

# Facility Demand Escalation Flow Indicators

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# Agenda

- Recognise your Flow Indicators
- Setting your tipping point / thresholds
- Applying your Flow Indicators to your escalation matrix

# Flow Indicators

The Flow Indicators provide you with the ability to better understand your business and where there may be constraints impacting on your capacity.

Act early to preserve capacity

# Flow Indicators

Engage local managers and clinical leaders in identifying the demand and capacity flow indicators and thresholds that indicate an escalating mismatch is occurring.

# Recognising your Hospitals Flow Indicators

Flow Indicators Data Entry	Threshold	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
		19/01/16	20/01/16	21/01/16	22/01/16	23/01/16	24/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16	30/01/16	31/01/16	01/02/16
Emergency Treatment Performance	69	90	80	94	97	94	82	88	95	100	100	85	98		
ED accessible bed occupancy %	85	95	97	97	89	78	78	85	97	98	92	97	100	101	104
Patients over 9 days	10	10	9	9	8	9	10	9	9	8	7	6	6	7	8
Patients with ACCR waiting placement	2							0	0	0	0		1	1	1
Patients waiting ACCR review	2								0						
Patients accepted for rehab waiting a Bed	2	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Patients waiting rehab consult	2						1	1	1	1	1	1			
Patients with MRO	2	1	1	1	1	1	1	1	1	1	2	2	2		
Inpatients waiting surgery/procedure	0														
Patients requiring cardiac monitoring	0				3			1	1	1	1				
Patients ready for transfer to another Facility	2	1	1			1				2	4		1	1	1
Patients awaiting transfer into Facility	0	1	1	1	1	2	2	2	3	3	2				1
Patients with Waiting For What Reasons	0	8	9	7	8	5	7	7	6	9	9	6	7	7	11

Save Cancel

# Recognising your Hospitals Flow Indicators

Flow Indicators Data Entry	Threshold	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
		19/01/16	20/01/16	21/01/16	22/01/16	23/01/16	24/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16	30/01/16	31/01/16	01/02/16
Emergency Treatment Performance	69	90	80	94	97	94	82	88	95	100	100	85	98		
ED accessible bed occupancy %	85	95	97	97	89	78	78	85	97	98	92	97	100	101	104
Patients over 9 days	10	10	9	9	8	9	10	9	9	8	7	6	6	7	8
Patients with ACCR waiting placement	2							0	0	0	0		1	1	1
Patients waiting ACCR review	2								0						
Patients accepted for rehab waiting a Bed	2	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Patients waiting rehab consult	2						1	1	1	1	1	1			
Patients with MRO	2	1	1	1	1	1	1	1	1	1	2	2	2		
Inpatients waiting surgery/procedure	0														
Patients requiring cardiac monitoring	0				3			1	1	1	1				
Patients ready for transfer to another Facility	2	1	1			1				2	4		1	1	1
Patients awaiting transfer into Facility	0	1	1	1	1	2	2	2	3	3	2				1
Patients with Waiting For What Reasons	0	8	9	7	8	5	7	7	6	9	9	6	7	7	11



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Emergency Treatment Performance	69	90	80	94	97	94	82	88	95	100	100	85	98		
ED accessible bed occupancy %	85	95	97	97	89	78	78	85	97	98	92	97	100	101	104
Patients over 9 days	10	10	9	9	8	9	10	9	9	8	7	6	6	7	8
Patients with ACCR waiting placement	2							0	0	0	0		1	1	1
Patients waiting ACCR review	2								0						
Patients accepted for rehab waiting a Bed	2	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Patients waiting rehab consult	2						1	1	1	1	1	1			
Patients with MRO	2	1	1	1	1	1	1	1	1	1	2	2	2		
Inpatients waiting surgery/procedure	0														
Patients requiring cardiac monitoring	0				3			1	1	1	1				
Patients ready for transfer to another Facility	2	1	1			1				2	4		1	1	1
Patients awaiting transfer into Facility	0	1	1	1	1	2	2	2	3	3	2				1
Patients with Waiting For What Reasons	0	8	9	7	8	5	7	7	6	9	9	6	7	7	11

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Emergency Treatment Performance	69	90	80	94	97	94	82	88	95	100	100	85	98		
ED accessible bed occupancy %	85	95	97	97	89	78	78	85	97	98	92	97	100	101	104
Patients over 9 days	10	10	9	9	8	9	10	9	9	8	7	6	6	7	8
Patients with ACCR waiting placement	2							0	0	0	0		1	1	1
Patients waiting ACCR review	2								0						
Patients accepted for rehab waiting a Bed	2	1	1	1	1	1	1	1	1	1	1	1	1	1	2
Patients waiting rehab consult	2						1	1	1	1	1	1			
Patients with MRO	2	1	1	1	1	1	1	1	1	1	2	2	2		
Inpatients waiting surgery/procedure	0														
Patients requiring cardiac monitoring	0				3			1	1	1	1				
Patients ready for transfer to another Facility	2	1	1			1				2	4		1	1	1
Patients awaiting transfer into Facility	0	1	1	1	1	2	2	2	3	3	2				1
Patients with Waiting For What Reasons	0	8	9	7	8	5	7	7	6	9	9	6	7	7	11

Save Cancel



# Adding Flow Indicators

Bed ManagementAdmin

Ward Profile | Ward Group | Bed Profile | **Facility**

### Manage Flow Indicators for Griffith Base Hospital

Indicator	Threshold
Patients ready for transfer to another Facility	2
Patients awaiting transfer into Facility	0
Patients with Waiting For What Reasons	0
<b>A</b>	0
B	0
C	0
D	0
E	0

Indicator:

Threshold:

Description:

Active:

Hospital Demand & Capacity Status

# Adding Flow Indicators

Flow Indicators Data Entry	Threshold	Wed
		20/01/16
Emergency Treatment Performance	81	76
ED accessible bed occupancy %	93	51
Patients over 9 days	35	20
Patients with ACCR waiting placement	2	
Patients waiting ACCR review	2	
Patients accepted for rehab waiting a Bed	2	
Patients waiting rehab consult	2	1
Patients with MRO	12	
Inpatients waiting surgery/procedure	2	
Patients requiring cardiac monitoring	8	
Patients ready for transfer to another Facility	2	1
Patients awaiting transfer into Facility	2	1
Patients with Waiting For What Reasons	20	10
Admitted NEAT %	81	44
DC NEAT %	81	87

# Potential Flow Indicators

- ✓ Available ED Accessible bed capacity - either % or bed numbers
- ✓ Critical Care capacity
- ✓ Cardiology / Monitored bed capacity
- ✓ Single room capacity / ability to clear single room
- ✓ Number of IHT awaiting transfer to spoke hospital
- ✓ Staffing / skill mix / changeover

# Potential Flow Indicators

- ✓ Available ED capacity - either % or bed numbers
- ✓ Available Resus Capacity
- ✓ Unplaced admitted pts in ED
- ✓ Ambulance Transfer of Care delays – number of pts / time delayed
- ✓ Predicted admissions via ED
  - % of admissions / hour of the day

# Potential Flow Indicators

- ✓ Identified discharges v Predicted discharges

	Unplanned Admissions via ED	Planned Admissions	Total Admissions	Discharges identified at 0830hrs	Difference
Medical	12	1	13	9	-4
Surgical	8	7	15	6	-9
Aged Care	4		4	5	1
Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
Mental Health	2	1	3	4	1
<b>Total</b>	<b>35</b>	<b>11</b>	<b>46</b>	<b>36</b>	<b>-10</b>

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Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
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<b>Total</b>	<b>35</b>	<b>11</b>	<b>46</b>	<b>36</b>	<b>-10</b>

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# Potential Flow Indicators

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Paediatrics	3	2	5	7	2
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# Potential Flow Indicators

- ✓ Identified discharges v Predicted discharges

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Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
Mental Health	2	1	3	4	1
Total	35	11	46	36	-10

# Potential Flow Indicators

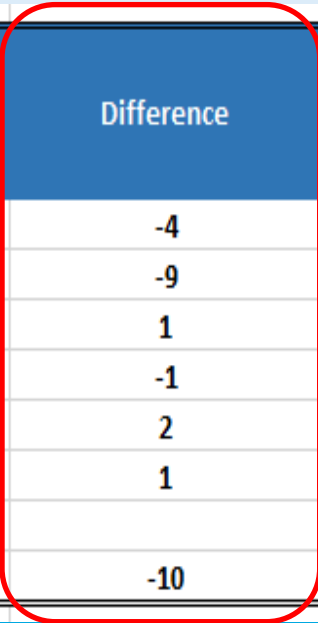
✓ Identified discharges v Predicted discharges = **78%**

	Unplanned Admissions via ED	Planned Admissions	Total Admissions	Discharges identified at 0830hrs	Difference
Medical	12	1	13	9	-4
Surgical	8	7	15	6	-9
Aged Care	4		4	5	1
Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
Mental Health	2	1	3	4	1
<b>Total</b>	<b>35</b>	<b>11</b>	<b>46</b>	<b>36</b>	<b>-10</b>

# Potential Flow Indicators

✓ Identified discharges v Predicted discharges = **78%**

	Unplanned Admissions via ED	Planned Admissions	Total Admissions	Discharges identified at 0830hrs	Difference
Medical	12	1	13	9	-4
Surgical	8	7	15	6	-9
Aged Care	4		4	5	1
Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
Mental Health	2	1	3	4	1
<b>Total</b>	<b>35</b>	<b>11</b>	<b>46</b>	<b>36</b>	<b>-10</b>



# Potential Flow Indicators

✓ Identified discharges v Predicted discharges - Surgery = **40%**

	Unplanned Admissions via ED	Planned Admissions	Total Admissions	Discharges identified at 0830hrs	Difference
Medical	12	1	13	9	-4
Surgical	8	7	15	6	-9
Aged Care	4		4	5	1
Cardiology	6		6	5	-1
Paediatrics	3	2	5	7	2
Mental Health	2	1	3	4	1
Total	35	11	46	36	-10

# Potential Flow Indicators

Identified discharges v Predicted discharges

- ✓ Specialty Specific
- ✓ Setting the expected discharge target
- ✓ Ability to pinpoint specialty / ward
- ✓ Escalate early to the right stakeholders

# Tracking Flow Indicators

- ✓ Track and monitor your flow indicators **daily** via the PFP predictive tool Flow indicators table
  
- ✓ Track and monitor your flow indicators ***in the live environment*** via the following:
  - PFP BedBoard
  - Dashboard
  - Ambulance Arrivals Board
  - Your local Demand and Capacity table / spreadsheet

# Setting your tipping point or thresholds

- ✓ Understanding your core business
- ✓ Corporate knowledge
- ✓ Thresholds will be site specific
- ✓ Use your own data
- ✓ Test your thresholds
- ✓ Adjust thresholds as required

# Setting your tipping point or thresholds

## Patients LOS > 9 Days

Includes: all patients in ED accessible beds

Excludes: Patients who are in beds flagged as "Well baby", "On Leave" or "Boarder"

✓ ED accessible bed base – number of beds, are the correct wards flagged as ED accessible.

✓ ED accessible ward profiles –

Aged Care, Critical Care, Neuro, Spinal, Complex Vascular & Ortho will directly influence the threshold.



# Setting your tipping point or thresholds

## Patients LOS > 9 Days

- ✓ Review your current data
- ✓ Predictive Tool
  - Flow Indicators Control Charts tab
- ✓ Reports Module
  - Facility Reports
  - Prediction Data Extract

## Prediction Data Extract

For the Period 01/12/2015 to 31/12/2015

Data Source	Data Entry	Threshold	06/12/2015	07/12/2015	08/12/2015	09/12/2015	10/12/2015	11/12/2015	12/12/2015	13/12/2015	14/12/2015
Actual	Actual Admissions to ED		7	9	10	14	8	4	8	10	10
Actual	Actual Admissions to EMU										
Actual	Actual Admissions via ED		17	24	29	28	27	23	23	22	27
Actual	Actual Beds Required		18	45	51	48	49	33	29	23	33
Actual	Actual Booked Admissions		1	17	20	19	18	9	6		6
Actual	Actual Direct Admissions		1	1	4	3	1	2	5		2
Actual	Actual Discharges		4	23	26	22	22	28	16	11	27
Actual	Actual EDO										
Actual	Actual Medical Overnight			2	2		1	1			1
Actual	Actual Surgical Overnight			14	14	16	16	6	1		3
Actual	All ED Admissions		24	33	39	42	35	27	31	32	37
Actual	EDO / 23hr patients requiring an inpatient bed										
Prediction	Available ED accessible beds		141	141	141	141	141	141	141	141	141
Prediction	Bed Demand Status		7	-5	2	8	6	16	20	14	8
Prediction	Booked EDO										
Prediction	Booked Medical Overnight		1	1		2	1	2		1	3
Prediction	Booked Overnight admissions		2	12	9	8	5	9		2	7
Prediction	Booked Surgical Overnight		1	11	9	6	4	7		1	4
Prediction	EDO		5	18	15	22	12	20	16	8	11
Prediction	Empty Available ED accessible beds at 7am		18	10	6	8	7	13	21	25	13
Prediction	Ideal Buffer Beds										
Prediction	Planned Booked Admissions		2	12	9	8	5	9		2	7
Prediction	Predicted admissions via ED		26	33	31	31	33	29	26	25	32
Prediction	Predicted Beds Available		37	47	48	51	52	59	48	44	50
Prediction	Predicted Beds Required		30	52	46	43	46	43	28	30	42
Prediction	Predicted Direct Admissions		2	3	4	3	4	4	2	2	3
Prediction	Predicted Discharges		19	37	42	43	45	46	27	19	37
Prediction	Surge beds occupied									1	
Prediction	Unstaffed beds in use										
Prediction	Yesterday's Admissions still in ED			4	2	1	4	1			
Flow Indicator	Emergency Treatment Performance	81	77	80	70	78	70	70	85	80	82
Flow Indicator	ED accessible bed occupancy %	93	88	91	93	92	92	87	82	84	86
Flow Indicator	Patients over 9 days		39	40	40	33	34	32	33	33	33
Flow Indicator	Patients with ACCR waiting placement	2		1	1	1	1	1	1	1	1
Flow Indicator	Patients waiting ACCR review	2									
Flow Indicator	Patients accepted for rehab waiting a Bed	2			1	1	1	1	1	1	1
Flow Indicator	Patients waiting rehab consult	2	2	2	1	1	1	1	1	1	
Flow Indicator	Patients with MRD	12									
Flow Indicator	Inpatients waiting surgery/procedure	2	3	1			2	2	2	2	1
Flow Indicator	Patients requiring cardiac monitoring	8									
Flow Indicator	Patients ready for transfer to another Facility	2	4	8	4	1	3	3	2	2	6
Flow Indicator	Patients awaiting transfer into Facility	2	3	3	2	1	1				3
Flow Indicator	Patients with Waiting For What Reasons	20	19	21	24	25	23	19	17	16	25
Flow Indicator	Admitted NEAT %	81	28	40	30	55	18	37	58	58	61
Flow Indicator	DC NEAT %	81	88	94	84	85	83	81	93	86	87

# Prediction Data Extract

For the Period 01/12/2015 to 31/12/2015

Data Source	Data Entry	Threshold	06/12/2015	07/12/2015	08/12/2015	09/12/2015	10/12/2015	11/12/2015	12/12/2015	13/12/2015	14/12/2015
Actual	Actual Admissions to ED		7	9	10	14	8	4	8	10	10
Actual	Actual Admissions to EMU										
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Actual	Actual Beds Required		18	45	51	48	49	33	29	23	33
Actual	Actual Booked Admissions		1	17	20	19	18	9	6		6
Actual	Actual Direct Admissions		1	1	4	3	1	2	5		2
Actual	Actual Discharges		4	23	26	22	22	28	16	11	27
Actual	Actual EDO										
Actual	Actual Medical Overnight			2	2		1	1			1
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Actual	All ED Admissions		24	33	39	42	35	27	31	32	37
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Prediction	Bed Demand Status		7	-5	2	8	6	16	20	14	8
Prediction	Booked EDO										
Prediction	Booked Medical Overnight		1	1		2	1	2		1	3
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Prediction	Predicted Beds Available		37	47	48	51	52	59	48	44	50
Prediction	Predicted Beds Required		30	52	46	43	46	43	28	30	42
Prediction	Predicted Direct Admissions		2	3	4	3	4	4	2	2	3
Prediction	Predicted Discharges		19	37	42	43	45	46	27	19	37
Prediction	Surge beds occupied									1	
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Flow Indicator	Patients accepted for rehab waiting a Bed	2			1	1	1	1	1	1	1
Flow Indicator	Patients waiting rehab consult	2	2	2	1	1	1	1	1	1	
Flow Indicator	Patients with MRD	12									
Flow Indicator	Inpatients waiting surgery/procedure	2	3	1			2	2	2	2	1
Flow Indicator	Patients requiring cardiac monitoring	8									
Flow Indicator	Patients ready for transfer to another Facility	2	4	8	4	1	3	3	2	2	6
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Flow Indicator	Patients with Waiting For What Reasons	20	19	21	24	25	23	19	17	16	25
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Prediction	Predicted Direct Admissions		2	3	4	3	4	4	2	2	3
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Flow Indicator	Inpatients waiting surgery/procedure	2	3	1			2	2	2	2	1
Flow Indicator	Patients requiring cardiac monitoring	8									
Flow Indicator	Patients ready for transfer to another Facility	2	4	8	4	1	3	3	2	2	6
Flow Indicator	Patients awaiting transfer into Facility	2	3	3	2	1	1				3
Flow Indicator	Patients with Waiting For What Reasons	20	19	21	24	25	23	19	17	16	25
Flow Indicator	Admitted NEAT %	81	28	40	30	55	18	37	58	58	61
Flow Indicator	DC NEAT %	81	88	94	84	85	83	81	93	86	87

# Prediction Data Extract

For the Period 01/12/2015 to 31/12/2015

Data Source	Data Entry	Threshold	06/12/2015	07/12/2015	08/12/2015	09/12/2015	10/12/2015	11/12/2015	12/12/2015	13/12/2015	14/12/2015
Actual	Actual Admissions to ED		7	9	10	14	8	4	8	10	10
Actual	Actual Admissions to EMU										
Actual	Actual Admissions via ED		17	24	29	28	27	23	23	22	27
Actual	Actual Beds Required		18	45	51	48	49	33	29	23	33
Actual	Actual Booked Admissions		1	17	20	19	18	9	6		6
Actual	Actual Direct Admissions		1	1	4	3	1	2	5		2
Actual	Actual Discharges		4	23	26	22	22	28	16	11	27
Actual	Actual EDO										
Actual	Actual Medical Overnight			2	2		1	1			1
Actual	Actual Surgical Overnight			14	14	16	16	6	1		3
Actual	All ED Admissions		24	33	39	42	35	27	31	32	37
Actual	EDO / 23hr patients requiring an inpatient bed										
Prediction	Available ED accessible beds		141	141	141	141	141	141	141	141	141
Prediction	Bed Demand Status		7	-5	2	8	6	16	20	14	8
Prediction	Booked EDO										
Prediction	Booked Medical Overnight		1	1		2	1	2		1	3
Prediction	Booked Overnight admissions		2	12	9	8	5	9		2	7
Prediction	Booked Surgical Overnight		1	11	9	6	4	7		1	4
Prediction	EDO		5	18	15	22	12	20	16	8	11
Prediction	Empty Available ED accessible beds at 7am		18	10	6	8	7	13	21	25	13
Prediction	Ideal Buffer Beds										
Prediction	Planned Booked Admissions		2	12	9	8	5	9		2	7
Prediction	Predicted admissions via ED		26	33	31	31	33	29	26	25	32
Prediction	Predicted Beds Available		37	47	48	51	52	59	48	44	50
Prediction	Predicted Beds Required		30	52	46	43	46	43	28	30	42
Prediction	Predicted Direct Admissions		2	3	4	3	4	4	2	2	3
Prediction	Predicted Discharges		19	37	42	43	45	46	27	19	37
Prediction	Surge beds occupied									1	
Prediction	Unstaffed beds in use										
Prediction	Yesterday's Admissions still in ED			4	2	1	4	1			
Flow Indicator	Emergency Treatment Performance	81	77	80	70	78	70	70	85	80	82
Flow Indicator	ED accessible bed occupancy %	93	88	91	93	92	92	87	82	84	86
Flow Indicator	Patients over 9 days		39	40	40	33	34	32	33	33	33
Flow Indicator	Patients with ACCR waiting placement	2		1	1	1	1	1	1	1	1
Flow Indicator	Patients waiting ACCR review	2									
Flow Indicator	Patients accepted for rehab waiting a Bed	2			1	1	1	1	1	1	1
Flow Indicator	Patients waiting rehab consult	2	2	2	1	1	1	1	1	1	
Flow Indicator	Patients with MRD	12									
Flow Indicator	Inpatients waiting surgery/procedure	2	3	1			2	2	2	2	1
Flow Indicator	Patients requiring cardiac monitoring	8									
Flow Indicator	Patients ready for transfer to another Facility	2	4	8	4	1	3	3	2	2	6
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# Setting your tipping point or thresholds

## Patients LOS > 9 Days

- ✓ Review your Threshold
- ✓ Review your local Flow data
- ✓ Adjust your Threshold if required



# Setting your tipping point or thresholds

## Single Room Capacity

- ✓ Ensure your single rooms are correctly flagged either via the PFP BedBoard / EPJB
- ✓ Understand the number of single rooms that are accessible to your general patient cohort
- ✓ Mindful that single rooms in certain specialty wards may not be accessible to a high proportion of patients

# Setting your tipping point or thresholds

## Single Room Capacity

Example:

ICU / HDU / CCU

Rehabilitation Units

Paediatrics

Mental Health

Spinal Units

# Setting your tipping point or thresholds

## Single Room Capacity

- ✓ Agree on the Hospitals single room bed base
  
- ✓ Track single room utilisation to understand the daily demand
  - BedBoard filter
  - EPJB single room column
  - Bed Management Running sheets

# Setting your tipping point or thresholds

## Single Room Capacity

- ✓ 18 available single rooms
- ✓ Average 3 new admissions requiring single rooms per day
- ✓ Threshold to be set at 4

Combination of available single rooms  
and single rooms to be cleared

# Setting your tipping point or thresholds

## Single Room Capacity

- ✓ Clinical NUM's / in-charges to provide feedback re: Single Room capacity during usual bed management communications
  - Bed Management Meeting
  - EPJB – Isolation Requirement (IR) column
  
- ✓ ID teams / Infection Control CNC engaged to provide daily reviews / education regarding single room utilisation

# Setting your tipping point or thresholds

## Admitted unplaced Patients in the Emergency Department

- ✓ Engage with ED Senior Managers
- ✓ Review your ED admission data
  - Predicted daily admissions
  - Variations to admissions across the days of the week
  - Peak times for admissions throughout the day
- ✓ Identify your ED capacity bed base

# Setting your tipping point or thresholds

## Admitted unplaced Patients in the Emergency Department

- ✓ Other factors to consider
  - Understand other current ED strategies re: placement of admitted patients within the ED
  - Understand ED staffing capabilities during and after business hours
  - Available ED capacity
  - Unplaced Mental Health Admissions

# Setting your tipping point or thresholds

## Admitted unplaced Patients in the Emergency Department

- ✓ Threshold may contain multiple criteria
  - ED staff shortages
  - Increase in ED workload
  - Ambulance Transfer of Care delays
  - Specialty dependent (i.e. Admitted Mental Health load)
  - Available ED capacity
  - Available Resus capacity
  - Shift dependent due to rostered staffing



# Setting your tipping point or thresholds

## Admitted unplaced Patients in the Emergency Department

### Threshold Example

- 5 admitted patients unplaced pts *and/or*
- No vacant beds in the ED with 1 Resus bed available *and/or*
- Transfer of Care x 1 pt at >20 minutes

# Applying your tipping points to your Facility Demand Escalation Matrix

- ✓ Engage local managers and clinical leaders in identifying the demand and capacity triggers that indicate an escalating mismatch is occurring.
- ✓ These triggers will make up the score to apply to the Facility Demand Escalation Matrix.
- ✓ The Matrix provides uniformed criteria that support consistent communication and timely targeted action in response to local escalation.

# Applying your tipping points to your Facility Demand Escalation Matrix

Example Facility Demand Escalation Matrix

Score	1 point for each criteria	2 points for each criteria	3 points for each criteria	4 points for each criteria
Ambulance				
Vacant ED accessible bed (PFP)				
Admitted Patients in the Emergency Department	<5	5-7	8-9	>10
LOS > 9 Days ED Accessible Beds	<30	30-34	35-40	>40
Single Rooms available / ability to be cleared	4	3	2	0
External Dependencies				
No. STEPs Triggered	Nil	1 Department	>2 Departments	>3 Departments
Total				

# Applying your tipping points to your Facility Demand Escalation Matrix

Example Facility Demand Escalation Matrix

Score	1 point for each criteria	2 points for each criteria	3 points for each criteria	4 points for each criteria
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# Applying your tipping points to your Facility Demand Escalation Matrix

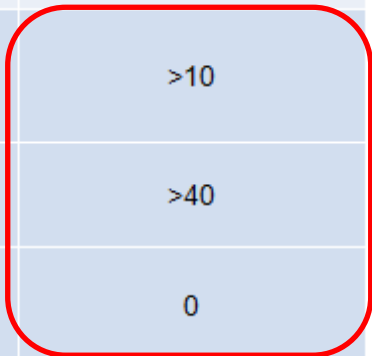
Example Facility Demand Escalation Matrix

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No. STEPs Triggered	Nil	1 Department	>2 Departments	>3 Departments
Total				

Facility Level Escalation	Score
0	0-5
1	6-9
2	10-13
3	> 13



Level	Description
0 <b>Business as usual</b>	Adequate capacity to sustain core business; patient flow systems functioning and maintaining performance
1 <b>Moderate compromise</b>	Moderate compromise to core business activities as identified by Demand or Capacity mismatch triggers; Thresholds breached.
2 <b>Severe compromise</b>	Severe compromise to core business activities as identified by Demand or Capacity mismatch triggers; Disruption intensified.
3 <b>Extreme compromise</b>	Extreme compromise to core business activities All contingencies fully operational

Facility Level Escalation	Score
0	0-5
1	6-9
2	10-13
3	> 13

# Summary

- ✓ Engage managers and clinical leaders in identifying the local demand and capacity triggers
- ✓ Use your data to assist with allocating a threshold
- ✓ Test and adjust your thresholds as required
- ✓ Apply to the Facility Demand Escalation Matrix.
- ✓ The Matrix provides uniformed criteria that support consistent communication and timely targeted action in response to local escalation.

# Questions

