

20 How Hospitals Work

Hospitals are where we go when we're hurt and need help, but have you ever wondered how the hospitals organise and manage patient care?

YOUR CHALLENGE: Can you find your way through the patient care maze? And what order did you go through the five hubs? Can you write them out?

ENTER

Reception

Nurse

Doctor

Treatment

Discharge

EXIT

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

Nazneen is a student in WMG, she is looking into how different parts of a hospital - parts like reception, nurses, doctors, and even the machines that do the tests - work together to make sure patients are seen as quickly and safely as possible. This is called patient flow.

By understanding patient flow, Nazneen is helping to work out what causes delays and how they can be improved. This helps to make the hospital system better for every patient as well as the staff that work there.