



Post-transition escalation pathway - Murwillumbah

Triggers	Level 1 - Moderate	Level 2 - Major	Level 3 - Severe	Level 4 - Extreme
	STEP 1	STEP 2	STEP 3	STEP 4
<p>Any service impacts that directly affect patient care or patient safety.</p> <p>Examples of service impacts are included for reference and the required level of escalation.</p>	<p>Business as usual</p> <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 	<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 	<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 	<ul style="list-style-type: none"> • Full hospital- bed block • Major facility incident
HealthShare NSW escalation				
Lead management team	<p>Level 1 Site Supervisor Food & Patient Support Services Ph: 02 6672 0171 Mob: 0418 731 648</p> <p>Loading Dock Manager Mob: as above</p> <p>Linen Handling Supervisor Mob: as Above</p> <p>Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123</p>	<p>Level 1 Site Supervisor Food & Patient Support Services Ph: 02 6672 0171 Mob: 0418 731 648</p> <p>Loading Dock Manager Mob: as above</p> <p>Linen Handling Supervisor Mob: as Above</p> <p>Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123</p>	<p>Level 1 Site Supervisor Food & Patient Support Services Ph: 02 6672 0171 Mob: 0418 731 648</p> <p>Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123</p> <p>Level 3 Sector Manager NNSW, MNC & New England Mob: 0438 090 683</p>	<p>Level 1 Site Supervisor Food & Patient Support Services Ph: 02 6672 0171 Mob: 0418 731 648</p> <p>Level 2 Operations Manager NNSW/MNC Mob: 0456 761 123</p> <p>Level 3 Sector Manager NNSW, MNC & New England Ph: 0438 090 683</p>
AFTER HOURS Mon - Fri 1530 - 0700. ALL HOURS Saturday, Sunday and public holidays)				
Level 1 – Site Supervisor Food & Patient Support Services – 02 6672 0171 / 0418 731 648				
Level 2 - Senior on call – 8838 1360				