

Demand Escalation Process

Acute and Urgent Care

Escalation status & strategy

Responsibility

Escalate & liaise

Level 0

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| <ul style="list-style-type: none"> - Identify & refer patient suitable for admission avoidance programs - Referral & transfer to private facilities/rehab etc - Actual & potential discharges identified at the daily meeting - Ward rounds undertaken with NUM & delays from ward round are actioned & documented - Outlier patients identified by NUM & patient flow coordinator & repatriated back to home wards where possible - Routine rounds take place by medical specialty teams with early clearance of patients for discharge by 1000 - NUMS to review inpatient LOS profile - Identify and plan for the next day activity | <ul style="list-style-type: none"> - NUMS/ ward staff - Medical Teams - Patient Flow Coordinators - Allied Health teams | <ul style="list-style-type: none"> - Nil |
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Level 1

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| <ul style="list-style-type: none"> - Phase 0 strategies actioned - Identify all subspecialties with high volumes of inpatients - Request medical review +/- discharge with services or through community-based programs - Escalate for review and management options to clinical nurse consultant - 24-hour capacity planning initiated with review of planned discharges for the following day | <ul style="list-style-type: none"> - Inpatient NUMs - Medical Teams - Allied Health teams | <ul style="list-style-type: none"> - Patient Flow Demand Manager - Program Delivery Manager - Nurse Leads - Medical Leads |
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Level 2

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| <ul style="list-style-type: none"> - Phase 1 strategies actioned - Round attended by Nurse Lead of all inpatient ward's areas - Escalation and action meeting held with Nurse Leads and Operations Manager to identify areas of deficits and priorities for action | <ul style="list-style-type: none"> - Inpatient NUMs - Medical Teams - Nurse Leads - Program Delivery managers - Allied Health teams | <ul style="list-style-type: none"> - NOC teams - Program Delivery managers - Nurse Leads - Medical Leads - Medical teams - Allied Health leads |
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PLEASE TURN OVER FOR LEVEL 3 ACTIONS

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Level 3

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| <ul style="list-style-type: none">- Review all current business practices and where possible suspend noncritical activities for 2 hours redeploying those resources of area of need including ED, and wards for review and discharge management | <ul style="list-style-type: none">- Inpatient NUMS- Medical Teams- Nurse Leads- Program Delivery managers- Allied Health teams | <ul style="list-style-type: none">- NOC teams- ED Operations- Program Delivery managers- Nurse Leads- Medical Leads- Medical Teams- Allied Health leads |
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