



# Patient Flow Portal Dashboard User Guide



Version 5.0  
November 2016

## Revision History

Version	Issue date	Description/Change	Author
V0.1	12/04/12	Initial draft	Steph Wood
V1.0	27/8/2012	Updated following review by Implementation Team. Final draft	Steph Wood
V2.0	10/05/13	Updated following release of PFP Management Grouping of Wards – Stream 2 enhancements	Steph Wood and Pedram Bidhendi
V3.0	10/12/13	Updated following enhancement PFP Stream 3, Release 3	Damian Miners
V4.0	4/09/2014	Updated following EPJB Release	Melinda Pascoe
V4.0	25/11/2016	Updated following EPJB Release	Damian Miners

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## Commonly Used Terms

Acronym	Description
EDD	Estimated Discharge Date
LHD	Local Health District
LOS	Length of Stay
MoH	Ministry of Health
PFP	Patient Flow Portal
WFW	Waiting for What

## 1.0 DASHBOARD OVERVIEW

The Dashboard module with the Patient Flow Portal (PFP) is designed to provide a real time view of activity in a given facility. It provides:

- Summary views of current activity in a facility.
- An operational overview of activity in a facility.
- Allows Hospital Executives, Patient Flow managers and Bed Managers to identify where potential issues are, in the live environment, and act accordingly.

The Dashboard has been designed to provide the following information on a real-time basis:

- Predicted Bed Demand Status.
- How many patients in the ED are waiting for a bed?
- How many patients are waiting to being transferred into or out of the hospital?
- How many direct admissions are expected?
- The current ED accessible bed occupancy and total bed occupancy.
- The individual ward occupancy and activity since midnight.
- An hourly snap shot of Bed Demand status.
- Admissions and Discharges by AMO Specialty activity since midnight.
- Admissions and Discharges per hour since midnight
- Number of patients with an EDD of “today”.
- Number of patients with a Waiting for What (WFW) reason and their cumulative wait times expressed in days.

## 2.0 DASHBOARD ACCESS

A user can access the Dashboard via:

- Their standard PFP user log on – Refer to Section 2.1 below.
- Generic login for their facility available from either the Patient Flow Administrator for their facility or the Ministry of Health Patient Flow Team – Refer to Section 2.2 on page 7.

### 2.1 Dashboard within PFP

To access the Dashboard module within PFP, the user must:

1. Go to <http://pfp.healthtech.nswhealth.net/> for the login page.

Figure 1: Patient Flow Portal login window

By logging into the Patient Flow Portal, you acknowledge that you will abide by the principles set out in the NSW Health [Privacy Manual 2005](#) PD2005\_593 and the [Electronic Information Security Policy 2013](#) PD2013\_033.

**Patient Flow Portal user login**

Log-in Name: \*

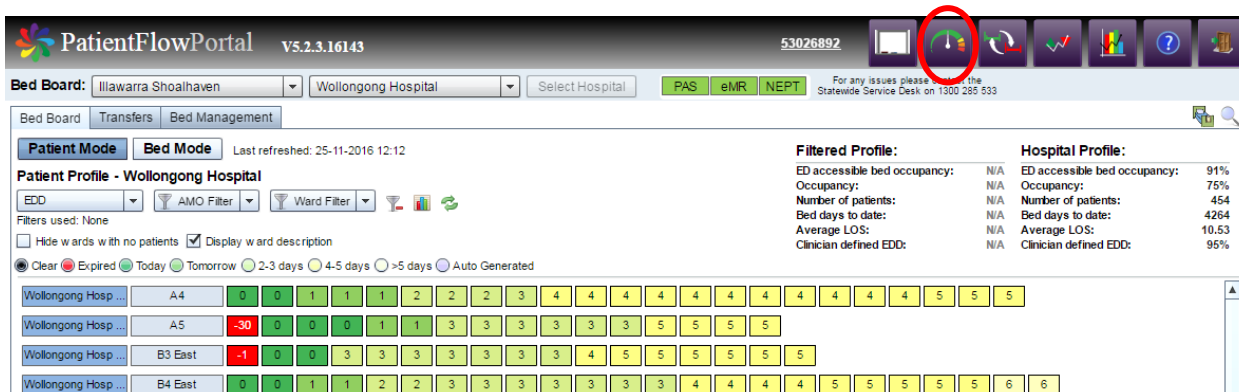
Password: \*

Organisation: \*

Please use your network login to access the Patient Flow Portal.  
If you are unable to login please contact the Statewide Service Desk on 1300 285 533.

2. Enter **Log-in Name** and **Password** in the **blue** section entitled “Patient Flow Portal user login”.
3. Select the Organisation from the drop down list.
4. Click the **Submit** button.
5. The user is then logged onto PFP and to access the Dashboard they are required to click on the Dashboard icon – Refer to Figure 2.

Figure 2: Accessing the Dashboard from within the PFP



The screenshot shows the PatientFlowPortal interface. At the top, there are navigation icons for various modules. A red circle highlights the 'Hospital Dashboard' icon. Below the navigation bar, the 'Patient Profile - Wollongong Hospital' section is visible, showing a bed board with columns representing days and rows representing wards (A4, A5, B3 East, B4 East). The bed board cells contain numbers indicating patient counts.

By logging onto the Patient Flow Portal the user is acknowledging that they are abiding by the principles and set out in the NSW Health Privacy Manual 2005 (PD2005\_593) and the Electronic Information Security Policy 2013 (PD2013\_033).

*NOTE: If the above page does not display or a message appears advising you need to install Adobe Flash Player 11.XXX then please contact the State wide Service Desk on 1300 28 55 33.*

## 2.2 Dashboard Only Version

A user can logon to the Dashboard only version for a selected facility without having access to PFP. This means the user can only access the Dashboard module for the selected facility and they are unable to access the Bed Board, Predictive Tool, Reports or any other PFP functionality.

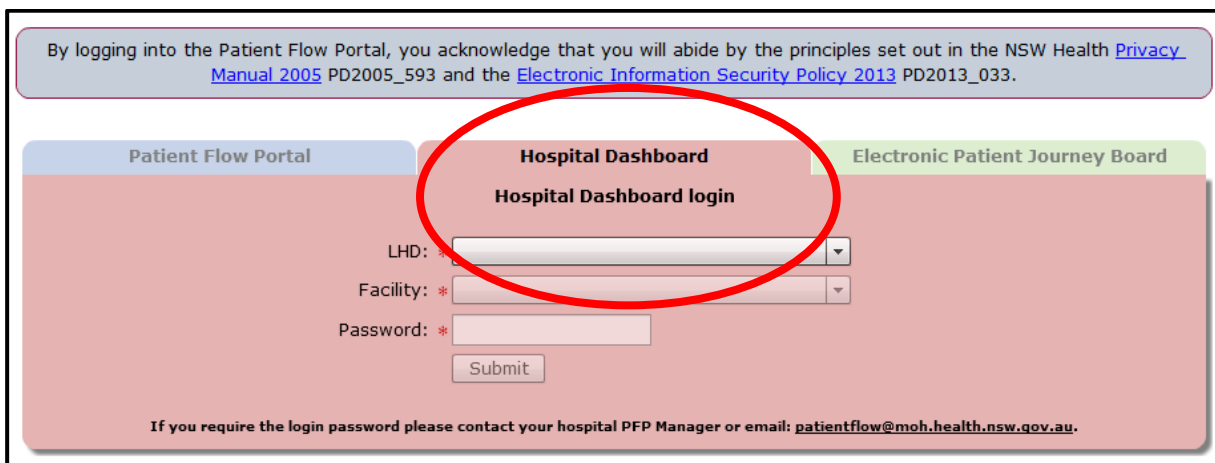
This functionality allows a Hospital ward to view the Dashboard module live on a dedicated monitor 24/7, allowing the ward area to proactively identify admitted patients in the Emergency Department who are required to be 'pulled' into their inpatient beds.

The Dashboard version only displays the same information as the Dashboard accessible through PFP. It is important to note that **no** patient identifying information available through either version.

To access the Dashboard only version:

1. Go to <http://pfp.healthtech.nswhealth.net/> for the login page.

**Figure 3: Patient Flow Portal login window**



2. Select LHD and Facility from the **pink** section entitled "Hospital Dashboard login" on the PFP Login window.
3. Enter the generic password for the required facility. This password can be obtained from either the Patient Flow Administrator for the hospital or from the MoH Patient Flow Team by emailing [patientflow@moh.health.nsw.gov.au](mailto:patientflow@moh.health.nsw.gov.au).

## 3.0 DASHBOARD FUNCTIONALITY

### 3.1 Overview

When the user first accesses the Dashboard the screen detailed in Figure 3 will be displayed:

Figure 4: Dashboard





The Dashboard has five distinct sections:

- Today's Prediction
- Requiring Action Now
- Bed Status
- Current Activity
- Other

Each section provides the user with a real-time summary of operational activity for the selected facility with all data sourced from PFP from the Bed Board or the Predictive Tool modules.

Key features of the Dashboard are:

- Automatically refreshes every 10 mins or the user can manually refresh the data by clicking on the refresh button  at the top right of the window. The date/time at the side of the header entitled "Last Refreshed" will update accordingly when the data is refreshed.
- Print the Dashboard data as currently displayed on the window by clicking on the Print button  at the top right of the window.
- Name of the facility being viewed is displayed at the top of the window and the user can select another facility by clicking on the drop down list at the top of the window as per the standard functionality in the PFP (unless the user has logged on using the "Hospital Dashboard login" in which case they will not be able to change facilities).



## 3.2 Today's Prediction

The section entitled “Today’s Prediction” provides the user with information related to the data that was entered in the Predictive Tool module of the PFP. It ultimately indicates how many beds are required for “today”.

**Figure 5: Today's Prediction**

Prediction				Beds
Patients IN		Patients OUT		Surplus / Deficit
Unplanned admissions	53	Discharges	58	3
Planned admissions	10	Empty beds	8	
Beds in use				
<b>Total</b>	<b>63</b>	<b>66</b>		

**Table 1: Today's Predictions Data Elements**

Indicator	Data source	Description	Rules/Calculations	Refer to:
Unplanned Admissions	Predictions – Data tab Predicted Unplanned Admissions cell	The number of predicted Unplanned Admissions expected “today”.	As derived in the Predictive Tool	Figure 6
Planned Admissions	Predictions – Data tab Predicted Planned Admissions cell	The number of predicted Planned Admissions expected “today”.	As derived in the Predictive Tool	Figure 7
Beds in Use	Predictions – Data tab Predicted Beds Required cell	The number of predicted Beds Required “today”.	As derived in the Predictive Tool	Figure 8
Discharges	Predictions – Data tab Discharges cell	The number of predicted Discharges “today”.	As derived in the Predictive Tool	Figure 9
Empty beds	Predictions – Data tab Empty available beds at handover cell	The number of Empty beds “today” at handover (07.00hrs).	As derived in the Predictive Tool	Figure 10
Total (Patients IN)	Predictions – Data tab Predicted total beds REQUIRED cell	The number of Predicted beds required for today i.e. number of patients being admitted.	As derived in the Predictive Tool (“Unplanned Admissions” + “Planned Admissions” + “Beds in Use”)	Figure 11
Total (Patients OUT)	Predictions – Data tab Predicted total beds AVAILABLE cell	The number of Predicted beds available for today i.e. number of patients being discharged plus empty beds.	As derived in the Predictive Tool (“Discharges” + “Empty Beds”)	Figure 12
Surplus/deficit	Predictions – Data tab Predicted total beds BED DEMAND STATUS cell	The number of predicted available beds at the end of “today”.	As derived in the Predictive Tool (“Total of Patients OUT” minus “Total of Patients IN”) The background of this cell will be green if the result is a positive value	

Indicator	Data source	Description	Rules/Calculations	Refer to:
			or red if the result is zero or negative.	Figure 13

Figure 6: Source of Unplanned Admissions

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 286 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

Demand and Capacity: Prediction Mode (Hospital) Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
		Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 7: Source of Planned Admissions

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 286 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

Demand and Capacity: Prediction Mode (Hospital) Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
		Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 8: Source of Beds in Use

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 286 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

Demand and Capacity: Prediction Mode (Hospital) Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
		Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 9: Source of Discharges

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 285 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

Demand and Capacity: Prediction Mode (Hospital) Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>53</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
Beds	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>8</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
		Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 10: Source of Empty Beds

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 285 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

Demand and Capacity: Prediction Mode (Hospital) Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
Beds	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>8</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
		Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 11: Source of Total (Patients IN)

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 285 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

**Demand and Capacity: Prediction Mode (Wollongong Hospital)** Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
Beds	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

Figure 12: Source of Total (Patients OUT)

Predictive Tool: Illawarra Shoalhaven Hospital Select Hospital PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 285 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary Data Prediction Mode

**Demand and Capacity: Prediction Mode (pital)** Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDO/23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
Beds	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

**Figure 13: Source of Surplus/deficit**

Predictive Tool:       For any issues please contact the Statewide Service Desk on 1300 285 533

Predictions Data Entry Graphs Flow Indicators Retrospective What If

Summary **Data** Prediction Mode

**Demand and Capacity: Prediction Mode (Hospital)** Last Refreshed: 25-11-2016 12:19

BED DEMAND STATUS		3	-8	-16	-11	-6	-12	-11	3	-9	-16	-11	-4	-11	13
		25/11/16	26/11/16	27/11/16	28/11/16	29/11/16	30/11/16	01/12/16	02/12/16	03/12/16	04/12/16	05/12/16	06/12/16	07/12/16	08/12/16
		Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	
Unplanned Admissions	Yesterday's Admissions still in ED	5													
	Predicted Unplanned Admissions	38	28	30	37	38	38	35	37	29	30	38	36	38	46
	Predicted Direct Admissions	10	4	4	11	13	14	13	10	4	4	11	13	14	7
	<b>Predicted Unplanned Admissions</b>	<b>53</b>	<b>32</b>	<b>34</b>	<b>48</b>	<b>51</b>	<b>52</b>	<b>48</b>	<b>47</b>	<b>33</b>	<b>34</b>	<b>49</b>	<b>49</b>	<b>52</b>	<b>53</b>
Planned Admissions	Booked Surgical Overnight	9	1	1	11	10	14	12	9	1	1	10	10	14	0
	Booked Medical Overnight	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Predicted Planned Admissions</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>0</b>
Beds in Use	Surge beds occupied	0													
	Unstaffed beds in use														
	EDQ23hr requiring an inpatient bed														
	<b>Predicted Beds Required</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Predicted total beds REQUIRED</b>	<b>63</b>	<b>33</b>	<b>35</b>	<b>59</b>	<b>61</b>	<b>66</b>	<b>60</b>	<b>56</b>	<b>34</b>	<b>35</b>	<b>59</b>	<b>59</b>	<b>66</b>	<b>53</b>
Discharges	Predicted Discharges	58	25	19	48	55	54	49	59	25	19	48	55	55	66
Beds	Empty Available beds at 7am	8													
	<b>Predicted total beds AVAILABLE</b>	<b>66</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>54</b>	<b>49</b>	<b>59</b>	<b>25</b>	<b>19</b>	<b>48</b>	<b>55</b>	<b>55</b>	<b>66</b>
	EDO	36	24	26	69	29	35	12	7	3	5	12	1		
	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes	Notes

### 3.3 Requiring Action Now

The section entitled “Requiring Action Now” has two purposes:

- Waiting (in ED) for bed:** Provides the user with information identifying admitted patients in ED who need to be actioned i.e. are in the ED and are waiting to be transferred into an inpatient bed in the given facility. The information is sorted by Speciality highest to lowest count of patients.
  - >4hrs:** Identifies the number of patients in the above count who have an ED length of stay greater than four (4) hours in line with the National Emergency Access Target (NEAT).
  - >24hrs:** Identifies the number of patients in the above count who have an ED length of stay greater than twenty four (4) hours.
- Transfers:** Provides the user with a count of patients waiting to be transferred into the facility, transferred out of the facility and pending direct ward admissions.

All information for this section is sourced from the Bed Board module within the PFP.

**Figure 14: Requiring Action Now**

Requiring Action Now				
Waiting (in ED) for Bed	3-4hrs	>4hrs	>24hrs	Count
<b>Total</b>		<b>5</b>	<b>2</b>	<b>5</b>
General Medicine		2	2	2
Orthopaedics		2		2
General Surgery		1		1
<b>Transfers</b>				
Pending transfers in				3
Pending transfers out				9
Pending direct admissions				1

**Table 2: Requiring Action Now**

Indicator	Data source	Description	Rules/Calculations
<b>Waiting (in ED for Bed)</b>			
Specialty	Patient Mode	A count, by specialty, of patients in the ED who are waiting for an inpatient bed and a count of how many of these patients have a LOS > 4 hours in ED.	<p><b>Count:</b> Count of patients who are waiting in ED for an inpatient bed:</p> <ul style="list-style-type: none"> <li>Only includes patients in wards that are flagged as a ward type = "Emergency" (refer to PFP Administrator Guide)</li> <li>Only includes patients whose specialty &lt;&gt; Emergency</li> </ul> <p><b>&gt;4hrs:</b> Number of patients in the above counts who have a LOS &gt; 4hrs</p> <p><b>&gt;24hrs:</b> Number of patients in the above counts who have a LOS &gt; 24hrs</p>
<b>Transfers</b>			
Pending transfers in	Transfers/Incoming IHTs	A count of patients who are waiting to be transferred into the facility.	<p>Count of patients waiting to be transferred into the facility where:</p> <ul style="list-style-type: none"> <li>Transfer status = Requested, Confirmed or In Progress and</li> <li>"Estimated Transfer date" = "today" or expired</li> </ul>
Pending transfers out	Transfers/Outgoing IHTs	A count of patients who are waiting to be transferred out the facility.	<p>Count of patients waiting to be transferred out of the facility where:</p> <ul style="list-style-type: none"> <li>Transfer status = Requested or Confirmed and</li> <li>"Estimated Transfer date" = "today" or expired</li> </ul>
Pending direct admissions	Transfers/Direct Ward Admissions	A count of patients who are waiting to be directly admitted into the facility.	<p>Count of patients expected for a Direct Ward admission where:</p> <ul style="list-style-type: none"> <li>Admission status = Requested and</li> <li>"Estimated Admission date" = "today" or expired</li> </ul>

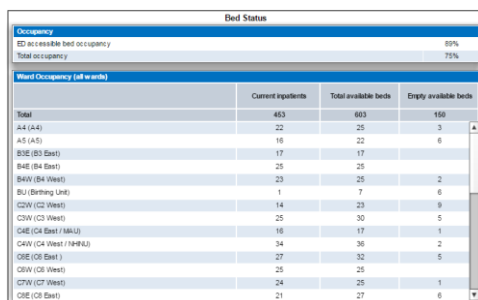
### 3.4 Bed Status

The section entitled "Bed Status" has three purposes:

- Occupancy:** Provides the user with the percentage occupancy of ED accessible beds and total occupancy of the facility.
- Ward Occupancy (all wards):** Provides the user with a cumulative count of ward transfer activity since midnight and current activity. The information is sorted by Ward Description in alphabetical order.
- Bed Status:** Provides the user with an hourly snapshot of Bed capacity and patient occupancy for the previous 24 hours.
- Waiting (in ED) for Bed:** When the hover over tool tip is used on the rolling 'bed Status' bar graph this will display the total number of patients currently in the facility at the given hour and the number of these patients who were waiting in ED for a bed (as per the total for the Waiting (in ED) for Bed)

All information for this section is sourced from the Bed Board module within the PFP.

**Figure 15: Bed Status**



Bed Status			
<b>Occupancy</b>			
ED accessible bed occupancy			80%
Total occupancy			75%
<b>Ward Occupancy (all wards)</b>			
	Current inpatients	Total available beds	Empty available beds
<b>Total</b>	453	603	150
244 (A4)	22	25	3
A15 (A15)	18	22	6
B15E (B15 E-bed)	17	17	
B4E (B4 E-bed)	25	25	
B4W (B4 West)	23	25	2
B1J (Breast Unit)	1	7	6
C2W (C2 West)	14	23	9
C3W (C3 West)	25	30	5
C4E (C4 E-bed / MRU)	16	17	1
C4W (C4 West / NRPAL)	34	36	2
C5E (C5 E-bed)	27	32	5
C5W (C5 West)	25	25	
C7W (C7 West)	24	25	1
C8E (C8 E-bed)	21	27	6

**Table 3: Bed Status**

Indicator	Data source	Description	Rules/Calculations
<b>Occupancy</b>			
ED Accessible beds	Patient Mode Bed Mode	The percentage occupancy of ED accessible beds.	(Total patients in ED accessible wards/Total <b>Available</b> beds in ED accessible wards) * 100 <ul style="list-style-type: none"> <li>Only includes patients in wards that are flagged as "ED Accessible" (refer to PFP Administrator Guide)</li> <li>Excludes patients in "virtual" beds</li> </ul>
Total Occupancy	Patient Mode Bed Mode	The percentage occupancy of the facility.	(Total patients in facility/Total <b>Available</b> beds in facility) * 100 <ul style="list-style-type: none"> <li>Excludes patients in "virtual" beds</li> </ul>
<b>Ward Occupancy (all wards)</b>			
Patients IN	Patient Mode Bed Mode	Number of patients admitted into or transferred to the given ward since midnight.	Cumulative count of patients ADMITTED into or TRANSFERRED to the ward since midnight <ul style="list-style-type: none"> <li>Excludes patients admitted or transferred into "virtual" beds</li> </ul> The IN and OUT values will be highlighted in <b>red</b> if the "Patients IN" value is greater than the "Patients OUT" value
Patients OUT	Patient Mode Bed Mode	Number of patients discharge from or transferred out of the given ward since midnight.	Cumulative number of patients DISCHARGED from or TRANSFERRED from the given ward since midnight <ul style="list-style-type: none"> <li>Excludes patients discharged or transferred from "virtual" beds</li> </ul> The IN and OUT values will be highlighted in <b>red</b> if the "Patients IN" value is greater than the "Patients OUT" value
Current Inpatients	Patient Mode Bed Mode	Number of patient currently admitted into the ward.	Count of patients currently in the given ward <ul style="list-style-type: none"> <li>Excludes patients in "virtual beds"</li> </ul> The count of Current Inpatients and Total available beds will be highlighted in <b>red</b> if the Current Inpatients value is greater than the Total available beds
Total available beds	Patient Mode Bed Mode	Total number of available beds in the ward.	Count of current number of AVAILABLE beds The count of Current Inpatients and Total available beds will be highlighted in <b>red</b> if the Current Inpatients value is greater than the Total available beds
Empty available beds	Patient Mode Bed Mode	Number of available beds not occupied by a patient.	(Total available beds) - (Current Inpatients) The count of Current Inpatients and Total available beds will be highlighted in <b>red</b> if this is a negative value
<b>Bed Status</b>			
Bed Capacity	Patient Mode Bed Management - Schedule	Number of open beds at the given hour.	Count of Open beds at the given hour The hover over tool tip details the actual number
Patients	Patient Mode Bed Management - Schedule	Number of patients admitted at the given hour.	Count of patients admitted into the hospital at the given hour The hover over tool tip for the Patients will display the total number of patients currently in the facility at the given hour and the number of these patients who were waiting in ED for a bed (as per the total for the Waiting (in ED) for Bed)



### 3.5 Current Activity

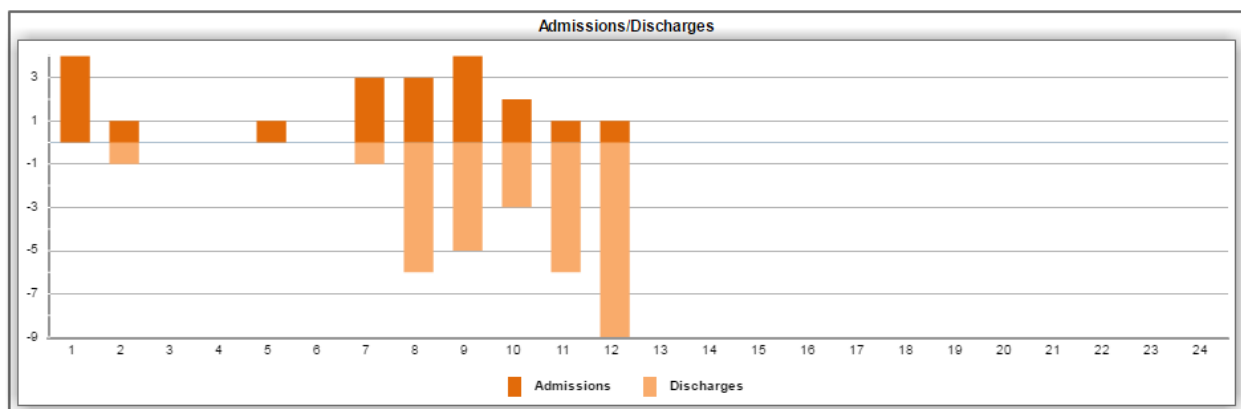
The section entitled “Current Activity” has two purposes:

- **Admissions & Discharges by AMO Specialty:** Provides the user with a cumulative count of patients admitted and discharged under each specialty since midnight. The information is sorted by Specialty with the first sort by highest deficit i.e. the specialty with the greatest difference between IN and OUT patients and second sort on specialty in alphabetical order.
- **Admissions/Discharges:** Provides the user with a snap shot of the count of patients admitted and discharged at a given hour since midnight. The red line indicates 10:00 which is the target discharge time.

All information for this section is sourced from the Bed Board module within the PFP.

Figure 16: Current Activity

Current Activity		
Admissions & Discharges by AMO Specialty (excludes day only)		
	Patients	
	IN	OUT
<b>Total</b>	<b>22</b>	<b>37</b>
Orthopaedics	4	2
Obstetrics	5	4
Ear Nose & Throat Surgery	6	6
Neurosurgery	1	1
General Medicine		1
Gynaecology		1
Haematology		1
Neurology		1
Paediatrics	1	2
Renal Medicine		1
Respiratory		1
Cardiology	1	3



**Table 4: Current Activity**

Indicator	Data source	Description	Rules/Calculations
<b>Admissions &amp; Discharges by AMO Specialty</b>			
Patients IN	Patient Mode	A cumulative count of patients admitted under the given specialty since midnight.	Cumulative count of patients ADMITTED under the given specialty since midnight. <ul style="list-style-type: none"> <li>Excludes patients admitted into wards that are flagged as “Day Only” (refer to PFP Administrator Guide)</li> <li>Excludes patients admitted into “virtual” beds</li> <li>The IN and OUT values will be highlighted in red if the “Patients IN” value is greater than the “Patients OUT” value</li> </ul>
Patients OUT	Patient Mode	A cumulative count of patients discharged under the given specialty since midnight.	Cumulative count of patients DISCHARGED under the given specialty since midnight. <ul style="list-style-type: none"> <li>Excludes patients discharged from wards that are flagged as “Day Only” (refer to PFP Administrator Guide)</li> <li>Excludes patients discharged from “virtual” beds</li> <li>The IN and OUT values will be highlighted in red if the “Patients IN” value is greater than the “Patients OUT” value</li> </ul>
<b>Admissions/Discharges</b>			
Admissions	Patient Mode	Number of patients admitted into the facility during the given hour.	Count of patients ADMITTED during the preceding hour i.e. 14:00 indicates patients admitted between 13:00 and 14:00 <ul style="list-style-type: none"> <li>Includes patients admitted into wards that are flagged as “Emergency”, unless they are also flagged as “Day Only”</li> <li>Excludes patients admitted into wards that are flagged as “Day Only” (refer to PFP Administrator Guide)</li> <li>Excludes patients admitted into “virtual” beds</li> </ul>
Discharges	Patient Mode	Number of patients discharged from the facility during the given hour.	Count of patients DISCHARGED during the preceding hour i.e. 14:00 indicates patients discharged between 13:00 and 14:00 <ul style="list-style-type: none"> <li>Includes patients discharged from wards that are flagged as “Emergency”, unless they are also flagged as “Day Only”</li> <li>Excludes patients discharged from wards that are flagged as “Day Only” (refer to PFP Administrator Guide)</li> <li>Excludes patients discharged from “virtual” beds</li> </ul>

### 3.6 Other

The section entitled “Other” has two purposes:

- **EDD:** Provides users with a count of patients due to be discharged “today” and how many of those have a clinician defined EDD.
- **Waiting for What:** Provides users with a count of patients who currently have one or more open WFW reasons and the total number of days the reasons have been open.

All information for this section is sourced from the Bed Board module within the PFP.

**Figure 17: Other**

Other			
<b>EDD</b>		<b>Waiting for What (WFW)</b>	
EDD today	35	Patient count	46
% clinician defined	97%	Cumulative wait days	207

**Table 5: Other**

Indicator	Data source	Description	Rules/Calculations
<b>EDD</b>			
EDD today	Patient Mode	Number of admitted patients with an EDD = “today”.	Count of patients where EDD = “today” <ul style="list-style-type: none"> <li>• Excludes Patients in “virtual” beds</li> <li>• Excludes Patients with a LOS &lt; 24 hours.</li> <li>• Excludes patients in wards flagged as “Day Only”</li> <li>• Excludes patients in wards flagged as “Designated ED”</li> </ul>
% clinician defined	Patient Mode	Percentage of patients whose EDD = “today” and was clinician defined.	$(\text{Count of patients where EDD = “today” and was clinician defined}) / (\text{Count of patients where EDD = “today”}) * 100$ <ul style="list-style-type: none"> <li>• Excludes Patients in “virtual” beds</li> <li>• Excludes Patients with a LOS &lt; 24 hours</li> <li>• Excludes patients in wards flagged as “Day Only”</li> <li>• Excludes patients in wards flagged as “Designated ED”</li> </ul>
<b>WFW</b>			
Patient count	Patient Mode	Number of patients with one or more open WFW reasons.	Count of patients with one or more open WFW reason(s)
Cumulative wait days	Patient Mode	Total number of days the WFW reasons have been open.	Cumulative count of number of days a WFW reason has been open i.e. number of days from the WFW start date to “today”