

Allied health standard operating procedure guideline




The standard operating procedure is a list of standardised actions to respond to variance. It takes the guess work out of who does what; when. The list includes the main actions that need to be taken but is not necessarily everything. The standard operating procedure is used in response to the variance indicator score and resulting traffic light colour. Dependent on the traffic light colour, there is a standard procedure to get the allied health team back into green.



The variance indicator scoring tool contains a list of standardised interventions, that includes but is not limited to:

- Cancel non-clinical activities
- Casual cover
- Cross site cover
- Inter-team cover
- Time in lieu, overtime, hours extended
- OP / Community cover
- Clinical coordinator increases clinical
- Team Huddles
- Negotiate staff breaks and schedule into workloads.
- Review any emerging demand likely to impact service delivery in the Emergency Department that may require prioritised therapeutic interventions

The standard operating procedure should be routinely reviewed to ascertain the effectiveness of the actions.

Table 1 – Example actions for traffic light status

Traffic light	Actions
MAUVE 	Routine actions as listed below <ul style="list-style-type: none"> • Staff able to manage own workload and available to offer support to other areas • All planned non-clinical activities can be undertaken • Quality Improvement initiatives can be undertaken
GREEN 	Routine actions as listed below <ul style="list-style-type: none"> • Staff able to manage workload • All planned non-clinical activities can be undertaken • Quality Improvement initiatives can be undertaken
YELLOW 	Routine actions as listed below <ul style="list-style-type: none"> • Staff may not be available for non-clinical activities • Consider what interventions can be implemented to enable all patients to be seen

Traffic light	Actions
ORANGE 	As per yellow and: <ul style="list-style-type: none"> • Escalate status to line manager & IOC • Staff not available for non-clinical activities • Implement all interventions available to meet highest need patients • Communicate with stakeholders those patients that won't be seen. • Complete reportable event, once status returns to green
RED 	As per orange and: <ul style="list-style-type: none"> • Alert IOC that there is no dedicated cover for a ward

What is the process?

- The team leader/coordinator/manager assesses capacity and demand
- The team leader/coordinator/manager completes the variance indicator scoring tool
- The standard operating procedure is implemented when required
- The team leader/coordinator/manager updates VIS when / if status changes.
- The team leader/coordinator/manager liaises with the Integrated Operations Centre

Operations team procedure

The operations team includes the integrated operation center manager, service and/or operations managers, duty nurse manager, clinical leaders (including allied health), unit managers, emergency management role and others as appropriate.

They routinely complete the following and have specific additional actions for each team's/ward's/unit's traffic light status:

- Operations center manager/designated delegate determines plan for shift and communicates
- Review CaaG for admissions, transfers (theatre and regions), discharges, and outliers that need repatriation to ward/unit
- Review staffing for next 24 hours
- Check with allied health leaders that all demand data is contemporaneous and acutely reflects current workloads
- Checks the impact of forecasted demand for service provision for the next 24 hours against known capacity
- Checks variance indicator score completed for each team/ward/unit
- Mitigation plan documented and implemented
- Escalate to Executive team as per the standard operating procedure guideline.