

Y&H PCCODN Operational Matrix for Surge & Escalation (October 23)

RAG RATING	OPEL LEVEL	Triggers	ACTIONS	
			In Hours	Out of Hours
Green	OPEL ONE	<ul style="list-style-type: none"> Service is able to meet all paediatric critical care capacity requirements without impact on other services. This includes level 1 care at DGH. Working within PIC Baseline Bed Capacity 	<ul style="list-style-type: none"> Ongoing monitoring of capacity via DoS Prior to anticipated pressure, review triggers and actions, reissue escalation plans DGH teams to complete DoS (DGH inpatient tool) PICU teams to complete DoS twice daily Embrace complete Transport DoS twice daily ODN report into regional ops meeting/call as required PCCU Sitreps to be sent to ODN Information Support Officer daily by each Trust Trusts should discuss management of bed capacity as per organisational policy taking into consideration regional bed availability. 	<ul style="list-style-type: none"> Ongoing monitoring of regional capacity via DoS (DGH and PCC) Embrace & PICU teams to complete DoS twice daily Level 2 services to complete DoS daily Inform ODN Lead via email if any capacity issues overnight
Amber	OPEL TWO	<ul style="list-style-type: none"> The Y&H PICU bed capacity is becoming limited Unable to admit pending patient within 6 hours unless surge beds opened within regional units 	<ul style="list-style-type: none"> Discuss any concerns with ODN Update status on DoS and review of daily SITREP Maximise repatriation and transfers by Embrace. Maximise utilisation of local paediatric capacity Matron to matron discussions within each unit regarding the appropriate moving and utilisation of nursing staff to support admissions. Internal Trust discussions regarding bed status and escalation of local policy maximising repatriations and ward discharges. Trusts to activate escalation plans accordingly. Liaise with Neonatal ODN around mutual aid for term babies if clinically appropriate Internal unit specific review of paediatric elective surgery, cancelling on basis of lower clinical need. Urgent specialised surgery as identified in SOP to continue based on existing pathways. Carry out risk assessment of existing PIC Patients and consider change in staff ratios in accordance with PICS guidance. Coordination of referral pathway via Embrace of patient flow, to ensure appropriate distribution of admissions to both PICU sites to ensure mutual aid across the Y&H PIC footprint. ODN to confirm capacity in other PCCU's in North Region via DoS/Sitrep or Pan regional ODN Group Call. 	<ul style="list-style-type: none"> Call conference between PCC consultants on call for Leeds, Sheffield and Embrace to discuss possible options and agree level of escalation Update DoS Trigger Trust Escalation procedures as appropriate and review of elective admissions for next 24-hour period Carry out risk assessment of existing PIC Patients and consider change in staff ratios in accordance with PICS guidance. Email ODN to inform of escalation and actions taken.



	OPEL THREE	<ul style="list-style-type: none"> • Actions at OPEL 2 have failed to deliver the required PIC Surge Capacity across the region and staff ratios at maximum capacity. PICU are unable to accept new referrals within 6 hours • More than one PICU across North supra region utilising surge capacity in their area 	<ul style="list-style-type: none"> • Discuss any concerns with ODN. • Ensure DoS updated • Ensure all actions in OPEL TWO undertaken • Trusts to be informed that escalation to OPEL THREE has happened and they should ensure internal actions completed such as review of elective surgery and resource allocation • Urgent specialised surgery as identified in SOP to continue based on existing pathways. • Trusts to maximise repatriations and ward discharges • ODN to work with DGHs to manage PCC level 1 and 2 patients and to facilitate step-down level 2 patients from level 3 units. • Patients will be transferred into Level 2 units only after discussion and agreement of suitability with the PICU, Embrace and Level 2 Consultant. • Liaise with Neonatal ODN around mutual aid for term babies if clinically appropriate • Activate supra-regional mutual aid support across North liaising with ODN colleagues/Transport and PICU teams. • ODN/Embrace to inform NHSE Regional Team and complete capacity monitoring report if requested. Regional Operations Centre- 0113 539 7045 • Relevant participation in regional/national surge calls 	<ul style="list-style-type: none"> • Embrace to contact NHSE EPRR on call team 01143 240458 and select option 1 or 2 and inform them of status • Ensure DoS updated • Relevant participation in regional/national surge calls. • Trigger Trust Escalation procedures as appropriate • ODN to be informed (via email) of agreed actions taken • Complete exception report if required and send to ODN.
	OPEL FOUR	<ul style="list-style-type: none"> • Actions at OPEL THREE failed to deliver the required capacity • PIC Surge Capacity across the region and supra-region is at maximum capacity and units are unable to accept new referrals within 6 hours 	<ul style="list-style-type: none"> • Discuss any concerns with ODN. • Ensure DoS updated with RAG status • Ensure all actions in OPEL THREE undertaken and ongoing work to maximise discharge, step down and repatriation to create capacity • Trusts to be informed that escalation to OPEL FOUR has happened and they should ensure all internal actions completed • ODN to communicate regularly as required with regional and national teams on status position including NHSE/ EPRR strategic command structure when activated and Trust Command and Control Groups. Regional Operations Centre- 0113 539 7045 • Relevant participation in regional and national calls 	<ul style="list-style-type: none"> • Embrace to contact NHSE EPRR on call team 01143 240458 and select option 1 or 2 and inform them of status • Ensure DoS updated • Relevant participation in regional/national surge calls. • Trigger Trust Escalation procedures as appropriate • ODN to be informed (via email) of agreed actions taken • Complete exception report if required and send to ODN.