

Demand Escalation Process Neuroscience and Rehabilitation

Escalation status & strategy

Responsibility

Escalate & liaise

Level 0

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| <ul style="list-style-type: none"> - Actual & potential discharges identified at daily meeting - Ward rounds undertaken with NUM/NC/TL & delays from ward round are actioned & documented - Outlier patients identified by NUM/NC & 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 including RITH/HITH - Referral & transfer to private facilities/ rehab etc. Decant for surgery in private where possible. - 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 |
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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 such as RITH/HITH with support from speciality Nurse Consultants. - 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 - Patient Flow Coordinator | <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 Medical team &/or Nurse Lead/CPD/Patient flow at HRC of inpatient ward 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 Manager - Allied Health teams | <ul style="list-style-type: none"> - NOC team - Program Delivery Manager - Nurse Leads - Medical Leads - Medical teams - Allied Health leads |
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Level 3

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| <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 Team - Nurse Leads - Program Delivery Manager - Allied Health teams | <ul style="list-style-type: none"> - NOC team - PDMs - Nurse Leads - Medical Leads - Medical teams - Allied Health leads |
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