

Post-transition escalation pathway - Lismore

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 General Service Supervisor Ph: 6620 2247 Mob: 0438 054 359</p> <p>Loading Dock Manager Mob: as above</p> <p>Linen Handling Supervisor Mob: as Above</p> <p>Level 2 Site General Service Manager Ph: 6620 7223 Mob: 0417 017 896</p>	<p>Level 1 Site General Service Supervisor Ph: 6620 2247 Mob: 0438 054 359</p> <p>Loading Dock Manager Mob: as above</p> <p>Linen Handling Supervisor Mob: as Above</p> <p>Level 2 Site General Service Manager Ph: 6620 7223 Mob: 0417 017 896</p>	<p>Level 1 Site General Service Manager Ph: 6620 7223 Mob: 0417 017 896</p> <p>Level 2 Anne Buckley Sector Manager NNSWLHD, MNCLHD New England, Operations HSNSW Mob: 0438 090 683</p> <p>Level 3 Zdenka Fuller Director, FPSS Operations HSNSW Mob: 0431 939 840</p>	<p>Level 1 Site General Service Manager Ph: 6620 7223 Mob: 0417 017 896</p> <p>Level 2 Anne Buckley Sector Manager NNSWLHD, MNCLHD New England, Operations HSNSW Mob: 0438 090 683</p> <p>Level 3 Zdenka Fuller Director, FPSS Operations HSNSW Mob: 0431 939 840</p>
AFTER HOURS (Mon - Fri 17:00 - 08:30. ALL HOURS Saturday, Sunday and public holidays)				
Level 1 – Site General Services Supervisor – 0438 054 359/ 6620 2247/ 6620 7223				
Level 2 - Senior on call – 8838 1360				