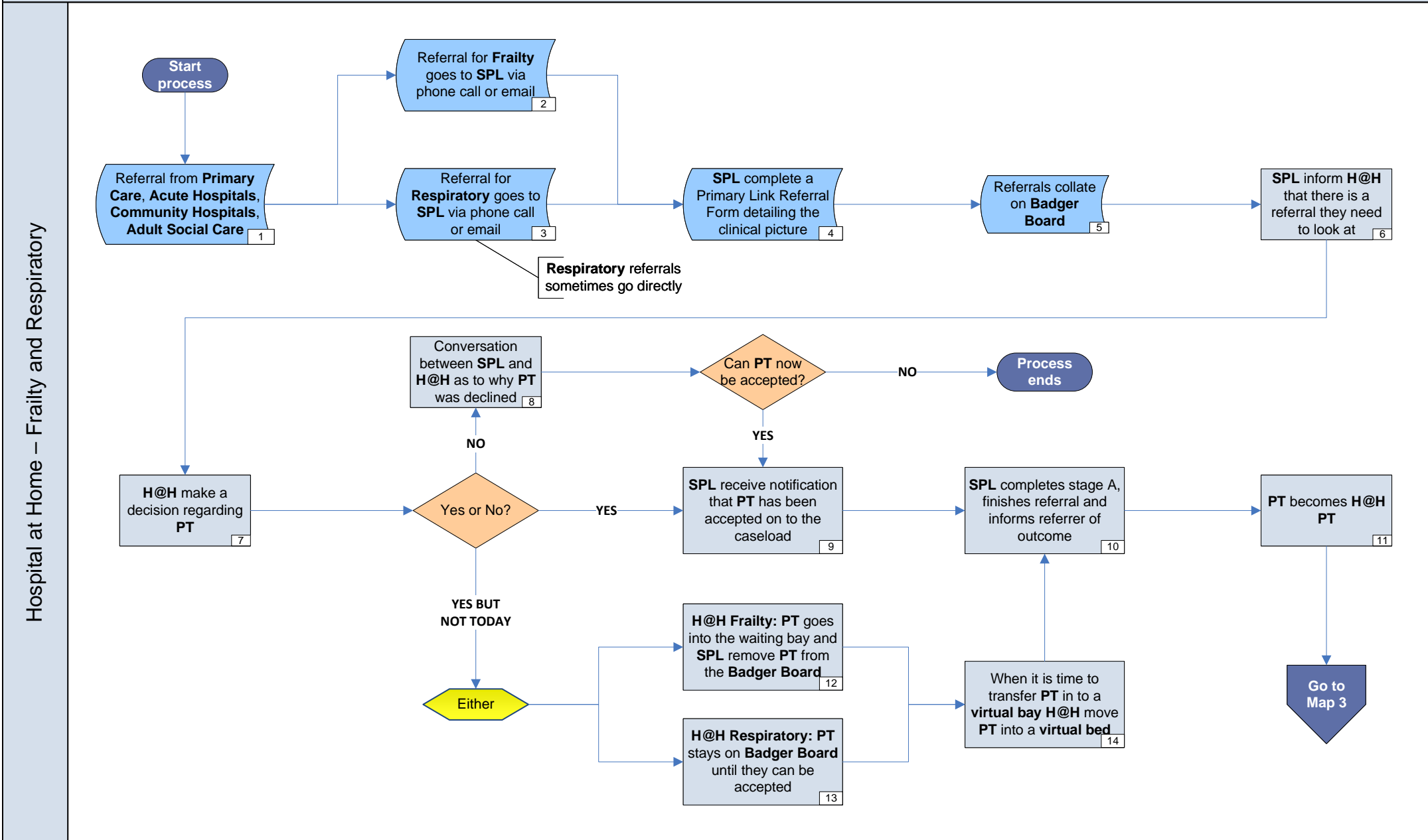
 Un-utilised Skills

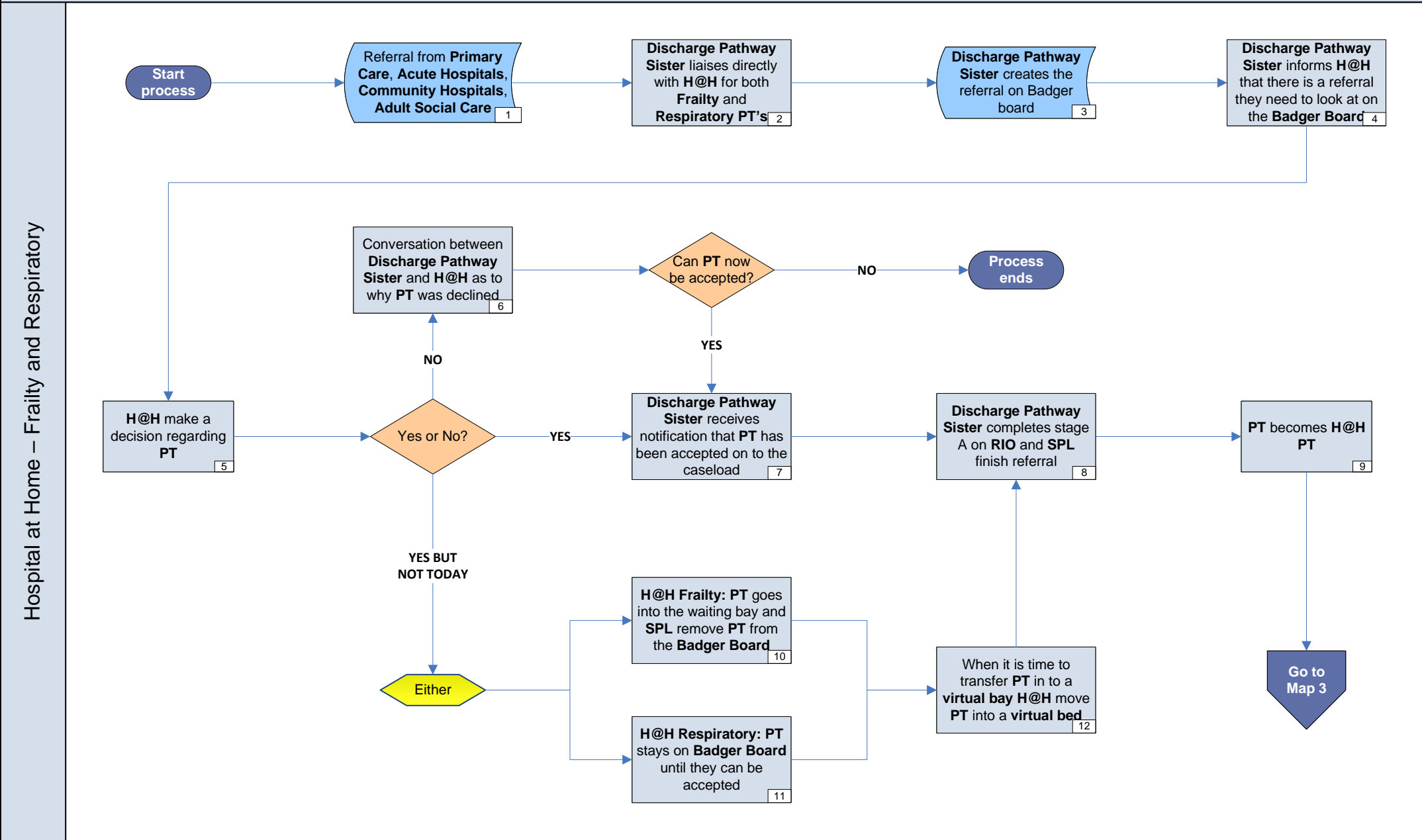
 Transportation

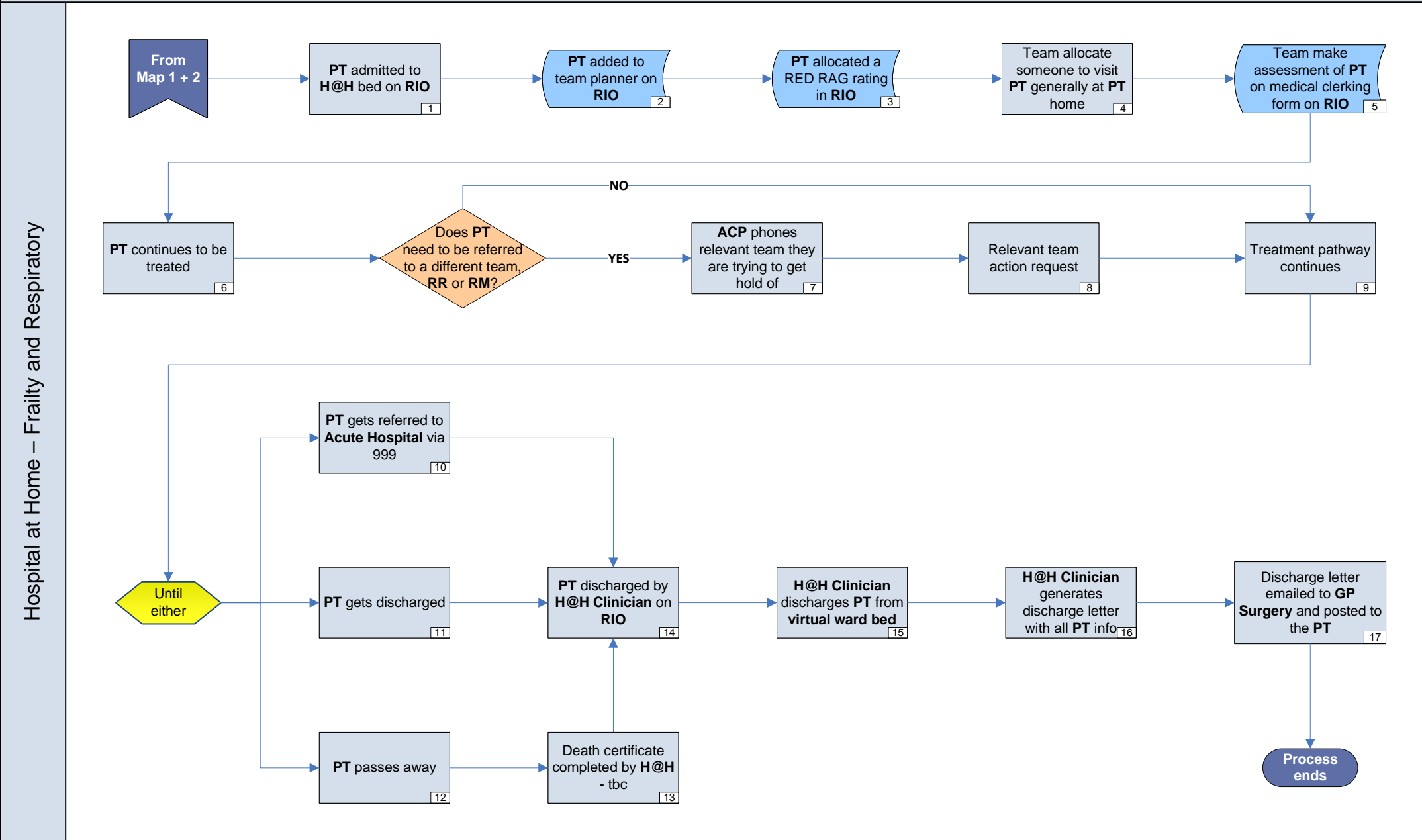
 Inventory

 Motion

 Extra Processing







H@H Patient Remote Monitoring Process MPH – Map No 4 – As Is

To be Validated

PT – Patient ACP – Advanced Clinical Practitioner SPL – Somerset Primary Link H@H – Hospital at Home RR – Rapid Response RM – Remote Monitoring RAG – Red, Amber, Green

Hospital at Home – Frailty and Respiratory

