

## Department of Health and Wellbeing Definitions

Category	Escalation	Definition
STANDARD ESCALATION Managed locally by individual Local Health Networks (LHNs)	<b>Green</b> Business as usual	<p>Definition: Business as usual Hospitals able to maintain good patient flow and meet anticipated demand within available resources</p> <p>Action: Continue with local business as usual protocols and practices</p>
	<b>Amber</b> Moderate Compromise Level 1	<p>Definition: Initial signs of increased demand are starting to show. Focused actions are required to mitigate further escalation</p> <p>Action: Enact Local Escalation and Business Continuity Plans and execute minimum standard actions/ strategies in accordance with this policy. Enact over-census policy.</p>
	<b>Red</b> Severe Compromise Level 2	<p>Definition: The hospital and/or SA Ambulance Service (SAAS) is experiencing major pressure. Actions undertaken have not been successful and demand continues to increase</p> <p>Action: Risk mitigation required to ensure patient safety is maintained. Increase level of collaboration with peers and seek assistance across system to share the load</p>
	<b>White</b> Extreme Compromise Level 3	<p>Definition: Sustained excessive demand may impact the hospitals and/or SAAS ability to deliver comprehensive critical care and ensure patient and/or staff safety</p> <p>Action: initiate state-wide teleconference to determine further intervention. State-wide teleconference may result in escalation to State alert (Black/ State-wide escalation) and automatically trigger mandatory action</p>
STATEWIDE ESCALATION Managed by DHW	<b>Black</b> State Alert/ State-wide Escalation	<p>Definition: Pressure across the health system continues to escalate, leaving sites unable to deliver comprehensive critical care and ensure patient and/or staff safety</p> <p>Action: All available local escalation actions taken, external extensive support and intervention required. Decisive action must be taken to recover capacity and ensure patient safety.</p>