**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12107&utm_source=template-word&utm_medium=content&utm_campaign=Healthcare+Escalation+Matrix-word-12107&lpa=Healthcare+Escalation+Matrix+word+12107)Healthcare Escalation Matrix Template**

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| Stethoscope with solid fill | Warning with solid fill | Checklist with solid fill | Users with solid fill |
| **Issue** | **Escalation Tiers** | **Escalation Standards** | **Participants** |
|  | *Defines the level of urgency and the corresponding response steps* | *Outlines the criteria for escalating an issue within the healthcare context* | *Lists the individuals or teams involved at each tier* |
| **Patient Safety Concern** | Tier 1 - Immediate Response | Any threat to patient safety, including equipment failure or procedural errors | On-duty Nurse, Safety Officer, Medical Director |
| **Delay in Lab Results** | Tier 2 - High Priority | Delays exceeding 24 hours for critical lab results | Lab Technician, Department Supervisor, Healthcare Provider |
| **Data Privacy Breach** | Tier 3 - Critical | Any unauthorized access or loss of patient data | IT Security Team, Compliance Officer, Legal Advisor |
| **Staff Shortages** | Tier 4 - Moderate Priority | Staffing levels that fall below minimum requirements for safe patient care | Human Resources, Department Heads, Nursing Manager |
| **Equipment Malfunction** | Tier 1 - Immediate Response | Equipment critical to patient care not functioning properly | Biomedical Engineering, Department Manager, Clinical Staff |

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