

Managing Ward Profiles and Ward Schedules in the Patient Flow Portal

Summary This Information Bulletin provides information on the use of the Patient Flow Portal (PFP) regarding the consistent use of the PFP Capacity tools. It is a requirement that all Patient Flow teams are utilising PFP in a uniform manner.

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Purpose

This Information Bulletin provides information to all NSW Health staff using the Patient Flow Portal (PFP) regarding the consistent use of the PFP Capacity tools. It is a requirement that all Patient Flow teams are utilising PFP in a uniform manner.

Key Information

The Patient Flow Portal is NSW Health's enterprise patient flow and care coordination system. It is used for daily operational bed management across all Local Health Districts (LHDs) and Specialty Health Networks (SHNs).

A consistent approach to operational bed management across all hospitals is key to providing unbiased and transparent capacity and occupancy levels at any given time across the entire system.

Available capacity and occupancy data is summarised at hospital, LHD/SHN and state level. PFP ward profiles must be consistent, accurate and adjusted as changes occur. This ensures consistent reporting across all PFP modules including Dashboard, Bed Board Capacity Overview tables, Allocations Bed Net Capacity Snapshot and reports with the following:

- Operational Hospital and Emergency Department (ED) accessible bed occupancy rates
- Surge beds in use
- Number of available ED accessible beds in use
- Potentially available capacity.

NSW Health Hospitals* are to ensure that all PFP ward profiles and schedules are set up and updated in near real time as changes occur so that operational reporting consistency is maintained.

Patient Flow/Demand Managers must ensure that:

- a. The Capacity shown in PFP ward profiles reflect the total available and unavailable physical beds.
- b. The Available beds shown in PFP Ward Schedules reflect the current beds in operational use.

For more information, please access the [Managing Ward Profiles and Ward Schedules](#) Quick Reference Guide.

*For the purpose of this Information Bulletin a NSW Health Hospital includes Public Hospitals, Multi-Purpose Services, Public Psychiatric Hospitals, and Third Schedule Hospitals and Hospitals under public-private partnerships (such as Northern Beaches Hospital).

Clarification

The Operational Data Store (ODS) Implementation Team, NSW Ministry of Health will provide clarification advice as needed.

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