



CCDM

Care Capacity
Demand Management

Safe staffing, healthy workplaces



Variance response management is about...

...processes and tools for safe staffing

Patient demand for care changes all the time. We need to match our staffing to meet that demand. Variance response management tools and processes help us do that.

...early detection and effective response

Variance response management tools and processes support early detection, rapid assessment and effective response to variance. Effective response to variance helps clinical staff to deliver safe and quality care, every day, and every shift.

...using standardised tools and processes

The tools and processes work together. Staff complete TrendCare to predict the patient demand for care. The variance indicator score works as an

early warning system to alert the organisation. TrendCare and variance indicator scores are displayed on the capacity at a glance screens for everyone to see. The operations center uses this information to coordinate resources.

...being in the right place at the right time

Variance response management is about 'whole of hospital' being involved in responding to variance. The goal is to have you in the right place at the right time to provide the right care. Only you can deliver the quality care your patients need.

...managing variance every day, every week

Variance response management occurs 24/7. Variance response management ensures the right people are making the right decisions as close to the situation as possible.

