

# Using Flow



## Phase 1



Digital Skills Training Team





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## Overview

Flow links directly to Rio and displays an overview of the occupied beds for the selected ward. Each bed displays as a patient Bed Card and containing icons to indicate care needs, the current News2 score and the current Consultant details. This information displays in real time and is updated as information is updated in Rio and eObs.



## Accessing Flow

Flow is opened in Google Chrome and can be accessed via an icon on the desktop of laptops and PCs on your ward. Usually from the pc connected to the large display screen

For each ward there will be a generic login username and password

The generic login will give all users access to a 'locked' read only view of Flow

To **view** Flow


- **Select** the **desktop icon**
- Enter the ward **Username & Password**
- **Select OK**

Substantive Nursing, Medical and Therapy staff who have smartcard access to Rio will also have access to an 'unlocked' editable version of Flow which allows them to add and update Indicators, Service Requests, Discharge & Leave statuses for a patient


## Viewing Your Ward in Locked (Read Only) View

Using the generic ward login will open Flow in **Locked** view  for the ward you are currently working on

The top of the screen displays a blue banner with the **name of the ward**

To the **left** of the banner is the **Menu** button 

Selecting the Menu button allows you to select other wards

On the left of the screen, below the Menu button is the padlock icon  this indicates that you are viewing Flow in the default locked view

Below the padlock icon you will see a summary telling you how many beds there are in total on the ward, how many beds are occupied, empty or closed

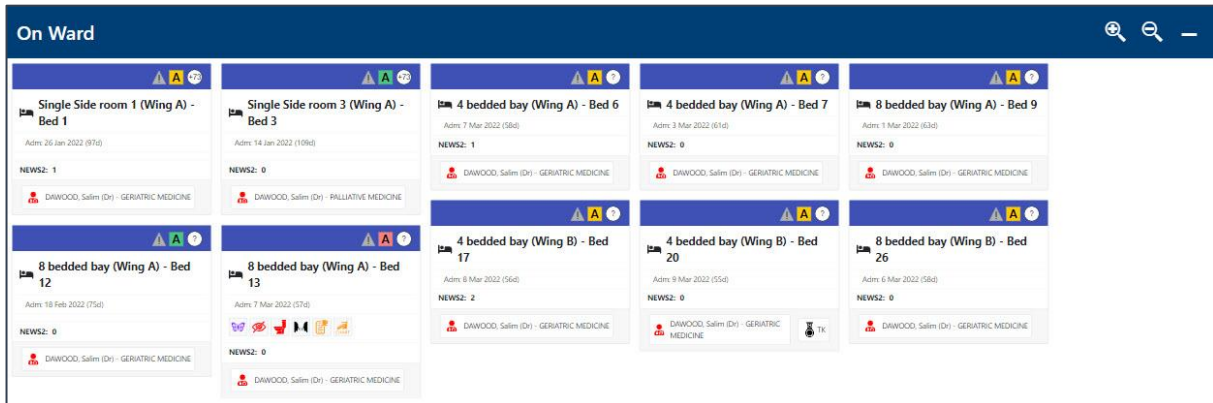


The main screen is divided into four sections; On Ward, On Leave, Failed to Return and Discharged (bottom left)



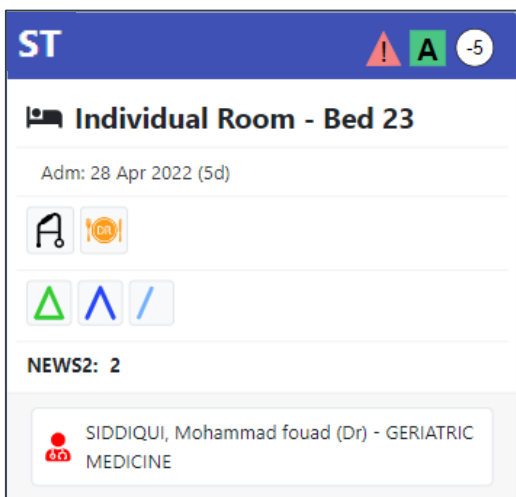
## On Ward

The On Ward section displays a series of 'Bed Cards'. Each card represents a patient in a bed, empty beds will not display






## Bed Cards

Bed Cards display key information for the patient






The patient's initials are displayed on the purple banner


In this example, the patient has Alerts recorded , has no Allergies  and has 5 days to go until their estimated date of discharge , this information is pulled from Rio and is displayed in the purple banner at the top of the Bed Card


The patient is in a side room, in Bed 23

They were admitted on 28<sup>th</sup> April and have been on the ward for 5 days

The patient has two Indicator icons which show they use a walking frame  and they have a diabetic diet 

 The Occupational Therapy team have seen the patient and completed their intervention (green for OT, three sides of the triangle because the intervention is completed)

 The Physiotherapy team have received the request and have scheduled to see the patient (blue for Physio; two sides of the triangle because an intervention is scheduled)

 The Nutrition & Dietetics intervention has been requested, but is not yet scheduled (pale blue for Nutrition & Dietetics; one side of the triangle because the intervention has been requested)

This patient has a News2 score of 2. This has been recorded in Rio or eObs and automatically displays in Flow

The patient is admitted under the care of Dr Siddiqui who is a consultant in Geriatric Medicine



## Indicators and Care Alerts Icons

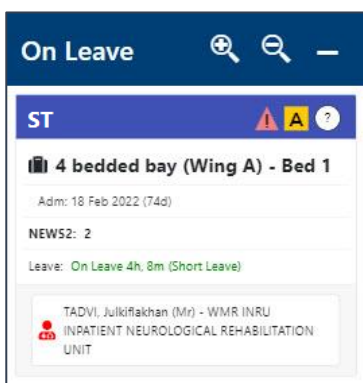
Indicators display on the patient's bed card when they are added in Flow by users with 'unlocked' access

Care Alert icons display automatically on the bed card when information is recorded in specific Rio assessment forms. The table below shows which assessment forms Care Alert information is pulled from

Example Icon	Care Alert	Assessment Form / Section or Sub Form
	Ceiling of Care (CoC)	Medical Admission / Ceiling of Care sub form
	Do Not Resuscitate	Handover / DNAR Status
	COVID Status	Handover / COVID Category & Swab date
	Level of Supervision	Enhanced Supervision
	Diabetic	Clinical Examination / Type of Diabetes
	Nil by Mouth	Nursing Needs/Care Plans / IDDSI
	Modified Diet or Fluids	Nursing Needs/Care Plans / IDDSI
	Nursed in Bed	Handover / Support for Transfer /supervision when mobilising
	Mobility	Handover / Support for Transfer /supervision when mobilising
	PEEP (Personal Emergency Evacuation Plan)	Nursing Needs/Car Plans / PEEP

The colour of many icons will vary depending on the status of the Care Alert. For example, if a patient is COVID positive the icon will display in red; if they are COVID negative the icon will display in green

## On Leave



The **On Leave** section will display Bed Cards for patients who are currently on leave from the ward

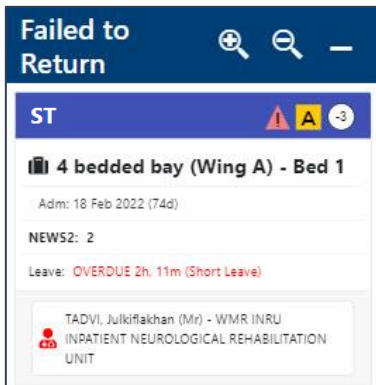
This may be because the patient has an appointment e.g., for a CT scan or may be temporarily allowed home for a day or two (usually palliative care patients)

The length of time the patient has been on leave for will display in green

When the patients return to the ward is recorded, they will automatically be moved back to the On Ward section



## Failed to Return






The **Failed to Return** section will display Bed Cards for patients who are on leave and have not returned by the planned leave date/time

The length of time the patient is overdue by will display in red

When the patients return to the ward is recorded, they will automatically be moved back to the On Ward section

The On Ward, On Leave and Failed to Return sections all display with **zoom in**, **zoom out** and **minimise** icons

- Select the **zoom in** icon  to **increase** the size of the Bed Cards
- Select the **zoom out** icon  to **decrease** the size of the Bed Cards
- Select the **minimise** icon  to display the section at the **bottom of the screen** next to the Discharged section

## Discharged


- Select **Discharged**  to display a list of patients who have been discharged in the last 72 hours

NHS	Name	Consultant	Ward	Room & Bed	Admission Date	Gender
Unknown	LOMAMI, Shahmala (Miss)	AHMAD, Farooq (Dr)		-	20 Jan 2022 12:00 (104d)	Female

- Select the arrow  to collapse the list

If the On Ward, On Leave or Failed to Return sections are displaying at the bottom of the screen, a list of patients can be viewed by clicking on the section heading

NHS	Name	Consultant	Ward	Room & Bed	Admission Date	Gender
	TADVI, Julkiflakhah (Mr)		MHH Ward 7	Single Side room 3 (Wing A) - 1	28 Feb 2022 16:15 (65d)	
	GRUBB, Anthony (Dr)		MHH Ward 7	4 bedded bay (Wing A) - 2	1 Mar 2022 20:45 (63d)	

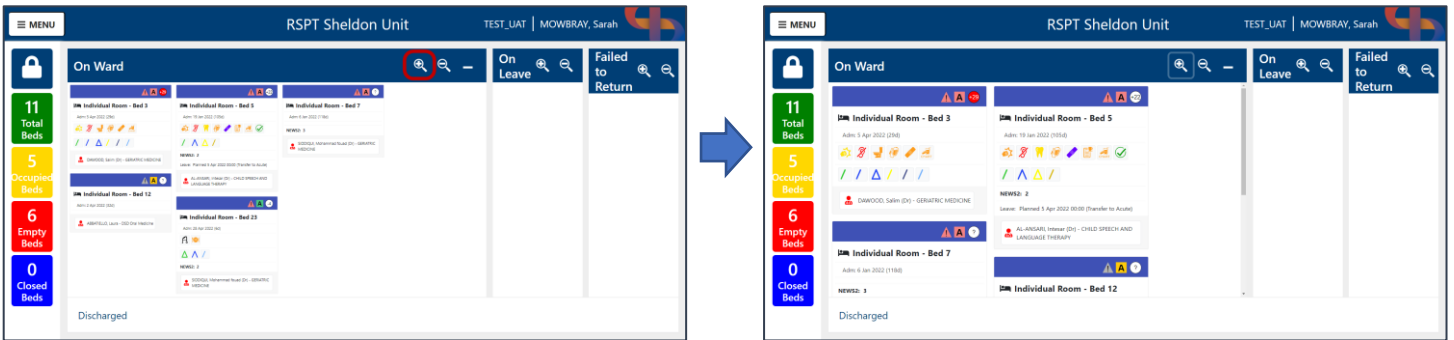
Select the **restore** icon  to return the section to the upper part of the screen

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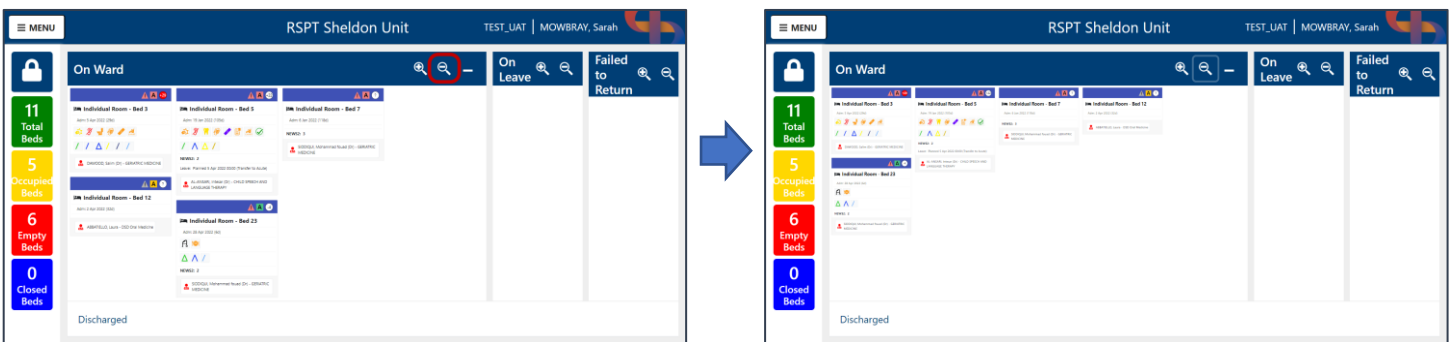



## Changing the Flow Display

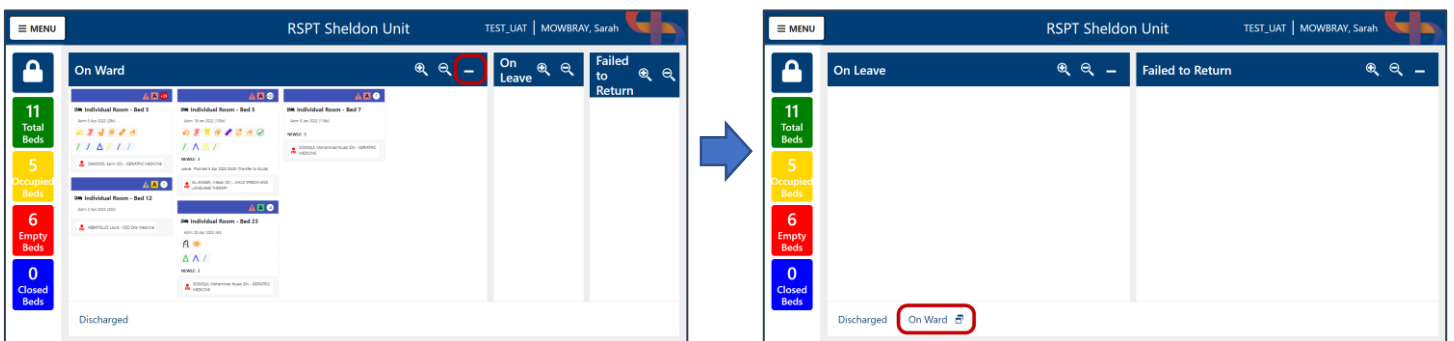
Select the **zoom in** icon  to **increase** the size of the Bed Cards




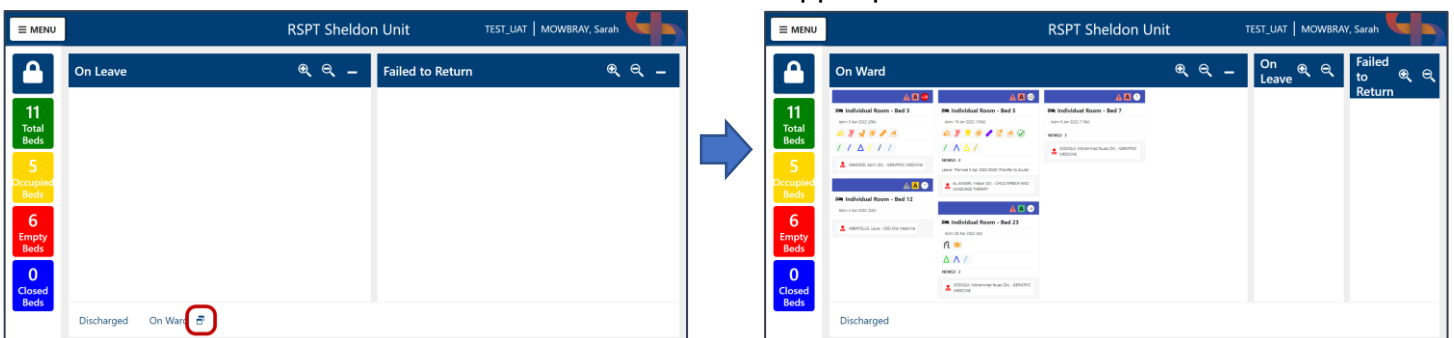
Select the **zoom out** icon  to **decrease** the size of the Bed Cards



Select the **minimise** icon  to display On Ward, On Leave or Failed to Return section(s) at the **bottom of the screen** next to the Discharged section



Select the **restore** icon  to return the section to the upper part of the screen




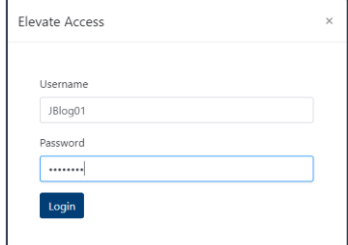


## Viewing Your Ward in Unlocked (Edit) View

At BCHC, substantive Nursing, Medical and Therapy staff who have smartcard access to Rio will also have access to an 'unlocked' editable version of Flow which allows them to add and update indicators, service requests, discharge and leave statuses for a patient.

To **unlock** Flow

- Select the padlock icon 
- The **Elevate Access** dialogue box will open
- Enter your **Flow Username** and **Password**
- Select **Login**




Elevate Access


Username  
JBlog01

Password  
\*\*\*\*\*

Login

Or

- Select the padlock icon 
- Insert your Smartcard and enter your smartcard pin  
(please note, Smartcard access is currently unavailable)

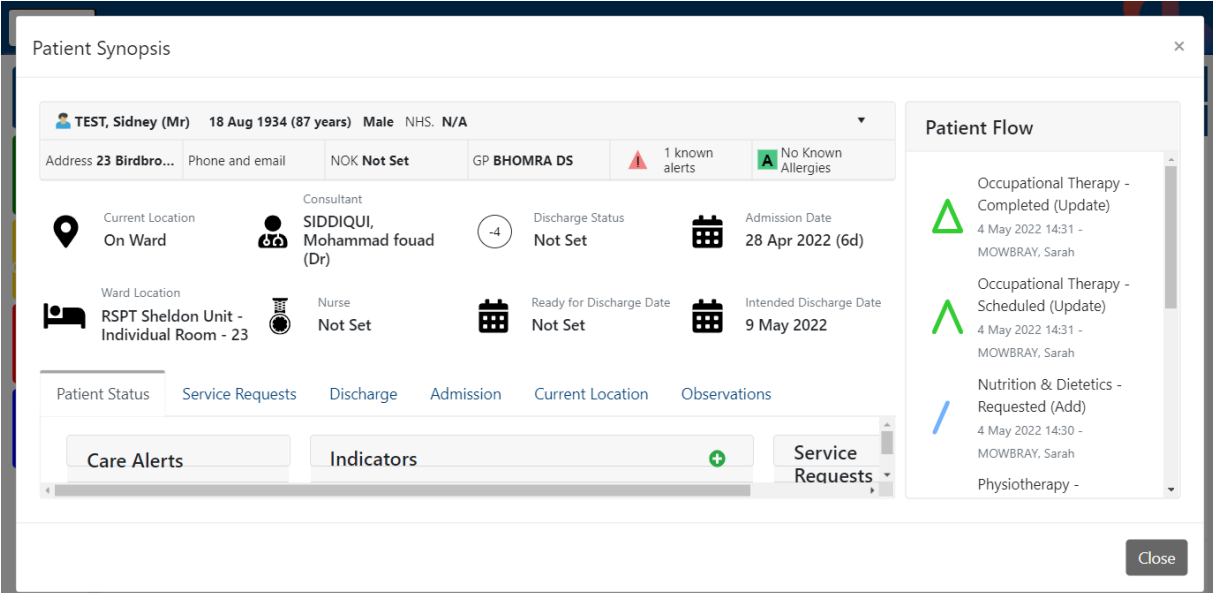
Flow will now display in unlocked view; this will be indicated by the unlocked padlock icon 

## Patient Synopsis

Further information can be viewed and recorded for patients on the Patient Synopsis screen

- Select the **Bed Card**

The **Patient Synopsis** screen will open



Patient Synopsis

TEST, Sidney (Mr) 18 Aug 1934 (87 years) Male NHS: N/A

Address 23 Birdbro... Phone and email NOK Not Set GP BHOMRA DS 1 known alerts No Known Allergies

Current Location: On Ward  
Consultant: SIDDIQUI, Mohammad foud (Dr)  
Discharge Status: Not Set  
Admission Date: 28 Apr 2022 (6d)

Ward Location: RSPT Sheldon Unit - Individual Room - 23  
Nurse: Not Set  
Ready for Discharge Date: Not Set  
Intended Discharge Date: 9 May 2022

Patient Flow

- Occupational Therapy - Completed (Update) 4 May 2022 14:31 - MOWBRAY, Sarah
- Occupational Therapy - Scheduled (Update) 4 May 2022 14:31 - MOWBRAY, Sarah
- Nutrition & Dietetics - Requested (Add) 4 May 2022 14:30 - MOWBRAY, Sarah
- Physiotherapy -

Care Alerts Indicators Service Requests

Close






# Using Flow (Phase 1)



The patient's **demographic** information displays at the top of the screen

- Select the small **down arrow**  (right) to **expand** the information

TEST, Sidney (Mr) 18 Aug 1934 (87 years) Male NHS. N/A 									
Address 23 Birdbrook Ro...	Phone and email 01214567891	NOK TEST, Florence	GP BHOMRA DS	 1 known alerts	 No Known Allergies				
Usual address 23 Birdbrook Road Birmingham West Midlands B44 8RE	Home 01214567891 Work Mobile 07891234567 Email	Address 23 Birdbrook Road Birmingham West Midlands B44 8RE  Telephone Main 01214567891 Other Not Set	Address AYLESBURY SURGERY WARREN FARM ROAD KINGSTANDING BIRMINGHAM B44 0DX  Phone 0845 6750563 Fax Not Set PCG NHS BIRMINGHAM AND SOLIHULL CCG(15E)	<table border="1"><thead><tr><th>Alert</th><th>Date</th></tr></thead><tbody><tr><td>Medication Alert</td><td>1 May 2022</td></tr></tbody></table>	Alert	Date	Medication Alert	1 May 2022	
Alert	Date								
Medication Alert	1 May 2022								

- Select the small **up arrow**  (right) to **collapse** the information

Below the demographic information is a **summary** including the patient's current location, Consultant, Nurse, Discharge Status and Ready for Discharge, Admission & Intended Discharge dates

Below the summary are a series of tabs, some allow you to record information; some are view only



## Patient Status Tab

The Patient Status tab displays in three sections: **Care Alerts**, **Indicators** and **Service Requests**

### Care Alerts

Care Alerts display automatically when information is recorded in specific Rio assessment forms, please see the **Indicators and Care Alerts Icons** section above for details of where Care Alerts populate from

### Indicators

Indicators allow users to add Indicator icons to the Bed Card. Indicators will display on the Bed Card in both locked and unlocked views


- Select the **green plus**  icon

The **Indicators** screen will open

The indicators are arranged in several groups: Alerts, Condition, Indicators, Treatment, Nutrition & Hydration, Tasks and Other

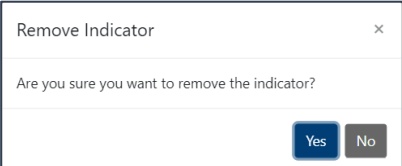
- Select the **required Indicator(s)**
- Select the **Save** button  (bottom right)

The **Patient Synopsis** screen will display again with the new indicators displaying in the **Indicators** section

- To **remove** an Indicator, select the **red cross** 

The **Remove Indicator** prompt will display, asking in you are sure you want to remove the indicator?

- Select **Yes** 



As Indicators are **added** or **removed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen



## Service Requests

Service Requests indicate that additional services are involved in the care for the patient, these may be services based on the ward (Occupational Therapy, Physiotherapy etc.) or BCHC services (Podiatry, Lymphoedema etc.)

The Service Requests screen allows users to add service request indicators icons to the Bed Card. Service Request indicators will display in both locked and unlocked views

- Select the **green plus**  icon

The **Service Request** screen will open

The Service Request indicators are arranged in four groups: Ward Services, BCHC Services, External Services and Other

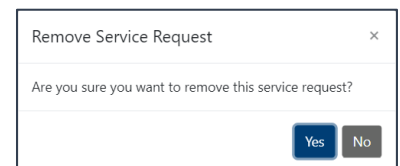
- Select the **required Service Request Indicator(s)**
- Select the **Save** button  (bottom right)

The **Patient Synopsis** screen will display again, the Service Request tab will now be selected

- To **remove** a Service Request, select the **red cross** 

The **Remove Service Request** prompt will display, asking in you are sure you want to remove the service request?

- Select **Yes** 



As Service Requests are **added** or **removed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen





## Service Requests Tab





The Service Requests Tab displays in three columns: **Requested**, **Scheduled** and **Completed**

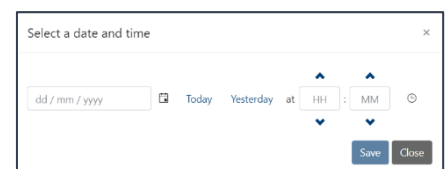
Service Requests will display on the Bed Card as three sides of a triangle, one side / for Requested, two sides ^ for Scheduled and three sides ▲ for Completed; the colour of the triangle will vary depending on the selected service

## Requested Service Requests

- Select the **green plus**  icon to add a Service Request from this Service Requests tab
- To **remove** a Service Request, select the **red cross** 

**Requested** Service Requests will need to be scheduled





- Select the **Schedule** button 
- Select the **Calendar** button 
- Select the proposed **date** and **time** of the appointment
- Select the **blue Save** button 
- Select the **grey Save** button 

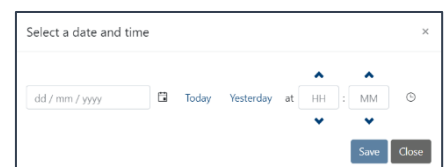


The Requested Service Request will now move into the **Scheduled** section

## Scheduled Service Requests

Scheduled Service Request will need to be marked as Complete when an appointment has taken place

- Select the **Complete** button 
- Select the **Calendar** button 
- Select the actual **date** and **time** of the appointment
- Select the **blue Save** button 
- Select the **grey Save** button 



The Scheduled Service Request will now move into the **Completed** section



## Completed Service Requests

Completed Service Requests can remain on the Bed Card as an indicator that the intervention is now complete.

- To **remove** a Completed Service Request, select the **red cross**

As Service Requests are **Requested, Removed, Scheduled** or **Completed** they will display in the **Patient Flow** panel (right) of the Patient Synopsis screen

## Discharge Tab

The Discharge tab allows you to set the Discharge Status for a patient and displays the Ready for Discharge Date & Intended Discharge Date recorded on the Admission Record screen in Rio

To Set a Discharge Status

- Select the required **Discharge Status** in from Set Discharge Status list
- Select the **grey Save** button

Set Discharge Status

- Delayed Discharge
- Medically Optimised - Other delay
- Medically Optimised - FFD
- Not FFD - Delay indicated
- Not FFD - No Delay indicated

The Discharge Status will now display will display in the **Patient Flow** panel (right) of the Patient Synopsis screen, on the purple banner at the top of the Bed Card and in a list at the bottom of the Discharge tab

Patient Status   Service Requests   **Discharge**   Admission   Current Location   Observations

Set Discharge Status

- Delayed Discharge
- Medically Optimised - Other delay
- Medically Optimised - FFD
- Not FFD - Delay indicated
- Not FFD - No Delay indicated

Status

● Not FFD - No Delay indicated

Ready for Discharge Date

Not Set

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Intended Discharge Date

9 May 2022

Time Set	Discharge Status	Intended Discharge Date	Ready for Discharge Date	Delay Reason	Set By
5 May 2022 16:51	Not FFD - No Delay indicated	9 May 2022			MOWBRAY, Sarah

## Admission Tab

The **Admission** tab provides a read only summary of the admission information recorded in Rio

Patient Status	Service Requests	Discharge	Admission	Current Location	Observations
Specialty		Client Classification	Admission Source	Legal Status on Admission	
GERIATRIC MEDICINE		Ordinary Admission	Hospital - General patients ward - NHS	Not Specified	
Admission Method		Intended Management		Psychiatric Status	
Transfer (In Pt / non-emergency)		Not Specified		Not Specified	
Referral Source		Administrative Category		Type of Stay	
Queen Elizabeth Hospital- Wards		NHS Patient		Rehabilitation	



## Current Location Tab (Patient Leave)

The Current Location tab allows you to record and update leave. Leave should always be recorded if the patient is going off site, for example to attend an appointment for a CT scan or the patient may be temporarily allowed home for a day or two (usually palliative care patients only)

To send a patient on leave

- Select the required leave from the **Leave** list
- Enter a **Planned Leave Date/Time**
- Enter a **Planned Return Date/Time** (if known)
- Enter an **Actual Leave Date/Time**
- Enter a comment in **Other Information** e.g., CT Scan at QEB
- Select **Save**

Leave can be entered in advance if known, if leave is being entered in advance, you would only record the Planned Leave date & time. The Actual Leave date & time can then be recorded when the patient actually leaves

- **Close** the **Patient Synopsis** screen

The patient's Bed Card will now display in the **On Leave** section of the main Flow screen

If a **Planned Return** date and time have been recorded and the patient **does not return** by that time, the patient's Bed Card will automatically be moved to the **Failed to Return** section of the main Flow screen

When the patient **returns** from Leave

- Select the patient's **Bed Card**

The **Patient Synopsis** screen will open

- Select the **Current Location** tab
- Enter an **Actual Return Date/Time**
- Select an **End Reason**
- Select **Save**

The patient's Bed Card will now display in the main **On Ward** section of the main Flow screen



## Observations Tab

The Observations tab displays the latest NEWS2 Observations score along with date and time it was recorded

## Patient Flow

The Patient Flow panel displays to the right of the Patient Synopsis screen and provides a timeline view of everything which has been recorded for the patient in Flow

- **Close** the patient's Bed Card to return to the main Flow screen

## Exiting Unlocked View

When you have finished viewing and editing patient information in Flow you will need to return to locked view

- Click the **unlocked padlock** icon 

Flow will display in locked view again 

If you have accessed via smartcard

- **Remove** your **smartcard**

Flow will display in locked view again 