

Overcapacity Plan (adult sites)

Executive Summary for Transport Teams

This plan aims to provide a clear and cohesive strategy for managing overcapacity situations, ensuring that critical services, the **ED, OR** and **ICU** can fulfil their mandates. The inclusion of detailed protocols aims to **streamline patient care** and **enhance interdepartmental collaboration** by presenting the communication mechanisms necessary for adequate mobilization. The key objectives of this plan are to:

- **Decongest the Emergency Department (ED)**
 - Implement measures to reduce ED length of stay for patients
 - Eliminate or minimise barriers to optimal patient trajectories by establishing timely orientation decisions.
 - Expedite discharge or transfer patients from the ED to inpatient units.
- **Preserve Operating Room (OR) Functionality**
 - Ensure surgical schedules and emergency cases proceed without delays and minimise cancellations due to bed shortages.

Phases of the Overcapacity Plan

Phase 2: Early overcapacity measures (intercom announcement)

In patient unit actions:

- Transport and Housekeeping are briefed by the patient flow coordinator (or NRM)
- Priority will be attributed to facilitate either transport from the ED, ICU or PACU in the first **2 hours** then to patients awaiting tests for discharge (these are the patient identified as “potential”)

Phase 3: Overcapacity

Transport manager:

- Plans additional manpower to reduce delays in discharging patients and internal movements
- Asks Urgence Santé to:
 - move along people awaiting transport out of the MUHC
 - review necessity of ambulance transport, if an alternative is possible
- Ask Assistant Nurse Manager to determine if the right kind of transport has been selected for the patient

Off Hours Protocol (before or after an Overcapacity Code)

- Patients awaiting transport can be moved to corridor
- Admitted patient can wait in the corridor while their room is being cleaned
- NRM to follow up with managers of Transport and Housekeeping on adjusting work force according to the needs to prioritize Overcapacity actions.

Read the full [Overcapacity Plan](#).

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