# Change 2: Proactive demand and capacity planning

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| Stage | 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. |