

## Demand & Activity

**Demand & Activity** visualises activity versus demand using historical data to estimate capacity, instantly highlighting imbalances between actual and predicted demand. It allows users to view actual and forecasted patient numbers needing new outpatient appointments over the next 13 weeks and compare weekly demand with available appointments to assess balance. This component helps teams adjust appointment slots to meet changing demand, supporting performance improvement strategies and ensuring that specialties can maintain balance.



## Filtering

The following options are available in this component's **Filter Bar**:

| Filter       | Description                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Include FTAs | Filter allows for the inclusion or exclusion of Fail to Attend appointments in demand and activity calculations. When No is selected, only new appointment that were attended are considered in Activity. When Yes is selected, all booked new appointment are considered in Activity, regardless of whether the appointment was attended or Failed to Attend.<br><i>*May display as Include DNAs in your environment</i> |

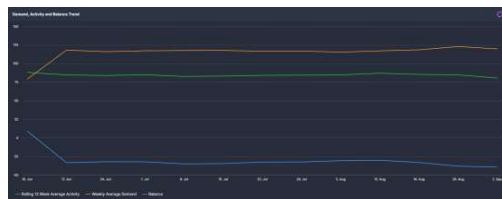
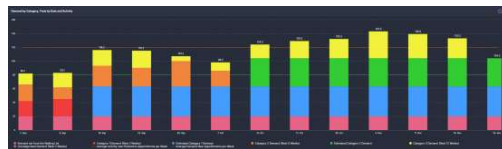
## Interaction

The following interactions are available in this component.

| Interaction      | Screenshot                                                                          | Action                                                                                                                              |
|------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Hover Over Chart |  | Hovering over a trendline or bar in any of the charts in this component displays data point details and dims the other data points. |

| Interaction    | Screenshot                                                                        | Action                                                                                                                                                             |
|----------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Click on Chart |  | Clicking on a trendline or bar in any of the charts in this component triggers a filter for the tile only. Click on the trendline or bar again to deselect filter. |

## Component Tiles

| Tile                                           | Screenshot                                                                          | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Demand and Activity Summary Metrics            |    | <p>Displays key metrics for outpatient demand and activity, including the number of new productive appointments per week, the average new referrals triaged (broken down by waitlist and non-waitlist), and the <b>balance</b> between <b>activity</b> and <b>demand</b>.</p> <p>A negative <b>balance</b> shows the number of additional spots needed per week to meet demand.</p> <p>The FTA filters allow to include or exclude failed-to-attend appointments, which affects the balance by accounting for missed appointments.</p>                                                                                                                                                                                                                                                                                                                                                           |
| Demand, Activity and Balance Trend             |   | <p>Chart visualises the trends of outpatient <b>demand</b>, <b>activity</b>, and <b>balance</b> over the past 12 months.</p> <p>It helps to track how closely the activity) aligns with demand.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Demand by Category, Treat by Date and Activity |  | <p>Displays the upcoming referral demand based on treat-by dates and categories:</p> <ul style="list-style-type: none"> <li>Category 1 Demand (Next 4 Weeks)</li> <li>Category 2 Demand (Next 12 Weeks)</li> <li>Category 3 Demand</li> <li>Category 4 Demand</li> <li>Category 5 Demand</li> <li>Uncategorised Demand</li> <li>Demand not from Waiting List</li> </ul> <p>Estimates upcoming demand using historical data:</p> <ul style="list-style-type: none"> <li>Estimated Category 1 Demand</li> <li>Estimated Category 2 Demand</li> </ul> <p>Compares the actual <b>productive activity</b> over the past 13 weeks to the <b>average demand</b>, helping identify any gaps between scheduled activity and patient demand:</p> <ul style="list-style-type: none"> <li>Average Activity New Productive Appointments per Week</li> <li>Average Demand New Appointments per Week</li> </ul> |