



**CCDM**

Care Capacity  
Demand Management

*Safe staffing, healthy workplaces*



## Patient acuity is...

### **...about predicting and actualising patients every single am, pm and night duty**

Patient acuity is used to match staffing hours with the patient need for care. The staffing hour's shows care capacity requirements so workloads can be assigned fairly.

### **...assigning fair workloads, based on staff skill and capability**

Making patient care needs visible to the ward and organisation shows what is needed. On a day-to-day basis this helps with fair workload assignment. On a longer term basis the information sets the nursing budget for the ward.

### **...required to be done by every user, every single am, pm and night shift**

You need to predict patient care. Staff are then able to assign fair workloads by staff, for staff, every shift, every day. Actualise your patient care given every shift that you work.

### **...starting now and continuing on a permanent basis**

By entering your share of the data you are supporting your patients and colleagues. Your patients are supported to get the right care hours. Your ward and colleagues are supported to get the right resources through the FTE calculation.

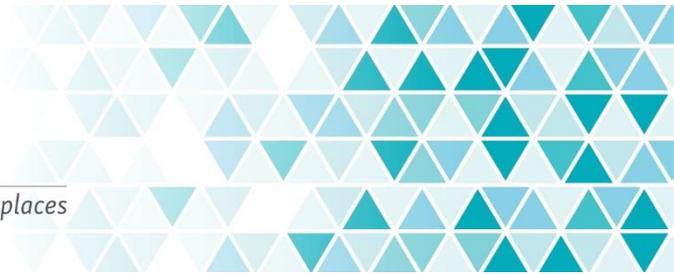




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## Questions and answers

### ***What is TrendCare?***

TrendCare is a computer programme that allows you to input data on the hours of nursing or midwifery care required by a patient, for each shift. It also imports data from other computer systems on admitted patients and who is rostered on. By using TrendCare, we have a clear, accurate view of the care capacity against demand at any moment and the trends in patient needs and care capacity over time for every ward and area.

### ***How does TrendCare work?***

It is pre-loaded with patient types (e.g. newborn baby, day only surgical, high dependency medical) with standard acuity indicators and category timings for tasks for that type of care. It also links with other systems we use, such as SI PICS. The use of TrendCare is subject to Inter-Rater Reliability (IRR) testing to make sure the data being gathered is accurate.

### ***What evidence is there to back up the accuracy of TrendCare?***

TrendCare acuity indicators, category timings and patient types have been trialled and validated in private and public health care facilities across Australia, NZ and SE Asia and are re-validated annually.

### ***How do we use TrendCare?***

On the morning shift you need to take 1-2 minutes at the start of the shift to ensure the correct patient type is selected and then predict the care for each patient assigned to you. At the end of each shift staff need to actualise or confirm the care delivered. Staff on the morning shift will predict the needs for the next three shifts: afternoon, night and the following morning. Staff on afternoon and nights only need to actualise the care delivered unless the patient status changes.

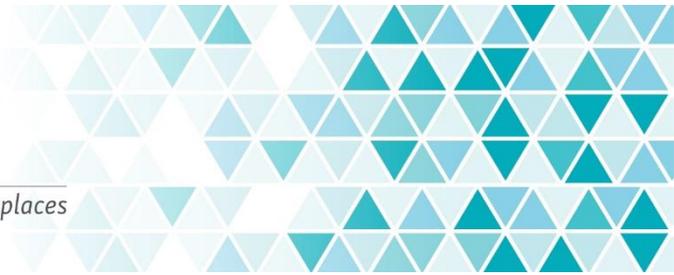




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***Is it available and usable on iPad minis?*** Yes and no. The amount of data on the screen almost prevents it from being read on an iPad. The TrendCare team will be working on this over the next two years.

***What can I do if I think the hours allocated under the Patient Type don't reflect how busy we are?***

You want to check when you actualise that you selected the correct patient type and care tasks and talk with your TrendCare champion or CCDM Co-ordinator.

***What happens if the tech fails? (Contingency plan for when server is down etc.)***

We will have a resource folders in each area to manage this the way we do with eMeds etc.

***When does CDHB envisage rolling out TrendCare?***

November - Medical and some surgical areas and then Hillmorton in February to start with. See the Work Plan on the website.

***How is training going to be done?***

Two-and-a-half days face-to-face for senior staff, i.e. CNM, NE, CMM and ideally one champions per ward. Train the trainer model for all other staff. Staff on the floor only need to learn two screens and we have been told this is very easy.

***Can we have a "sandpit" mode to practice in?***

We can practice on the live system for approximately two months before it's launched.

***What support will each area have during initial roll out?***

As much as needed. Aware that while it's a live system we can train on this for the first two months

