

Title	SUMMARY ESCALATION PLAN			Number	E12
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Author:	Dr Fay Wilson			Version:	1.6
Other Ref:	E05 – Maintaining Badger National Quality Requirements				
Contacts:					

Version Control

Previous 3 versions only - earlier versions subject to archive retention requirements

DATE	CHANGE	CHANGED BY
26.04.16	Reviewed, no change	SB
29.03.19	Reviewed, no change	SB
06.05.22	Reviewed, no change	SB

Introduction

This procedure details the escalation plan for Badger at times of peak activity. The Badger out of hours Team Leader should implement the plan following consultation with the On Call Manager or Medical Director.

Level 1 – Normal Activity

- Offer flu vaccination to all staff annually
- Review all seasonal and escalation policies
- Team Leader familiarisation with escalation procedures

Level 2 – Experiencing Pressure

Staff Redistribution / Preparation for Escalation

Trigger: OOH NQR standards for routine cases <90% and urgent cases below 90% despite usual management.

Intervention:

- Implement escalation management rotas*
- Rationalise management and administrative workload
- Daily meetings and situation reporting
- Prepare to implement
 - Additional Treatment Centres / flu centres
 - HR/Staffing intervention
 - Procurement of supplies

- Caller information on level 2 service changes (via recorded message and call handlers)
- Implement level 2 call management

Level 3 – Prolonged Pressure, Maintaining Business Continuity Additional Capacity Required

Trigger: OOH NQR standards for routine cases <50% and urgent cases below 75%
[In flu pandemic or outbreak: Flu cases not being attended within 12 hours]

Intervention:

As level 2 plus

- Implement additional Treatment Centres/flu centres
- Implement HR/staffing intervention and procurement*
- Caller information on level 3 service changes (via recorded message and call handlers)
- Implement level 3 call management**

Level 4 – Extreme Pressure

Prioritisation and Rationalisation of Service

Trigger: As Level 3 – standards not being met despite Level 3 intervention

Intervention:

As level 3 plus

- Caller information on level 4 services changes (via recorded message and call handlers)
- Implement level 4 call management**

Note: *action requiring resource support

**action requiring variation of clinical procedures