CCDHB Variance Response Management (VRM) annual work plan 2019/20
Endorsed CCDM Council 20th March 2019

KEY

- Activity scheduled
- Activity completed
- Activity on schedule
- Activity 30 days behind plan
- Activity 60 days behind plan
- Activity greater than 90 days behind plan

Variance Response Management Annual Work Plan 2019/20

		Key activities	Key resource required	Accountability	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Integrated Operations Centre (IOC)	1	CaaG screen review, ensuring 5 minute updates. Reporting capability required.	ICT, DSU, CCDM team, IOC team, VRM work stream	VRM work stream; CCDM Council																
	2	Caag screens and whiteboards in all areas throughout the organisation	ICT, DSU, CCDM team, IOC team, VRM work stream	VRM work stream; CCDM Council																
	3	Implement Variance indicator scoring (VIS) with standard operating procedure	ICT, DSU, CCDM team, IOC team, VRM work stream	VRM work stream; CCDM Council																
	4	Ensure visibility of all acute and elective services - patient flow, bed capacity and staffing resource	ICT, DSU, CCDM team, IOC team, VRM work stream	VRM work stream																
	5	Review of daily bed meetings - 9.15am; 6.00pm; 11.00pm Consideration of high level organisational meeting prior to daily 9.15am bed meeting	ICT, DSU, CCDM team, IOC team, VRM work stream	VRM work stream; IOC Manager and Nurse Manager																
	6	Full review of standard operating procedures (SOPs) (See Sheet 2 - SOPs)	ICT, DSU, CCDM team, IOC team, VRM work stream	CCDM team; IOC team; VRM work stream																
	7	Data analyst requirement for the IOC	IOC manager	IOC Manager																
	8	Communication within variance response management- electronic alerts in place	ICT, DSU, CCDM team, IOC team, VRM work stream	CCDM team; VRM work stream																
	9	Trendcare Screen - full review	ICT, DSU, CCDM team, IOC team, VRM work stream	CCDM Programe Manager; IOC Nurse Manager; IOC Manager; VRM work stream																
	10	Escalation plans - organisation wide and area specific ED Maternity Mental Health - work halted (awaiting VIS) ICU - work halted (awaiting VIS) NICU - work halted (awaiting VIS) Child Health - work halted (awaiting VIS) Theatres - work halted (awaiting VIS)	Area specific; CCDM team	All specified areas - CNM/Ms; Operations Managers																
	11	Develop Smart 5's for re-allocation of staff to other areas	CCDM team; VRM work stream	CCDM team																
	12	Initiate care capacity review meetings - daily; weekly; monthly	CCDM team; IOC team; VRM work stream	CCDM team; IOC team; VRM work stream																
Bureau	13	Continuous recruitment of bureau staff - RNs; ENs; RMs; HCAs; MHSW	IOC manager; IOC nurse manager	IOC Manager; IOC Nurse Manager																
	14	Bureau request tool - reporting capabilities required to review requests and responses.	IOC team; CCDM team	IOC Nurse Manager																
Education	15	Education requirement for VIS organisation wide - tools; processes; use; interpretation; standard operating procedures; re-allocation of staff - Smart 5s	IT; DSU; CCDM team; IOC team	CCDM team; VRM work stream																
	16	Specific education for duty nurse managers (DNM) and IOC team - TrendCare; CapPlan; VIS; SOPs; bureau allocation tool; CCDM	IT; DSU; CCDM team; IOC team	CCDM team; VRM work stream																
	17	Undertake Churchill exercise - desktop test (to be confirmed)	Exec approval	VRM work stream																