



Post-transition escalation pathway – The Tweed

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					
<p>Lead management team</p>	<p>Level 1 Site General Service Manager Ph: 6677 3902 Ph: 6677 3901</p>	<p>Level 1 Site General Service Manager Ph: 6677 3902 Ph: 6677 3901</p>	<p>Level 1 Site General Service Manager Ph: 6677 3902 Ph: 6677 3901</p>	<p>Level 1 Site General Service Manager Ph: 6677 3902 Ph: 6677 3901</p>	
	<p>Loading Dock Mob: as above</p>	<p>Loading Dock Mob: as above</p>	<p>Level 2 Anne Buckley Sector Manager NNSWLHD, MNCLHD New England, Operations HSNSW Mob: 0438 090 683</p>	<p>Level 2 Anne Buckley Sector Manager NNSWLHD, MNCLHD New England, Operations HSNSW Mob: 0438 090 683</p>	
	<p>Linen Handling Mob: as Above</p>	<p>Linen Handling Mob: as Above</p>	<p>Level 3 Zdenka Fuller Director, FPSS Operations HSNSW Mob: 0431 939 840</p>	<p>Level 3 Zdenka Fuller Director, FPSS Operations HSNSW Mob: 0431 939 840</p>	
	<p>AFTER HOURS (Mon - Fri 17:00 - 08:30. ALL HOURS Saturday, Sunday and public holidays)</p>				
	<p>Level 1 – Site General Services Supervisor – 6677 3902 / 6677 3901</p>				
<p>Level 2 - Senior on call – 8838 1360</p>					