

Change 2: Monitoring and responding to system demand and capacity

	Not yet established	Plans in place	Established	Mature	Exemplary
Responsive capacity	There is no understanding of system demand or its variations.	Analysis is underway to develop understanding of system demand and its variations.	Analysis has created an understanding of system demand and its variations, and practice changes are being implemented to better match demand and capacity.	Capacity usually matches demand and responds to variations. Understanding of system demand informs decision making.	Capacity matches demand and responds in real-time to variations. A sophisticated understanding of system demand informs decision making at all levels.
Improving how the system flows	There is no understanding of how the system flows or its blockages.	Analysis is underway to develop understanding of how the system flows and its blockages.	Analysis has created an understanding of how the system flows and its blockages, and practice changes are being implemented to improve performance.	There are no major blockages and ongoing action is taken to monitor and respond to issues with how the system flows.	Flow across the system is smooth, timely, safe and effective. Outcome destinations reflect a Home First D2A approach.
Effective information sharing	Information about how the system flows and demand is not shared with partners.	Conversations are taking place to develop information sharing infrastructure between system partners.	System partners share data about how the system flows and demand effectively and quickly.	Partners share an understanding of how the system flows.	Partners use data to examine flow and have a shared understanding of the cause of poor outcomes of patients or reduced capacity in the system.