

Emergency demand escalation plan

	Status	Triggers	Actions	Monitor
HOSPITAL	Usual business	AV patient transport policy: <ul style="list-style-type: none"> • shortest travel time/closest public ED • usual 'off stretcher' time (less than 15 minutes) • specialist facility for specific health problem • 'significant history' 	Regular meetings between AVGM and nominated hospital EOs. Nearby hospitals discuss and develop strategy for common issues.	AV Health services
	Patient transfer delays	Delay in transfer of ambulance patients in ED <ul style="list-style-type: none"> • Increased 'off stretcher' time (beyond 20 minutes) 	Activate local ED response to manage demand Collaborate with AVDTM to resolve Advise EO	AV Health services
	Hospital Early Warning System (HEWS)	Local 'demand triggers' activated (e.g. ED near capacity) High likelihood that hospital bypass criteria will be reached in the next hour Increased 'off stretcher' time (beyond 40 minutes)	Hospital implements hospital wide strategy to manage cause (e.g. Access to inpatient beds or Acuity) AVDTM notified of HEWS status (authorised by EO) AV divert selected patients (see criteria)	Health services AV
	Hospital Bypass (up to two hours)	HEWS unable to create capacity ED at maximum capacity Potential to compromise patient care All steps in place to overcome situation Escalation response to increased 'off stretcher' time	EO notifies AV of hospital bypass request Request for defined period (up to 2 hrs) AV advises EO of patients in transit and divert non time critical patients (see criteria), exceptions agreed between AV clinician and senior ED clinician	Health services AV DOH KPI
	Consecutive hospital bypass (more than two hours)	HEWS and bypass unable to create capacity Continued demand	EO notifies AV of hospital bypass request AVGM reviews current workload AVGM contacts nominated hospital EO to discuss options	AV DOH KPI
SYSTEM	Multiple hospital bypass (nearby hospitals)	Overlap in hospital bypass across multiple hospital sites High ambulance workload in that geographic area	AV reviews system workload – notify GM–portfolio's Communication between AV and affected hospitals to discuss management strategy AV can suspend hospital bypass where risk of compromised pre-hospital service delivery	AV Report to DOH
	High system wide demand for HEWS/ Bypass	Hospital bypass in 2 or more hospitals in each of 2 or more nearby geographic areas Widespread high demand for HEWS/bypass in nearby geographic areas	AV senior executive and DOH advised Teleconference* with key representatives (AV, EO, DOH) Metropolitan and major regional health system notified of suspended hospital bypass Regular communication between AVGM and EO Teleconference* to extend suspension/reinstate Hews/Bypass	AV DOH

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*Notification of details will occur by text message to nominated EO telephone numbers (list)

Emergency department (ED); Ambulance Victoria (AV); Group Managers (GM); Duty Team Manager (DTM); Nominated hospital executive officer on DOH list (EO); Department of Health (DOH)

Available at www.health.vic.gov.au/emergency/amb