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, pubic holidays, major events, etc.)

For more information please contact the Patient Flow Team on 9391 9368 or patientflow@doh.health.nsw.gov.au