



STANDARD PROTOCOLS

DEMAND AND DIVERSION

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AIM

To outline the boundaries within which clinical decision making must take place to proactively manage unplanned and planned situations where labour and birthing care of CMP clients is unable to be provided in the home setting. This may be due to surge capacity, staff availability and adverse weather conditions.

PROCEDURE

CMP managers or the midwife co-ordinator must monitor the activity and staff availability levels at all times.

When there are 2 or less midwives available, all midwives must notify the manager or midwife co-ordinator and advise them of the existence of labouring women prior to attending those clients. The decision to initiate the amber or red alert status will be implemented according to the process below.

STATUS DEFINITIONS

Green Light

Green light status is indicative of normal activity and no action is required.

Amber Light (Action Required)

Amber light status is when there is a situation which is impacting on the program e.g. increased demand, lack of resources, severe weather alert.

Communication Process

- Make maximum effort to solve the resource issue using internal resources.
- Contact the OGCCU Nursing and Midwifery Director (In hours Monday – Friday)/ KEMH Hospital Clinical Manager HCM (out of hours only) and inform them of the decision and actions taken.

Red Light (Action Required)

- When a patient rings their CMP midwife, the midwife is to inform her that the service is on bypass and advise that she needs to present at her booking hospital for care and birth.
- The CMP midwife must contact the relevant booking hospital and advise them of the intended presentation and reason.
- Contact the OGCCU Nursing and Midwifery Director (In hours Monday – Friday) / KEMH HCM (out of hours only) and inform them of the decision and actions taken at the commencement of bypass.

When the situation is resolved (Action Required)

- Contact the OGCCU Nursing and Midwifery Director (In hours Monday – Friday)/ KEMH HCM (out of hours only) and inform them of the decision and actions taken

NMHS Contacts

KEMH

- OGCCU Nursing and Midwifery Director 9340 1554 / 9340 2222 pager #3301 or 0424160386
- Out of Hours Hospital Clinical Manager 9340 2222 pager # 3333

Midland Health Campus

- CNS maternity 93475244 pager # 828
- Out of hours After hours CNS 93475244 pager # 566

Joondalup Health Campus

- Midwifery Manager 9400 9296
- Out of Hours 9400 9621

SMHS Contacts

Rockingham General Hospital

- CNM 9599 4249 or Duty Nurse Manager 9599 4770 in hours
- After hours Duty Nurse Manager 9599 4770

Armadale Health Service

- CMC 9391 2069/ 0414277938 or CMM 9391 2520/ 0434071998
- Out of hours: After hours nurse manager 9391 2067 / 0414276425 or Antenatal assessment unit 93912947

Fiona Stanley Hospital

- Maternity Manager 6152 0124 pager 6152 9416 (29416) in hours.
- Out of hours for bypass contact MFAU 6152 4301

REFERENCES / STANDARDS

NMHS [Obstetric Demand and Diversion Guideline](#) 2014

National Standards – 1- Care Provided by the Clinical Workforce is Guided by Current Best Practice
4 Medication Safety

Legislation - Nil

Related Guidelines / Policies – [Antenatal care: The Initial Visit](#)

Other related documents – [Midwifery care when a Client Makes a Decision that Is Incompatible with the CMP](#)
[Midwifery Standard of Practice](#)

RESPONSIBILITY

Policy Sponsor	Nursing & Midwifery Director OGCCU
Initial Endorsement	October 2013
Last Reviewed	March 2015
Last Amended	January 2016
Review date	January 2019

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