Elements of Managing Demand

A comprehensive demand management model needs to address these elements

**Inflow**
- Initial client contact
- (I)NI
- Service access models and issues
- Prioritisation (generic and clinical)

**Flow Through**
- Assessment
- Care planning
- Service provision
- Client pathways
- Waiting list management and appointment processes including review and recall systems
- Cancellations and Failed To Attends
- Service models (e.g. SSW)
- Use of group sessions
- ‘Roadblocks’ or unnecessary or duplicated steps

**Outflow**
- Discharge
- Referral
- Discharge preparation
- Discharge criteria
- Discharge policies, processes and information
- Review and recall systems

Referral Out