

Changes Made

- Standardised emergency trolleys
- Utilisation of Early Warning Scores(EWS)
- Improved handover & training on the ISBAR tool
- Standardised/individualised nursing care plans
- Speak up training
- Critical thinking sessions
- Documents and forms updated and improved
- Redesigned PACU document
- Comprehensive training for PACU staff
- Continuous auditing of documentation and education
- Reduction in locums/transalpine service
- Updated and improved orientation book for doctors
- Improved incident reporting, RCAs and focus on quality outcomes



Four Key Learnings

- Don't normalise the abnormal
 - Just because you see it all the time doesn't make it normal for the patient
- The importance of documentation
 - It helps with critical thinking and also gives the clinical picture if there is a review
- Constant critical thinking
 - Never stop analysing the clinical picture and cues
- Speak up
 - Professional to professional, AND listen to the family and patient