

# Component Spotlight

## Demand & Activity component.

### About the component:

This component allows end users to view the ED demand, activity and flow for any day over the previous 12 months. This component can be used to view improvements in flow, assist with daily and shift activity reporting and supports drilldowns to individual episodes of care to support further analyses.

This component provides a 12-month analysis of historical data for all presentations to the Emergency Department. View historical NEAT trends as well as presentation versus expected presentations. Drill to any day to view arrival trends by hour vs actual, the total patients in the department throughout the day (across 5-15min snapshots), the variation in ambulance arrivals and trends of patients waiting to be seen, waiting for subspecialty reviews, and are waiting for admission.

**Who it's for:** Administration Officer, Nurse Unit Manager – ED, Business Manager, Service Improvement/Project Officer, Clinical and Non-Clinical Department Director and Executive Leaders

### Where you'll find it:

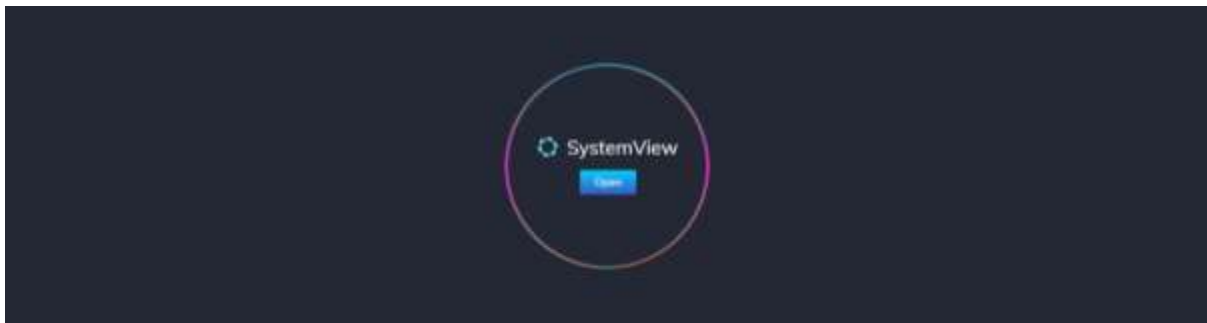
SystemView > Explore > Emergency Department > Trends > Demand & Activity

### Data refresh rates:

The data within this component updates every 5 minutes, 7 days a week.

### Step 1.

Sign in to SystemView using your current hospital credentials and password.

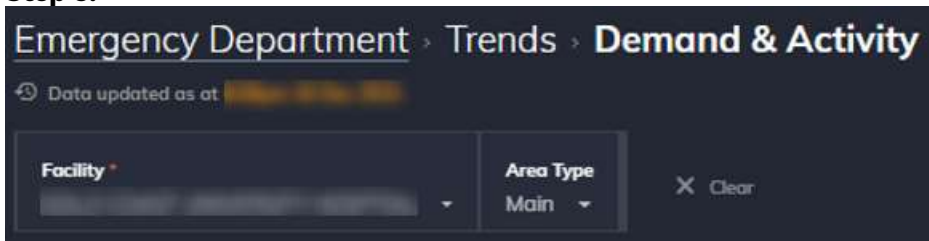


### Step 2.



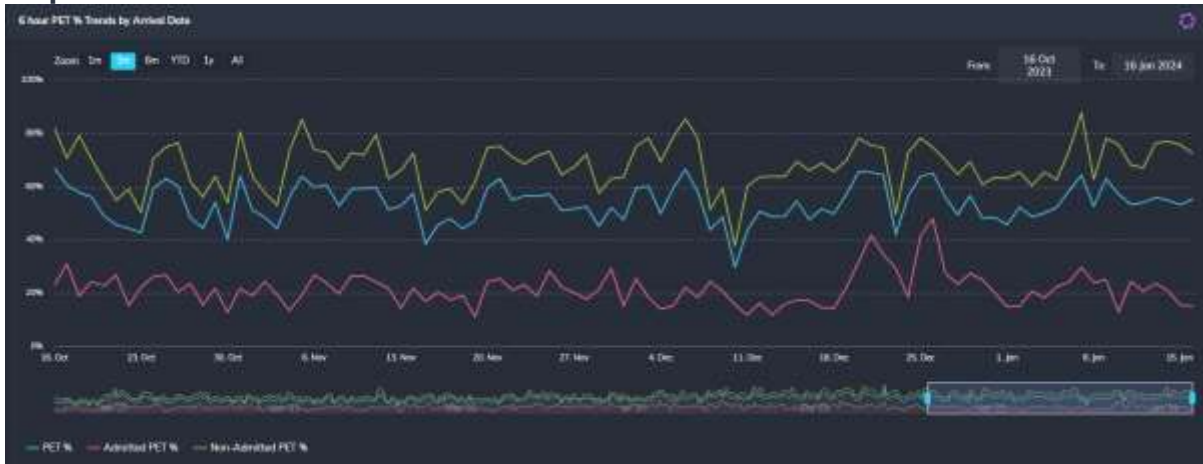
**Navigate to** Explore > Emergency Department > Trends > Demand & Activity

**Step 3.**



Apply filters at the top of the page to target your analysis.

**Step 4.**



**6 Hour PET% Trends by Arrival Date** displays the % trend of 6-hour PET performance by day that can be adjusted using the slider or zoom (from x date to x date) options.

Selecting a day, or bar will generate a detailed analysis.



**Presentations vs Expected Presentations by Arrival Date** displays and compares the daily Emergency presentations against the expected 'predicted' demand.

Selecting a day, or bar will generate a detailed analysis.



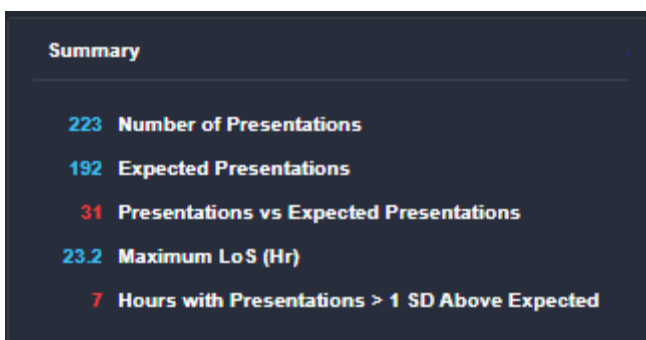
**Waiting for Admission Trend** displays the patients waiting for admission. This can be trended upto 13 months retrospectively by choosing the slider or zoom (from x date to x date) options.

**Selecting a day, or bar will generate a detailed analysis.**

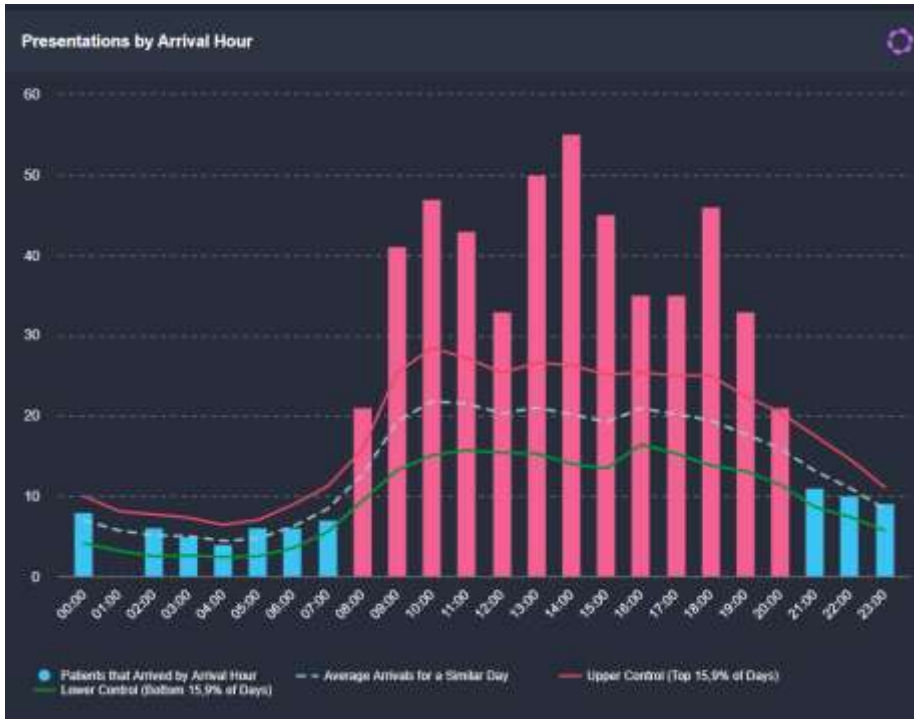


**Waiting for Admission Trend (Previous Year)** displays the patients waiting for admission. This can be trended upto 23 months retrospectively by the slider or zoom (from x date to x date) options.

**Selecting a day, or bar will generate a detailed analysis.**



**Summary** tiles provide an overview of the total numbers for each area of the trend analysis.



**Presentations by Arrival Hour** displays the number of presentations to the Emergency Department across the day from midnight to midnight.

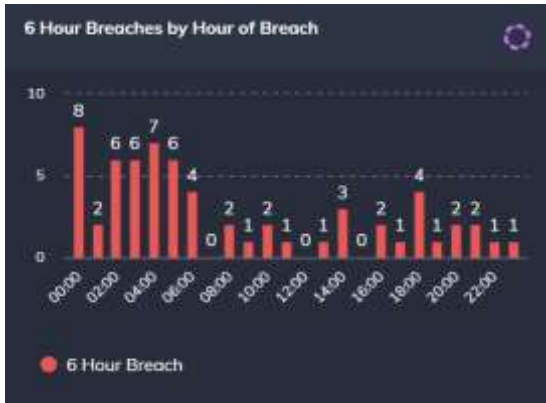
- **Dotted Trend Line** - Mean (average) presentations for that hour by (Hour of day, Day of week and, is or is not winter)
- To accommodate the natural variance in presentations by hour to emergency the logic applies one (1) standard deviation either side of the mean. Therefore, presentations that line up within the red and green control limits is considered a normal hour.
- **Red Trend** – Upper Control: One standard deviation above the mean average
- **Green Trend** – Lower Control: One standard deviation below the mean average



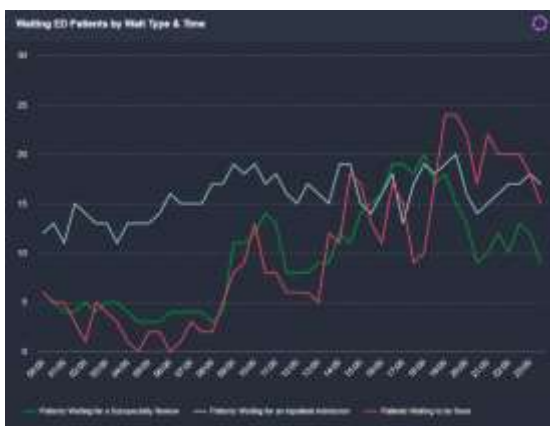
**Patients in ED by Pathway & Time** displays the distribution of patients within the Emergency Department by pathway and time.

Each colour represents the number of patients, and the stage of the patient’s episode of care that they are up to within Emergency.

The pathways are unique for each site.



**6 Hour Breaches by Hour of Breach** displays the number of Emergency 6-hour PET breaches by hour of day.



**Waiting ED Patients by Wait Type & Time** displays the current trend of patients waiting within the Emergency Department and awaiting the following actions in order to progress:

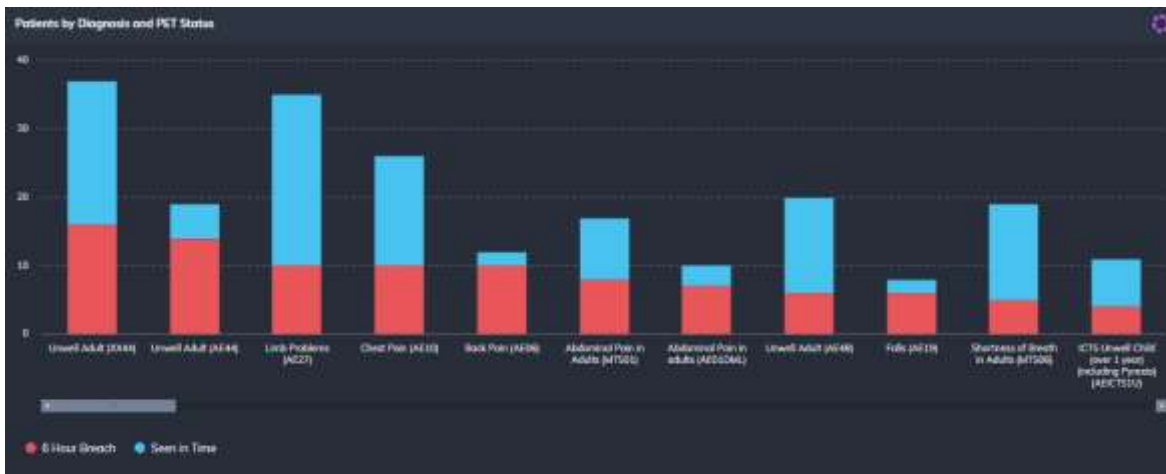
- Patients waiting for a Subspecialty Review
- Patients waiting for an Inpatient Admission
- Patients waiting to be Seen



**Patients that Arrived by Triage** displays the break down of emergency department presentations by Manchester Triage Score/Irish Children’s Triage system:

- **category 1 (Pink):** To be seen Immediately
- **category 2 (Yellow):** To be seen within 10 minutes
- **category 3 (Dark Blue):** To be seen within 60 minutes

- **category 4 (Orange):** To be seen within 120 minutes
- **category 5 (Green):** To be seen within 240 minutes
- **Undefined Triage Priority (Grey)**



**Patients by Diagnosis and PET status** displays the number of patients that were seen in time or 6 hour breach by diagnosis.