

Briefing Note

CAPACITY MANAGEMENT PROTOCOL

Policy Number:

CLI.4110.PL.029 (release expected early November)

Background:

- No consistent provincial framework previously existed for bed utilization.
- Need for objective data to be used to assist decisions around bed utilization.
- Current process is siloed by site and within each SDO.
- Over Capacity plans exist but are only for Emergency Departments.

Key Message:

- A consistent standard for regional capacity management creates a transparent and staged approach to inform decision making with the intent of mitigating and distributing risk associated with overcapacity situations based on objective and consistent measures.
- By ensuring timely access to appropriate care the healthcare system can:
 - Reduce Emergency Department (ED) and Urgent Care overcrowding, minimize/avoid disruption to service delivery (any program), support early identification of system pressures,
 - Maintain operational access to care 24/7,
 - Facilitate a timely response to demand/capacity imbalances within sites, regions and provincially.

Recommendation(s)/Action Required:

- Review CMP policy when published on HPS – watch for upcoming Policy Updates.
- Make available site-specific plans for teams to access when needed.
- Target audience attend one virtual session and site/program specific huddles when offered. Please see posters for virtual sessions:
 - [Acute Care](#)
 - [Community Programs, Allied Health/Support Services in Acute Care](#)
- Archive existing Over Capacity Plans for Emergency Departments.

Timeline:

- Implementation of CMP, including participation in education, by November 30, 2024.

If you have any questions, please contact your Manager or Director.

PURPOSE:

- The overarching goal of the Provincial Capacity Management Standard Protocol is to facilitate cooperation between all stakeholders within Southern Health-Santé Sud (SH-SS) to support a system approach to capacity management that is driven by real-time objective data and risk quantification, which includes utilization of the Provincial Capacity Management Dashboard.