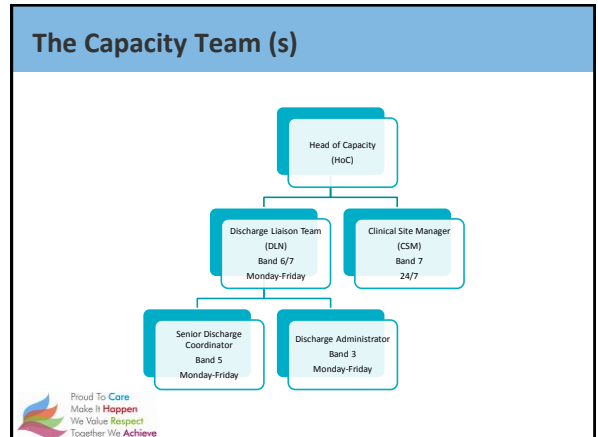


The Shrewsbury and Telford Hospital 

Shrewsbury and Telford Hospital Capacity Management Process


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We Value Respect
Together We Achieve

Ian Donnelly
Assistant Chief Operating Officer
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Head of Capacity role “silver commander”


- Responsible for 24 hour planning and site safety on a daily basis;
- Management of CSM,DLN and discharge support teams;
- Lead site safety meetings L3 or above;
- Lead Pan-Shropshire Local Health Economy (LHE) F2T meetings twice daily – collaborative agreement of Delayed Transfer Of Care (DTOC) reasons;
- Escalation of key blocks / themes to senior team (s) in LHE (@Executive level);
- Micromanagement and escalation of complex/complex patients;
- Responsible for forward planning – Weekend plans / Pressure plans / Bank Holiday plans;
- Commissions action from various internal and external sources to support site on a daily basis;
- Pathway development with internal stakeholders and LHE.

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3


The IT Infrastructure

- Patient Status at a Glance (PSAG);
- Live site summary of admission and discharges
- Ward view flagged discharges report;
- Bed capacity gap including definite and potentials;
- Definite discharge list;
- Demand and Capacity Dashboard;
- SQL reporting and information system;
- Fit to Transfer list.

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The Process

- Site safety meetings at 09.15 and 15.30 hours – led by the HoC and CSM. Attended by ward managers and matron of the day for medicine / surgery;
- Actions agreed by the HoC and delegated to manage individual pressure points;
- Ward coordinator update to PSAG boards at 11.00, 13.30 and 15.30;
- Pan local health economy (LHE) Fit to Transfer (F2T) meeting at 9.30am, actions identified and agreed;
- Pan health economy F2T meeting at 2pm to ensure actions are complete – escalation to senior level in respective organisation if unable to progress.

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