



Demand & Capacity Planning

Organise your service to build capacity



What is Demand & Capacity Planning?

Demand and capacity planning is understanding your services core business

A Predictive tool is useful to better help you understand your demand & capacity, then plan for it.

Demand & Capacity Planning in practice

- Identify demand peaks and capacity gaps. Use a **predictive tool** to monitor and assist in making escalation decisions earlier.
- Use a predictive tool to look at demand 14 days in advance and ensure you have **escalation plans** manage capacity and demand mismatches.
- Manage workload / activity across the week rather than a day at a time.
- Analyse **demand capacity** at hospital, ward, specialty and local health district level.
- Include **Executive action** when decisions are required to preserve capacity and act early.
- Look at options to **utilise capacity** when there is an unscheduled drop in demand.

Goal

- Nursing Unit Managers and Patient Flow Managers understand the **LOS profile** for the hospital, specialities and the expected Planned & Emergency demand. There are action plans in place if it fluctuates significantly beyond expected thresholds.
- An established method to **predict capacity and demand** fourteen days ahead. An established communication pathway to inform appropriate staff of the predictions.
- Using trends in **Outlier data** to model what speciality bed configuration is required.
- Managing **predicted events** (e.g. medical team change over, public holidays, major events, etc.)

For more information please contact the Patient Flow Team on 9391

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