### Process for Declaring a Moderate Surge

<table>
<thead>
<tr>
<th>Index Hospital</th>
<th>Partner Hospital</th>
<th>CritiCall/CCSO (LHIN CEO/Critical Care LHIN Lead)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Hospital Experiencing Increase in Critical Care Demand)</td>
<td>(All Other Hospitals)</td>
<td></td>
</tr>
</tbody>
</table>

**START**

- **Notification within Index Hospital**
  - Index Hospital declares Minor Surge (capacity above 100%). When capacity > 115%, Critical Care Gatekeeper notifies senior team in hospital

- **Notify CritiCall 1-877-ONT-SURGE (668-7874)**
  - Index Hospital CEO calls CritiCall [to trigger Moderate Surge]

- **Index Hospital’s critical care team fills out the SBAR Form and provides it to their CEO prior to preamble call**

**Prepare for LHIN Teleconference**

- **Index Hospital** team determines the needs & services of patients that require a transfer, using the SBAR Form

- **Partner Hospital CEO** informs their critical care team of the situation at Index Hospital, updates their CCIS Bed Registry, reviews their current capacity and fills out the **Partner Hospital Reporting Form**

**Preamble Call**

- CritiCall arranges preamble call with CCSO, Critical Care LHIN Lead, LHIN CEO, Index Hospital CEO and medical & nursing director responsible for critical care, to discuss situation & decide if a Moderate Surge is needed

- **Decision to declare Moderate Surge**
  - **YES**
    - CritiCall facilitates a LHIN-wide teleconference and communicates the number/time to Partner Hospital switchboards and other call participants
  - **NO**
      - **END**

**LHIN Teleconference**

- Chaired by CC LHIN Lead. Call participants determine solutions collectively

**Follow-up LHIN Telecon**

- Is scheduled to provide update on surge situation

**Patient Transferred**

- Call participants will inform their receiving/sending physicians that CritiCall will be contacting them to facilitate patient transfers if required.

---

For detailed information, refer to:
- Critical Care Surge Capacity Management Plan – Moderate Surge Response Guide (Version 2.0)
- For more information contact CCSO by email at: ccsadmin@uhn.ca
- Updated: August 2013