

# Variance response management workshops outline

## There are 12 workshops available on variance response management

Table 1 provides an outline of workshops that are available on variance response management. Each workshop builds on the previous workshop generating a process for business as usual.

## The workshops facilitate engagement and transparency

The purpose of the variance response management workshops is to facilitate:

- Common knowledge and understanding
- Engagement and transparency
- Variance response management monitoring and reporting, at different levels, across the hospital
- Transition to business as usual

## The workshops can be customised

It is expected that the workshops are customised to the individual/group needs. For example, face to face guided discussions may be changed to teleconferences. The degree of customisation will depend on whether:

- The CCDM council and/or working group is new to variance response management or needs a refresher
- There are new personnel in the teams
- There are key stakeholders that need greater knowledge and/or understanding
- There has been significant change to CCDM or DHB tools or processes
- The benefits of the workshop outweigh the costs
- All recommended personnel are available on the same dates
- The workshops can be effectively delivered by other modes

If partners are unable to attend a delay in the process may occur. This delay may impact the overall workplan timeline.

## The workshops are designed to build capability to achieve independence

The workshops can be delivered in block sessions (e.g. two or more sessions together), or individually, delivered weekly or fortnightly. The workshops are most effective when they are:

- Provided just in time i.e. as close to actually implementing variance response management as possible.
- Presented in the order outlined in Table 1 (as each session builds on the previous).
- Scheduled at intervals so that knowledge is retained and transferred from one session to the next.

Table 1 - Variance response management workshops outline

Workshop	Delivery mode	Recommended audience	Estimated time	Content
<b>1. Working group terms of reference</b>	Guided discussion/s	Working group	1 hour	<ul style="list-style-type: none"> <li>Roles and responsibilities of the core data set working group.</li> </ul>
<b>2. Workshops outline</b>	Guided discussion/s	CCDM Site Coordinator CCDM Council	1 hour	<ul style="list-style-type: none"> <li>Review the available workshops</li> <li>Customise to meet the needs</li> <li>Discuss scheduling alongside the detailed workplan</li> </ul>
<b>3. Variance response management introduction</b>	Power point presentation	CCDM council Working group Local data council	1 hour	<ul style="list-style-type: none"> <li>An overview of variance response management</li> <li>What, why, when, and who should be involved</li> </ul>
<b>4. Variance response management stocktake</b>	Guided discussion/s	CCDM council Working group CCDM Site Coordinator	1 hour	<ul style="list-style-type: none"> <li>Establishes who, what, when, where and how the DHBs data is managed</li> </ul>
<b>5. Detailed workplan</b>	Guided discussion/s	Working group CCDM Site Coordinator	1 hour	<ul style="list-style-type: none"> <li>Review of the detailed workplan</li> <li>Sequencing of actions: by who, by when</li> </ul>
<b>6. Specifications for integrated operations centre</b>	Guided discussion/s	CCDM council Working group	30 mins	<ul style="list-style-type: none"> <li>Specific requirements</li> <li>Specific DHB opportunities and challenges</li> <li>Discuss previously completed stocktake</li> </ul>
<b>7. Specifications for capacity at a glance screens</b>	Guided discussion/s	CCDM council Working group	30 mins	<ul style="list-style-type: none"> <li>Specific requirements</li> <li>Specific DHB opportunities and challenges</li> <li>Discuss previously completed stocktake</li> </ul>
<b>8. Staff reallocation guideline and feedback collection and collation</b>	Guided discussion/s	CCDM council Working group CCDM Site Coordinator	45 mins	<ul style="list-style-type: none"> <li>Discuss the tools and how it might fit into the DHB using the stocktake as the basis of the discussion</li> </ul>

Workshop	Delivery mode	Recommended audience	Estimated time	Content
<b>9. Care capacity meetings (daily &amp; weekly)</b>	Guided discussion/s	CCDM council Working group CCDM Site Coordinator Bed meeting attendees	30 mins	<ul style="list-style-type: none"> <li>Discuss the tool and how it might fit into the DHB using the stocktake as the basis of the discussion</li> </ul>
<b>10. Variance indicator score and standard operating procedure</b>	Guided discussion/s	CCDM council Working group CCDM Site Coordinator	1 hour	<ul style="list-style-type: none"> <li>Discuss the tool and how it might fit into the DHB using the stocktake as the basis of the discussion</li> </ul>
<b>11. Variance response management – ward introduction</b>	Power point presentation	CCDM Site Coordinator Local data council Ward staff	30 mins	<ul style="list-style-type: none"> <li>An overview of the CCDM programme and variance response management components</li> <li>Highlight variance indicator scores, standard operating procedures and how TrendCare are included</li> </ul>