Coordinated Bed Access (CBA) Palliative Beds High Level Process Map – FINAL 7 days a week
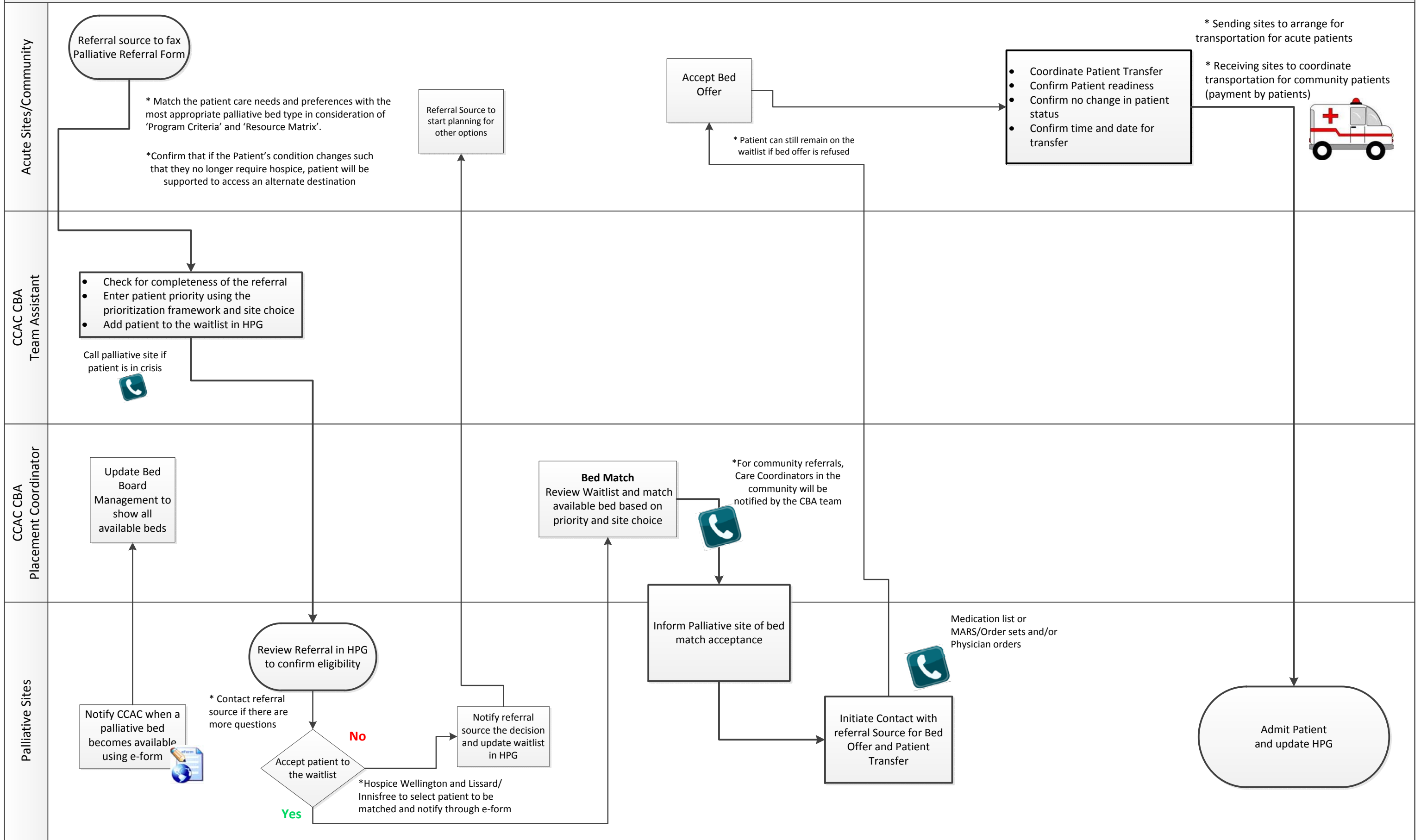
Last updated: Nov 04 2016

Acute Sites/Community

Referral source to fax Palliative Referral Form

* Match the patient care needs and preferences with the most appropriate palliative bed type in consideration of 'Program Criteria' and 'Resource Matrix'.

*Confirm that if the Patient's condition changes such that they no longer require hospice, patient will be supported to access an alternate destination

Referral Source to start planning for other options

Accept Bed Offer

* Patient can still remain on the waitlist if bed offer is refused

- Coordinate Patient Transfer
- Confirm Patient readiness
- Confirm no change in patient status
- Confirm time and date for transfer

* Sending sites to arrange for transportation for acute patients

* Receiving sites to coordinate transportation for community patients (payment by patients)

CCAC CBA Team Assistant

- Check for completeness of the referral
- Enter patient priority using the prioritization framework and site choice
- Add patient to the waitlist in HPG

Call palliative site if patient is in crisis

CCAC CBA Placement Coordinator

Update Bed Board Management to show all available beds

Bed Match
Review Waitlist and match available bed based on priority and site choice

*For community referrals, Care Coordinators in the community will be notified by the CBA team

Palliative Sites

Notify CCAC when a palliative bed becomes available using e-form

Review Referral in HPG to confirm eligibility

* Contact referral source if there are more questions

No

Accept patient to the waitlist

Yes

*Hospice Wellington and Lissard/Innisfree to select patient to be matched and notify through e-form

Notify referral source the decision and update waitlist in HPG

Inform Palliative site of bed match acceptance

Initiate Contact with referral Source for Bed Offer and Patient Transfer

Medication list or MARS/Order sets and/or Physician orders

Admit Patient and update HPG

Flowchart - CBA Palliative Beds High Level Process Map