

Q) The EMS system “Escalate” has been in place at The Rotherham NHS Foundation Trust for just over a year now, how has the system helped in the day to day management and running of the Trust?

A) “Escalate has been a great addition to the Trust's existing tools and infrastructure that is used on a daily basis to inform and used to make decisions. Within the Care Traffic Control department of the Trust, Escalate now allows these key decision makers to track both the actual and predicted surges in demand across all departments from a single viewpoint.”

Q) How easy has it been to understand Escalate and maximise its potential within the Trust?

B) “Escalate has had such a big impact on the way the Trust operates, it quickly became the single source of “truth” that we all refer to within the Trust when discussing operational levels, (whether this be at bronze, silver or gold level in the Trust). This was one of the aspects that we soon realised was having such a positive impact, as it essentially meant we were all on the same page and speaking the same language in real-time when having discussions around operational levels and the subsequent actions that should be taken.”

Q) Have you noticed any improvements within the Trust now Escalate is in use?

C) “Certainly, we have seen with the Escalation Management System implementation a clear improvement in the management and decision making process of the Trust due to the real time information we now have available to us, through the use of the Escalate system and dashboard. As well as this, we have also started to see the Escalate wheel steadily shift from red and amber metrics to green, showing an easing of the pressures inside the trust.”

Q) What has Escalate allowed the Trust to do, which it was previously unable to do?

D) “Escalate has allowed the Trust to monitor pressure levels more closely and accurately. This has led to decisions being taken proactively rather than reactively and generally means the Trust is in a better position to deal with unexpected surges in patients and incidents. The added monitoring and reporting capabilities of Escalate has provided a more stable and data based environment which will no doubt help us provide better quality care to our patients.”