

### Y&H PCCODN Operational Matrix for Surge & Escalation

| 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>Ongoing monitoring of capacity</li> <li>Prior to anticipated winter pressure, review triggers and actions, reissue escalation plans</li> <li>Embrace to complete CMS 6 hourly</li> <li>ODN to provide weekly Capacity Monitoring Report to NHSE Regional Team Lead 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> <li>ODN Lead Nurse to inform Regional team lead at NHSE 0786078003 and confirm capacity in other PCCU's in North Region.</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 and review of elective admissions for next 24 hour period</li> <li>Email ODN Lead Nurse to inform her of escalation and action taken</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> </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>Trusts to be informed that escalation to PIC OPEL TWO has happened and they should ensure internal actions completed such as review of elective surgery requiring PIC capacity, resource allocation to PICU</li> <li>Maximise repatriations and ward discharges</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>ODN/Embrace to inform NHSE Regional Team 07876869440 and complete capacity monitoring report if requested</li> <li>Relevant participation in regional/national surge calls</li> </ol>  | <ol style="list-style-type: none"> <li>Embrace to contact <b>On-Call Duty Officer via 03000 111 177</b> and inform them of status</li> <li>Ensure CMS updated</li> <li>Relevant participation in regional/national surge calls.</li> <li>Trigger Trust Escalation procedures as appropriate and review of elective admissions for next 24 hour period</li> <li>ODN Lead Nurse to be informed (via email) of agreed national action taken.</li> </ol> |