

Demand Escalation Process Cancer

Escalation status & strategy

Responsibility

Escalate & liaise

Level 0

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> - 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 - Routine rounds take place by medical specialty teams with early clearance of patients for discharge by 1000 - NUMs to review inpatient LOS profile - Identify & refer patient suitable for admission avoidance programs - Referral & transfer to private facilities/ rehab etc - Identify & plan for the next day activity | <ul style="list-style-type: none"> - NUMS/ NC ward staff - Medical Teams - Patient Flow Coordinators - Allied Health teams | <ul style="list-style-type: none"> - Nil |
|---|--|---|

Level 1

- | | | |
|--|--|---|
| <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 & 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 NUM - Medical Teams - Allied Health teams - Patient Flow Coordinators | <ul style="list-style-type: none"> - Patient Flow Demand Manager - Program delivery manager - Nurse Leads - Medical Leads |
|--|--|---|

Level 2

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> - Phase 1 strategies actioned - Round attended by Nurse Lead of all inpatient ward's areas - Escalation & action meeting held with Nurse Leads & Operations Manager to identify areas of deficits & 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 team - Program Delivery managers - Nurse Leads - Medical Leads - Medical teams - Allied Health leads |
|---|--|---|

Level 3

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