



How our innovations can help you with real-time capacity and escalation management

EMS+

- Escalation management solution for health and social care at strategic, tactical and operational levels to measure operational pressures, and effectively co-ordinate patient flow
- Twice daily emergency department escalation level reporting
- Near real-time dashboards using live flows of information from emergency departments, ambulance, hospital wards
- Patient tracking
- GP information screens
- Care home bed tracker capability
- Developed by our Digital Innovation Unit and Regional Capacity Management Team

Using chatbot technology with EMS+ to improve reporting

- We used chatbot technology with EMS+ to support national tracking of COVID-19 in care homes
- Telephone-based chatbot reminds care homes to submit their daily COVID-19 responses
- Allows MLCSU clients to receive broader intelligence about pressures in their region using EMS+
- Chatbot can call many care homes within a short time
- Increases reporting
- Reduces effort needed by NHS staff to chase for submissions, freeing them up for other priorities.



EMSPPlus provides all organisations with the opportunity to share detailed information and become more proactive in the management of escalation. It proves really helpful when discussing daily challenges and actions required.

Caroline Lees

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For more information on our products and services contact us today:

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