

Neonatal Operational Escalation Matrix

RAG RATING	Escalation Levels	Triggers	ACTIONS	
			In Hours	Out of Hours
GREEN	Business as usual	<ul style="list-style-type: none"> Bed capacity is limited but managed within usual planning arrangements 	<p>ODN</p> <ol style="list-style-type: none"> On-going monitoring of capacity. <p>UNITS</p> <ol style="list-style-type: none"> Units to provide daily Cot Notifications <p>EMBRACE</p> <ol style="list-style-type: none"> Inform units of repatriation breach status. Provide Lead Nurse with daily Cot Closure notifications as they occur Provide ODN with weekly Neonatal Repatriation Exception Report. 	<ol style="list-style-type: none"> On-going monitoring of capacity. Embrace to inform units of flow issue across the region.
AMBER	Level 1 Escalation	<ul style="list-style-type: none"> Limited cots in network and patients waiting for a NICU cot Inability or limited ability to repatriate babies and accommodate IUTs Regional concerns regarding NICU cots 	<p>Continue with Green actions</p> <p>ODN/Embrace to agree level of escalation/de-escalation.</p> <p>ODN</p> <ol style="list-style-type: none"> Inform the neonatal network units and LMSs of status. Inform the surrounding neonatal networks of level status. ODN/Embrace to initiate a call conference between tertiary units when all NICUs are declared at capacity. <p>UNITS</p> <ol style="list-style-type: none"> Discuss any concerns with ODN Lead Nurse and/or Embrace. Ensure Repatriation Protocol is being adhered to. Activate internal escalation policy. Escalation level to be included in handover Staffing levels to be risk assessed and ratios adjusted as appropriate to meet demand (A BAPM Framework for Practice, 2019) Maternity services to consider appropriate action to maximise capacity and avoid ex-utero transfers. <p>EMBRACE</p> <ol style="list-style-type: none"> Embrace to inform LNU's and SCBU's of status on ring round and refer them to matrix Maximise repatriation and capacity transfers Co-ordinate clinical advice request e.g. Conference Call activation 	<ol style="list-style-type: none"> Call conference between Embrace and Tertiary units (On Call Consultants) to discuss possible options and agree level of escalation / de-escalation. NICU's to inform their local maternity service Embrace to inform LNU's and SCBU's of status on ring round and refer them to follow this matrix
RED	Level 2 Escalation	<ul style="list-style-type: none"> No cots in network National concerns regarding NIC capacity. Babies awaiting cot and being transferred out 	<p>Continue with Amber level actions</p> <p>ODN/Embrace to agree level of escalation / de-escalation.</p> <p>ODN</p> <ol style="list-style-type: none"> Escalation to NHSE (NEY) <p>UNITS</p> <ol style="list-style-type: none"> Discuss any concerns with ODN Lead Nurse/Embrace LNU's and SCBU's to provide higher level treatment until appropriate cots can be found (This process must be discussed through call conference with Embrace and tertiary consultant) <p>EMBRACE</p> <ol style="list-style-type: none"> Activation of ODN Control Group (Tertiary Units on Call consultants, Embrace & ODN Reps). 	<ol style="list-style-type: none"> Relevant participation in regional Call Conference. ODN Lead Nurse to be informed (via email) of agreed actions taken. Embrace to inform all network units of status and advised to continue with actions in Green and Amber status.