The Escalation Management Solution

EMS ✚

THE ✚ FACTOR

EMS✚ gives you more...

✚ time

✚ control

✚ coordination

✚ informed decision-making

Be ahead of the trigger with EMS✚

EMS✚ has been made for health and social care organisations at strategic, tactical and operational levels to measure operational pressures, and effectively co-ordinate patient flow through their health economy. Real-time decision-making is made possible using live flows of information from A&E, ambulance, hospital wards, care homes and real-time patient tracking - all with support from our Regional Capacity Management Team.

✚ POINTS:

- ✚ Clinician time freed up for spending with patients
- ✚ Avoids barriers to data sharing between health and social care organisations
- ✚ Helps reduce delayed transfers of care (DTOCs) by providing a system-wide view of care home bed capacity
- ✚ Assists decision-making so patients receive right care at the right time and resources are used more efficiently and effectively
- ✚ Avoids unnecessary resource being dispatched, saving services valuable time and money

- ✚ Avoids duplication
- ✚ Improves quality and timeliness of discharge processes
- ✚ Enables providers to align their services and coordinate patient flow
- ✚ Analysis of escalation and bed occupancy trends enables and influences planning
- ✚ Scalable to meet the need of any region
- ✚ Under continual development using customer feedback and investment in innovation
- ✚ Ability to expand to meet future requirements.

✚ FEATURES:

- ✚ Bed availability reporting from any provider or care home
- ✚ Intuitive, easy and quick to use - the electronic and auditable EMS+ takes just a few minutes to update
- ✚ Stores information, such as action cards
- ✚ Teleconference module for quick and efficient meeting set-up, document sharing and follow-up
- ✚ Automated set-up of reporting to meet service requirements
- ✚ Automated reporting and email notifications

- ✚ Delivers OPEL (operational pressures escalation levels) reporting for a system-wide response to NHS England using information already provided to EMS+, automatic reporting and notifications to reduce administration
- ✚ Accessible 24/7 through an intuitive web portal and apps for Apple and Android phones and tablets
- ✚ Includes self-help guides and tutorials aid smart use of the system.

EMS⁺ has been created by emergency and urgent care experts in our Regional Capacity Management Team and our award-winning e-innovation unit.

Web-based **EMS⁺** shows the level of demand and capacity at different potential pressure points so blockages can be pinpointed. It highlights pressures at service level that may not be revealed in a top-level system-wide view. Patient flow within and between organisations is improved, avoiding target breaches as well as being better for patients.

We have already successfully embedded **EMS⁺** in the West Midlands, Merseyside and South Yorkshire and Bassetlaw, some with the support of the Regional Capacity Management Team, some without (but with the benefit of the knowledge gained elsewhere).

We provide:

Training – set-up and **refresher**

Ongoing technical and **operational support 7am – 10pm, seven days a week**)

YouTube tutorials

Customers forums and **evaluation surveys**

COMMENTS FROM OUR CUSTOMERS:

Overall, it's an invaluable system.

Without EMS we would be (using) a finger in the air to guess what level we are at without any structure behind us.

Feedback from colleagues in other regions regard this as best practice.

Don't have to think about generating a level score for us.

Better than anything else on the market.

EMS feeds into the overall score – it's a central point for info to be submitted to. I'm glad I'm not the one having to take up all that information!

For more information contact Regional Capacity Management Team:

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