



Post-transition escalation pathway – Byron Central

Triggers	Level 1 - Moderate	Level 2 - Major	Level 3 - Severe	Level 4 - Extreme
Any service impacts that directly affect patient care or patient safety. Examples of service impacts are included for reference and the required level of escalation.	STEP 1 Business as usual <ul style="list-style-type: none"> Rubbish needs collecting Soiled linen needs collecting Requiring clean linen Bed cleans Spills in public area Low clinical consumables in wards 	STEP 2 <ul style="list-style-type: none"> Number of beds not cleaned Number of discharged beds pending cleaning Number of Infectious leans outstanding Linen shortages Depleted clinical consumables 	STEP 3 <ul style="list-style-type: none"> Number of wards that have beds requiring cleaning – (multiple wards and beds) Emergency department bed block Full hospital bed block 	STEP 4 <ul style="list-style-type: none"> Full hospital- bed block Major facility incident
	HealthShare NSW escalation			
Lead management team	Level 1 Site Supervisor Food & Patient Support Services Ph: 02 66399795 Mob: 0428 740 235 Loading Dock Manager Mob: as above Linen Handling Supervisor Mob: as Above Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123	Level 1 Site Supervisor Food & Patient Support Services Ph: 02 66399795 Mob: 0428 740 235 Loading Dock Manager Mob: as above Linen Handling Supervisor Mob: as Above Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123	Level 1 Site Supervisor Food & Patient Support Services Ph: 02 66399795 Mob: 0428 740 235 Level 2 Operations Manager NNSW/MNC Mob: 0456761123 Level 3 Sector Manager NNSW, MNC & New England Mob: 0438 090 683	Level 1 Site Supervisor Food & Patient Support Services Ph: 02 66399795 Mob: 0428 740 235 Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123 Level 3 Sector Manager NNSW, MNC & New England Ph: 0438 090 683
	AFTER HOURS (Mon - Fri 1430 - 0600. ALL HOURS Saturday, Sunday and public holidays)			
	Level 1 – Site Supervisor Food & Patient Support Services 02 66399795 / 0428740235			
	Level 2 - Senior on call – 8838 1360			