



OVERCAPACITY PLAN

CHEAT SHEET FOR NON-ADMITTING SERVICES

Normal operations

Best practices to prevent fluidity issues

- Coordinate with clinical team by aligning care to the **expected date** of discharge.
- Physicians should complete all related documentation **the day before** discharge.

Phases of the plan

Phase 1: Capacity optimization

Inpatient unit actions: aim to discharge **by 10:00**.

- ANM (or nurse in charge or delegate) to contact consultants to prioritize the evaluation of **expected** discharged patients (if necessary). These must be evaluated by 10:00. (Ideally, the assessment should have been completed the day before as per EDD.)
- Same for potential discharges which must be seen so discharge can occur by **14:00**. (These will be flagged by the treating team and are not the same as expected discharges.)

Emergency Department actions:

- Unit coordinator and main responsible physician for each ED zone must identify stretcher patients awaiting **consult completion which would allow discharge** within **1 hr** (timeframe may be adjusted depending on volume of consults).
- Interventions for patients that will lead or likely lead to discharge are prioritized after completion (e.g. endoscopies).
- Main responsible physician ensures that non-admitting subspecialties are consulted directly for patients likely to be discharged.

Phase 2: Early overcapacity measures (intercom announcement)

- Phase 1 measures are continuing.
- ED: **Relocate** patients awaiting procedures to appropriate areas for direct discharge post-procedure (e.g. discharge from IR or endoscopy).

Off Hours Protocol (prior or following an Overcapacity Code)

- ED: **Until 22:00 all** patients for which a consult will likely result in discharge that evening must have arrangements made for clinic visit/return the next day for discussion with ED physician or be completed. *All usual or reasonable tests must have been completed before the consult is requested.*

If you have any questions or comments, please
email: dps.admin@muhc.mcgill.ca

Link to [Intranet](#) section
Overcapacity Plan, Adult Sites
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