

# Care Capacity Demand Management Programme

## The CCDM programme has a set of tools and processes

CCDM stands for Care Capacity Demand Management. The CCDM Programme is a set of tools and processes that help DHBs better match the capacity to care with patient demand. The goal is quality patient care, quality work environment and best use of health resources.

Safe staffing, healthy workplaces is a national priority. Patient care and staffing change every shift, every day. Matching capacity with demand needs consistent, focused attention. Front line staff, managers, executives, health unions and professional leaders all have a role to play. CCDM is a whole of hospital approach for managing capacity to care on a permanent basis.

The CCDM programme is built on a foundation of governance, patient acuity and partnership. Governance provides the operational structure in partnership with the health unions to coordinate CCDM. Patient acuity is the hours of care needed by patients. Staff can then be allocated to meet those hours of care. Partnership refers to the DHB and health union working actively together to achieve staff staffing, healthy workplaces. These three foundations need to be in place for the success of the programme.

## The CCDM programme has several components

The CCDM programme has 3 other components – core data set, staffing methodology and variance response management. Each component is dependent on the other to achieve the programme goals - quality patient care, quality work environment and best use of health resources. The core data set is a set of measures for monitoring how you are doing. The staffing methodology has tools for establishing acuity based staffing. Variance response management assists DHBs to respond to variance in the moment and over time.

The programme has a set of standards. In order to meet the standards programme implementation needs to be prioritised, appropriately resourced and sequenced. The Programme Consultants from the Safe Staffing Healthy Workplaces (SSHW) Unit are available to support you using the tools and processes. They are also experts in sequencing CCDM programme implementation. There are roadmaps for each of the programme components. They provide detailed directions and identify intersections between the components. The journey starts with establishing CCDM governance.

