

Background

The NHS is facing an unprecedented challenge from an international COVID 19 viral pandemic. This could cause significant challenge to service delivery and the delivery of patient care. To help support this challenge this proposal will outline clinical changes to the national Clinical Response Model (CRM). CRM has five levels of response based on patient clinical need (appendix a). Aligned to each category is a guide of best practice as to how resources can be used effectively to deliver best clinical care with finite resource.

Proposal

Following a request from the service Medical Director to review the CRM and propose a clinical pandemic escalation plan. A dynamic review of the CRM clinical hierarchy and resource use was undertaken to understand how this situation could be developed. Focusing on aims of revising and refining triage and resource use, when faced with unprecedented demand.

Review and Escalation Process

Working in combination with the service operational demand management/escalation plan. A review focused on how the service could response to patients based on their clinical need and use all available resource as effectively as possible.

With potential significant staff shortages and increased demand, the only feasible and practical solution to the situation is to, optimise the safety of young and pregnant patients, refine resource use and introduce a staged no send policy to lower acuity patients. From a review of the CRM categories the lower acuity categories of green and yellow were identified as suitable for further review. CRM works in partnership with the Ambulance Control Centre (ACC) Medical Priority Dispatch System (MPDS) which focuses on six level of clinical acuity, diagrams in appendix B.

From a review of options, it was decided that the best evidence base to propose any change in response would be to use MPDS sub categories in a phased approach, the proposals are;

- Levels 1 - 5 - No response to any green category incidents
- Level 3 - No response (excluding falls) all MPDS code to Alpha and Bravo Yellow Incidents
- Level 4 - No response to all MPDS code Alpha and Bravo Yellow incidents
- Level 5 - No response to any Yellow MPDS code Alpha, Bravo and Charlie Yellow Incidents

To optimise the safety of the young and patients who are pregnant, supporting these changes is response to all patients (?) <12yrs old and upgrading of all obstetric incidents to ensure safety via a response.

Trigger Points for Change/Escalation

In partnership with ACC colleagues, the format of current Demand Management Plan (DMP) escalation points re call handling and volume/dispatch volume have been developed to match these clinical escalation levels. These triggers are outlined in Appendix C.