

Demand Escalation Framework Overview

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NSW Ministry of Health

December 2016

Overview



Ministry of Health 'Winter 2015 Maintaining Performance' Forum

Feedback from MoH

- ✓ Escalation plans / Winter plans required consistency
- ✓ Variation between LHD's and Hospitals
- ✓ Different language around escalation levels and/or colours

Demand Escalation Framework



Ministry of Health 'Winter 2015 Maintaining Performance' Forum

Actions

- ✓ Develop a central Demand Escalation Framework
- ✓ Independent Consultant Karen Patterson
- ✓ Literature review
- ✓ Workgroup – representation from every LHD

Demand Escalation Framework



Ministry of Health 'Winter 2015 Maintaining Performance' Forum

Outcomes

December 2015

NSW Ministry of Health Demand Escalation Framework

Demand Escalation Framework



- ✓ Key Principles
- ✓ Governance as a critical success factor
- ✓ Short Term Escalation Plan
- ✓ Matrix
- ✓ Capacity Action Plan
- ✓ Development Steps

Demand Escalation Framework



Winter 2016

- ✓ Inaugural run of the Demand Escalation Framework
- ✓ LHD's / SHN's to Engage Senior Clinicians and Managers
- ✓ Agree on Triggers, Tipping Points, Matrix Scores
- ✓ Populate STEP, Matrix and CAP (Winter)
- ✓ Submit their plans to MoH

Demand Escalation Framework



Feedback / Observations

Short Term Escalation Plan

- ✓ Consistent messaging across facilities re: levels / colours
- ✓ Not required at a ward level (ex ED / Critical Care)
- ✓ Straightforward
- ✓ Not too dissimilar to previous plans

Demand Escalation Framework



Feedback / Observations

Capacity Action Plan

- ✓ Significant duplication between STEP and CAP
- ✓ Confusion regarding CAP purpose
- ✓ Document did not clearly articulate CAP requirement
- ✓ CAP 'Triggers' definition not clear

Demand Escalation Framework



Demand Escalation Framework reviewed

- ✓ Minimal changes made to Framework Document
- ✓ STEP plans to be developed for Hospital and LHD/SHN only
- ✓ Nil changes to Escalation Matrix
- ✓ CAP definition clarified
- ✓ CAP template revised

Demand Escalation Framework



CAP definition

“The Capacity Action Plan (CAP) provides a template for tracking the initiation of **planned actions** in order to avoid or minimise predicted demand or capacity mismatches.”

Capacity Action Plan Response to Predicted Capacity and Demand mismatches

Name (e.g. *Easter Long Weekend, Service Modification, Winter 2017 etc.*)

Date from ___/___/___ to ___/___/___.

Planned Actions to remediate predicted capacity issues	When	Positions Responsible	Communication Plan	Resources (people; tools; supplies)	Evaluation Criteria for Escalation or De-escalation
Increase Medical Discharge rounds	Saturday & Sunday	GM	LHD Patient Flow Meeting	VMO's Staff Specialists Registrars	Available Bed capacity (+/-)
Weekend Allied Health Cover for Physiotherapy and Pharmacy	Saturday & Sunday	DMS & Allied Health Dep Heads	Memo to Dept. Heads	Allied Health w/e roster cover	Available Bed capacity (+/-)
Open surge capacity on Medical ward North x 6 beds	ED Accessible available beds < 4 or ED admissions > 5	DON / AHMN	CAP Distributed to AHNM / Exec on call	Pool Nurses availability	Available Bed capacity (+/-)
Increase opening hours of the Transit Unit over weekends	Sat 0800-1700 Sun 0800-1700	DON / AHMN	CAP Distributed to AHNM / Exec on call	Roster cover / Pool Nurses availability	Available Bed capacity (+/-)

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Demand Escalation Framework Evaluation

- ✓ Survey has been distributed
- ✓ Revised Framework and changes to CAP Template
- ✓ Closes this Friday, 9 December 2016

<https://www.surveymonkey.com/r/J8WG2L8>

Morning Tea

