

Manual EMS Escalation level update

This procedure must only be used in the event of EMS Outage!

The Escalation Management system is managed by the Regional Capacity Management Team

Step 1 – Testing the EMS:

Compatibility View

It is best to view the Escalation Management system on Chrome.

If you are viewing the Escalation Management system in Internet Explorer 8, please turn off Compatibility View:

1. Click on Page in the Internet Explorer 8 toolbar
2. Click on Compatibility View in the drop-down list

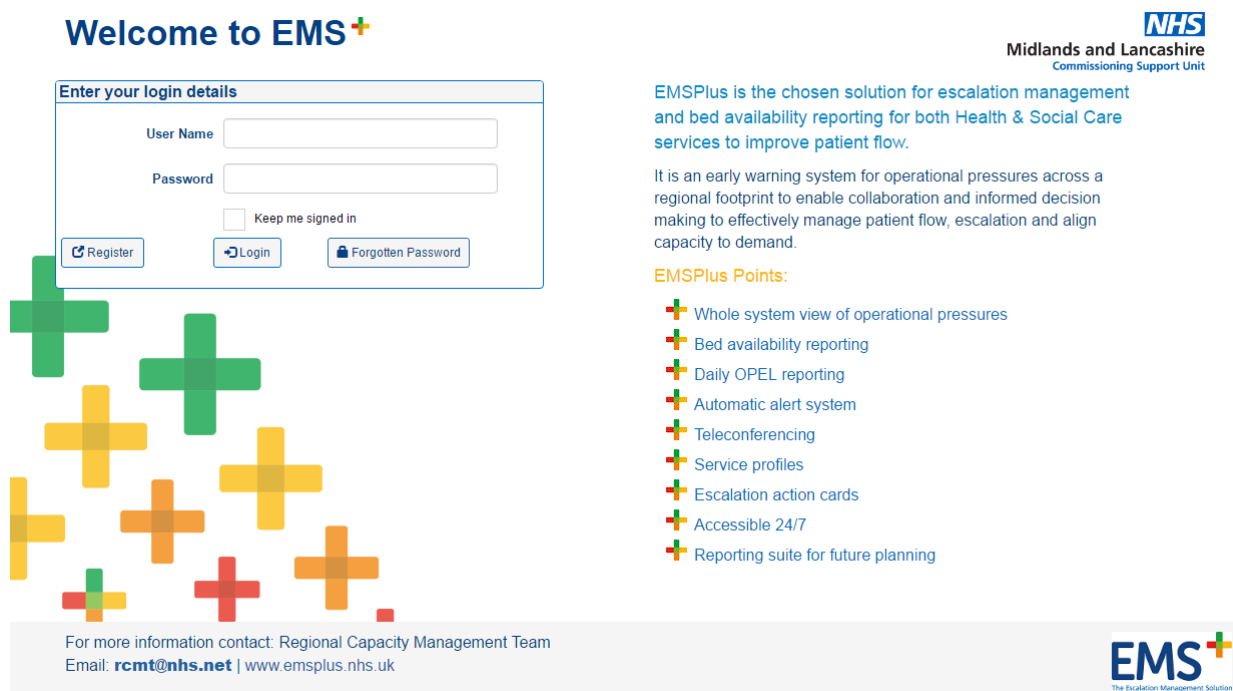
If the system is still displayed in Compatibility View, re-open the Page drop-down list, then:

1. Select Compatibility View Settings from the drop-down list
2. Uncheck the Display all websites in Compatibility View option

Enter the URL below to access the EMS website

www.emsplus.nhs.uk

If the website is not loading as below, the manual procedure (step 2) needs to be adapted until EMS is fully functional again.



Welcome to EMS+

NHS
Midlands and Lancashire
Commissioning Support Unit

Enter your login details

User Name

Password

Keep me signed in

[Register](#) [Login](#) [Forgotten Password](#)


EMS Plus is the chosen solution for escalation management and bed availability reporting for both Health & Social Care services to improve patient flow.

It is an early warning system for operational pressures across a regional footprint to enable collaboration and informed decision making to effectively manage patient flow, escalation and align capacity to demand.

EMS Plus Points:

- Whole system view of operational pressures
- Bed availability reporting
- Daily OPEL reporting
- Automatic alert system
- Teleconferencing
- Service profiles
- Escalation action cards
- Accessible 24/7
- Reporting suite for future planning

For more information contact: Regional Capacity Management Team
Email: rcmt@nhs.net | www.emsplus.nhs.uk

EMS 
The Escalation Management Solution

Step 2 – Completing the Manual Escalation Form:

1. Open the attached document (**EMS Acute Hospital.xlsx**). This form should only be used for an acute hospital.

Level 1 - Planned Operational Working	Level 2 - Moderate Pressure	Level 3 - Severe Pressure	Level 4 - Extreme Pressure	Please Select Trigger Level 1-4 Below
Acute Hospital	Acute Hospital	Acute Hospital	Acute Hospital	
1 No current risk of patients waiting more than 4 hours in ED	1 Risk of one or more patients waiting more than 4 hours in ED within the next hour.	1 One or more patients waiting more than 4 hours and a decision is unlikely to be made for the next hour.	1 One or more patients waiting more than 4 hours and a decision is unlikely to be made for the next 4 hours.	1
2 Transfer of Ambulance patient care is shorter than 15 minutes.	2 Transfer of Ambulance patient care is between 15 and 30 minutes.	2 Transfer of Ambulance patient care is between 31 and 60 minutes.	2 Transfer of Ambulance patient care is longer than 60 minutes.	
3 Expected admission capacity greater than or equal to expected admission demand for the next 24 hours	3 There is an expected admission capacity deficit of less than 10% of expected demand for the next 24 hours	3 There is an expected capacity deficit of between 10% and 20% of expected demand for the next 24 hours.	3 There is an expected capacity deficit of more than 20% of expected demand for the next 24 hours.	
4 Elective work proceeding as planned.	4 Up to 10% of elective and urgent inpatient work cancelled on the day.	4 10% to 90% elective and urgent inpatient work cancelled for the next 24 hours.	4 More than 90% elective work including oncology patients cancelled for the next 24 hours.	
5 Patients subject to a decision to admit not at risk of 8 hour trolley waits.	5 Risk of one or more patients subject to a decision to admit at risk of waiting 8 hours on a trolley in the next 2 hours.	5 One or more patients subject to a decision to admit now waiting longer than 8 hours on a trolley.	5 One or more patients subject to a decision to admit now waiting longer than 8 hours on a trolley and at risk of waiting longer than 12 hours.	
6 Medical outliers form less than 0.5% of total inpatient population.	6 Medical outliers form between 0.5% and 1% of total inpatient population.	6 Medical outliers form between 1% and 3% of total inpatient population.	6 Medical outliers form more than 3% of total inpatient population.	
7 Cubicles in A&E are less than 90%	7 Cubicles in A&E are 90% - 100%	7 All Cubicles in A&E are full/used	7 All Cubicles in A&E are full/used	

2. Enter the name of your Hospital, Date and time at the top of the document
3. On the right-hand side, select the appropriate escalation level (1-4) for each trigger.

12 Critical care capacity less than 80% occupied.	12 Critical care capacity is 80%-100% occupied.	12 All formal critical care capacity occupied and planned overflow areas	12 All formal critical care capacity occupied and planned overflow	3
13 Gender specific beds available as planned.	13 Patient moves required, expected within 1hr.	13 Patient moves required, expected within 4hrs.	13 Patients waiting for appropriate gender beds; non-planned or available.	2
14 MFfD cases form less than 9% of the inpatient total.	14 MFfD cases form between 9% and less than 11% of the inpatient total.	14 MFfD cases form between 11% and 13% of the inpatient total.	14 MFfD cases form more than 13% of the inpatient total.	4
<p>Comments (Actions taken to de-escalate)</p>				<p>Overall EMS Level:</p> <p>Level 3</p>
<p>On Call Manger: Contact Number:</p>				<p>Please complete the following actions;</p> <ul style="list-style-type: none"> ✓ Insert your organisation name ✓ Insert the time and date of escalation ✓ Using column J select the most appropriate level for that trigger from 1-4 ✓ Add in any appropriate comments/ actions taken or required ✓ Save the worksheet ✓ Keep a copy of the spreadsheet ✓ Please contact RCMT at rcmt@nhs.net or via 0121 4666370 if you have any queries.

4. Once all the escalations are completed for each trigger, you will be presented with the Overall EMS Level.
5. Enter any comments into the Comments Box
6. Enter the name of the On Call Manger and Contact Number.

Submit the completed form to the RCMT generic inbox rcmt@nhs.net who will use this to update the Daily Situation Report and EMS on your organisations behalf once it has resumed functionality.

For queries and further assistance call the Regional Capacity Management Team on 0121 612 1727 or alternatively email them on rcmt@nhs.net .