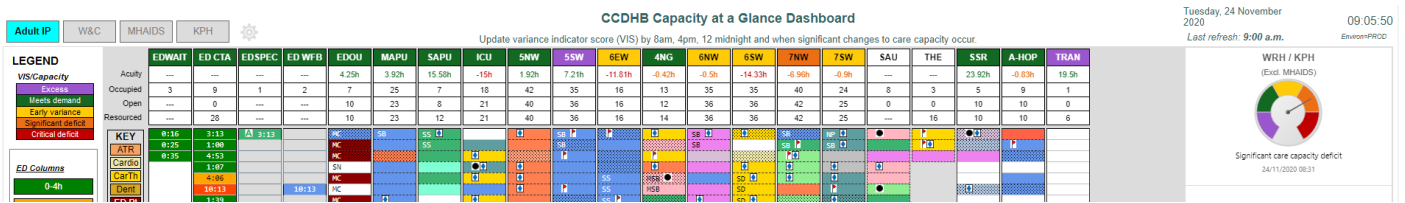# CCDM
Variance response management

The variance response management (VRM) workstream of the care capacity demand management programme is progressing well at CCDHB.

VRM is the response required during a 'real time' mismatch or variance between our capacity to care and our patient's demand.

Tools and processes used in VRM include the integrated operations centres, capacity at a glance screens displaying 'real time' acuity data, the variance indicator score, occupied and resourced bed numbers as well as embedded standard operating procedures to assist staff with the response required according to the VIS colour.

'Variance response staff' task lists are supporting the safe movement of staff from areas of excess capacity to those experiencing a deficit.

We all have a part to play in ensuring our variance response management system is robust and effective

Where are we at with implementation?

- Capacity at a glance (CaaG) screen is live for whole of organisation and can be accessed on any computer as well as the large screens in the general wards and on the directorate floors
- CaaG screens will be installed in all MHAIDS clinical areas soon
- All staff have been offered education with a significant uptake
- Variance response staff task lists for RNs, ENs and HCAs have been in use since May 2020 in general areas and are progressing well
- Increasing episodes of staff assisting in other areas is evident
- Staff are encouraged to provide feedback on their experience of assisting in other areas by accessing the survey on the CCDM intranet page. This enables feedback to charge nurse and midwife managers
- The variance indicator score (VIS) mobile app and standard operating procedure is live for all general in-patient areas. The standard operating procedure is embedded in the CaaG screen (click on any ward name)
- Education on variance response management continues in MHAIDS with a 'go live' date for the VIS and the VIS SOP of the 1st December 2020