

## PIC ESCALATION PROCESS: WINTER ACTIONS

RAG RATING	OPEL LEVEL	Triggers	ACTIONS	
			In Hours	Out of Hours
Green	Business as Usual	<ul style="list-style-type: none"> <li>PIC Service is able to meet all paediatric critical care capacity requirements without impact on other services.</li> </ul>	<ol style="list-style-type: none"> <li>On-going monitoring of capacity.</li> <li>Embrace to complete CMS 6 hourly.</li> <li>ODN to provide weekly Capacity Monitoring Report at agreed time.</li> <li>Trusts should discuss management of bed capacity as per organisational policy taking into consideration regional bed availability.</li> </ol>	<ol style="list-style-type: none"> <li>On-going monitoring of capacity.</li> <li>Embrace to complete CMS 6 hourly.</li> </ol>
Amber	PIC OPEL ONE	<ul style="list-style-type: none"> <li>The service's bed capacity and or skill mix within a region is becoming limited but services within the region are able to receive patients and maintain optimal care.</li> <li>Regional concerns regarding PIC beds as individual units unable to admit for &gt; 6 hours</li> </ul>	<p><b>Discuss any concerns with ODN Lead Nurse.</b></p> <ol style="list-style-type: none"> <li>Update status on CMS</li> <li>Maximise repatriation and transfers by Embrace.</li> <li>Maximise utilisation of local paediatric HDU capacity</li> <li>Matron to matron discussions within each unit regarding the appropriate moving and utilisation of nursing staff to support admissions.</li> <li>Internal Trust discussions regarding PIC bed status and escalation of local policy maximising repatriations and ward discharges.</li> <li>Internal unit specific review of paediatric elective surgery requiring PIC, cancelling on basis of lower clinical need.</li> <li>ODN Lead Nurse to complete Capacity Monitoring Report as requested by NHSE</li> </ol>	<ol style="list-style-type: none"> <li>Call conference between PCC Consultants on call for Leeds, Sheffield and Embrace to discuss possible options and agree level of escalation.</li> <li>Update CMS</li> <li>Trigger Trust Escalation procedures as appropriate</li> </ol>
Red	PIC OPEL TWO	<ul style="list-style-type: none"> <li>All services within a single region are operating at maximum capacity AND are unable to accept new referrals within 6 hours</li> <li>Increasing requests for transfer from out of region because of national concerns regarding PIC beds</li> </ul>	<p><b>Discuss any concerns with ODN Lead Nurse.</b></p> <ol style="list-style-type: none"> <li>Ensure CMS updated with RAG status</li> <li>Ensure all actions in OPEL ONE undertaken</li> <li>Consider use of adult critical care for age and clinically appropriate patients</li> <li>Carry out risk assessment of existing PIC Patients and consider doubling up</li> <li>Activation of Y&amp;H Critical Care Control Group</li> <li>ODN/Embrace to contact NHSE North Region POC Manager 07860178003</li> <li>Relevant participation in regional/national surge calls</li> </ol>	<ol style="list-style-type: none"> <li>Embrace to contact NHSE Regional Specialised Commissioner on <b>0191 430 2453</b> (back up 0191 430 2498)</li> <li>Relevant participation in regional/national surge calls.</li> <li>Activation of Y&amp;H Critical Care Control Group (YHCCCG) to convene next working day</li> <li>ODN Lead Nurse to be informed (via email) of agreed national actions taken.</li> </ol>