

Notification and Escalation Process

Escalation will be initiated by the Patient Flow Demand Manager in the first instance. Subsequent escalation and initiation of levels and actions will be communicated by the Director of the NOC via text message or phone call.

Escalation Level	Escalation required	Escalation Message
Green – 0	<ul style="list-style-type: none"> • Nil escalation required 	<ul style="list-style-type: none"> • No escalation
Amber – 1	<ul style="list-style-type: none"> • Patient Flow Coordinator (PFC) communicates to the NUMs of increased pressure all NUMs of NUMs of certain areas • Patient Flow Demand Manager (PFDM) to provide targeted response to the Nurse Lead (NL) for Clinical Programs who are not able to meet demand in timely manner • PFDM to alert NOC NL and/or Director. 	<ul style="list-style-type: none"> • PFC to NUM's • PFDM – Nurse Lead for areas of concern (Or operations manager if program has this role). • NL – to discuss with PFDM if ongoing issues • NL to feedback to PFDM in 2hrs
Red – 2	<ul style="list-style-type: none"> • PFDM to arrange a NOC escalation huddle with the Nurse Leads (+/- targeted PDM response) all areas or affected areas • If after two hours remain on level 2 – PFDM convenes escalation huddle with Executive/ PDM's/NL and all relevant members if remains on level 2 after 2hours – EDO will be notified via Director of NOC 	<ul style="list-style-type: none"> • PFDM -to send invite for NOC huddle either in NOC or via teams. • NL/ PDM and PFDM to discuss actions required to facilitate recovery and de-escalation back to level 1 • PDM to discuss with respective Medical and Allied Health Leads to action and target response to facilitate recovery • Update required to NOC in 2hrs
White – 3	<ul style="list-style-type: none"> • Urgent single meeting with Executive, PDM's, NL and Medical and Allied Health Leads for situation update and actions as per task card. • NOC take control of all beds and meetings to facilitate recovery • Formal notification to DRU for early awareness/ intelligence 	<ul style="list-style-type: none"> • Urgent meeting set up by NOC. • Update required back to NOC and patient flow ongoing to facilitate recovery via phone

- Normal business measures with each of the programs are undertaken at levels 0 & 1
- Level 2- consideration to notify the EDO CALHN via the Director of NOC as per plan on page X
- Level 3- must be escalated to the EDO CALHN via the Director of NOC as per plan on page X
- Escalation level 2 & 3 will be advised by SMS and subsequent email correspondence by Patient Flow Demand Manager, Nurse Lead NOC or delegate, in relation to actions taken or planned actions.