

Demand Escalation Process Surgery

Escalation status & strategy

Responsibility

Escalate & liaise

Level 0

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| <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 - Update PDD's to reflect accurate discharge date - 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 - Elective Surgery able to proceed & all patients allocated post operatively - Identify & 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 & 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 - Patient Flow coordinator | <ul style="list-style-type: none"> - Patient Flow Demand Manager - Program Delivery manager - Nurse Leads - Medical Leads - Allied Health 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 & 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 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

- Review all current business practices & where possible suspend noncritical activities for 2 hours redeploing those resources of area of need including ED, & wards for review & discharge management
- Cancellation of some Elective Surgery (Cat 2 & 3), Cat 1 may require medical decision for delay

Responsibility

- Inpatient NUMS
- Medical Teams
- Nurse Leads
- Program Delivery Manager
- Allied Health teams

Escalate & liaise

- Director NOC
- Nurse Lead NOC
- Program Delivery Manager
- Nurse Leads
- Medical Leads
- Medical teams
- Allied Health teams