

If acute deterioration is recognised early and responded to appropriately, patient outcomes can be improved.

HQSC, 2017

Catching People Early

LEARNINGS FROM RECOGNITION & RESPONSE

Jennifer Hassloch

NZRN, BN, G Dip. Nurse (Crit Care), MANP







Bed
VENT

Bed
VENT

Bed

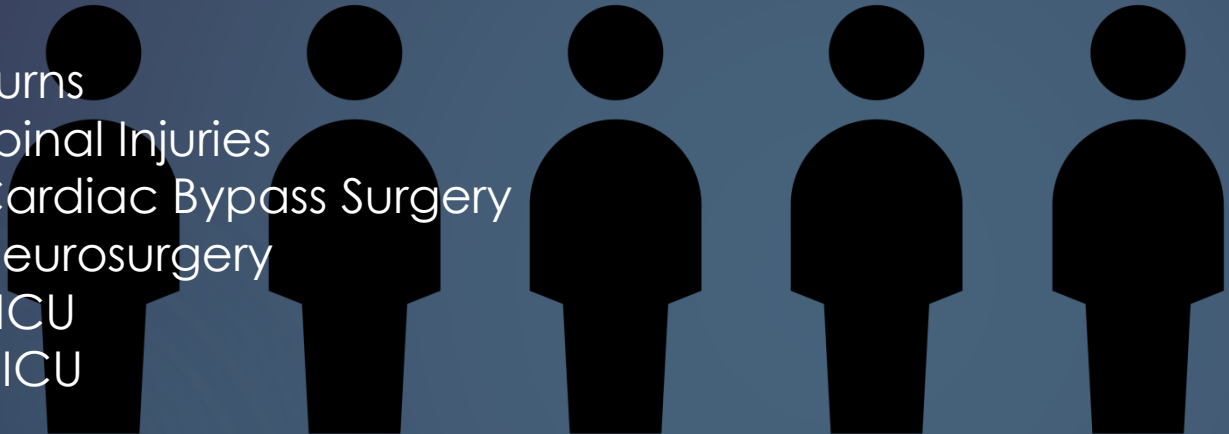
Bed

Bed

Bed

Bed
? VENT

Burns
Spinal Injuries
Cardiac Bypass Surgery
Neurosurgery
PICU
NICU



- ▶ Telemetry x 12
- ▶ Flow Coordination
- ▶ A/H Flight coordination
- ▶ Resus Pager/ Response
- ▶ Critical Care Outreach



NURSES



DOCTORS



**ICCU
CAPACITY**



TELEOPS

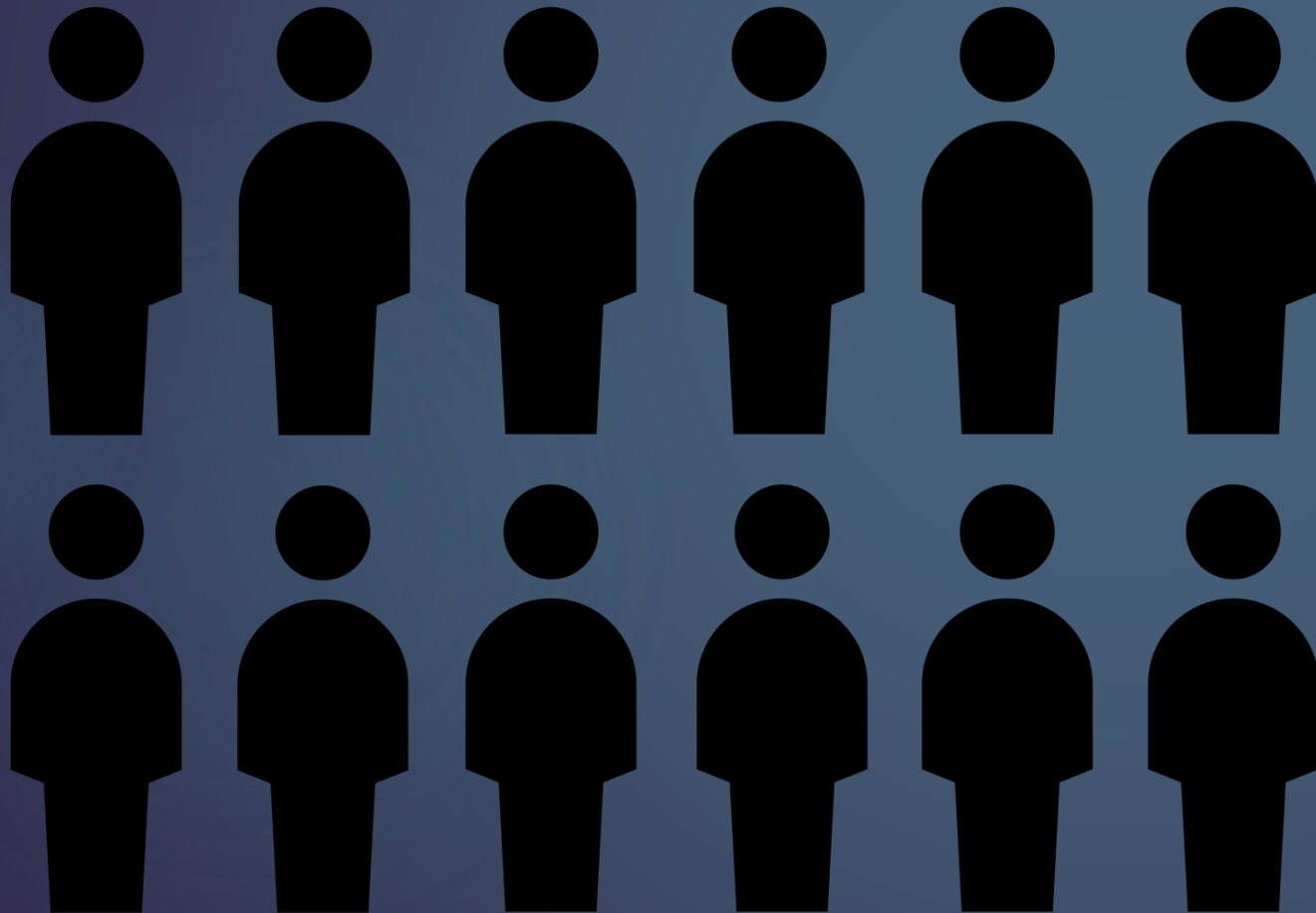


**HOSPITAL
CAPACITY**

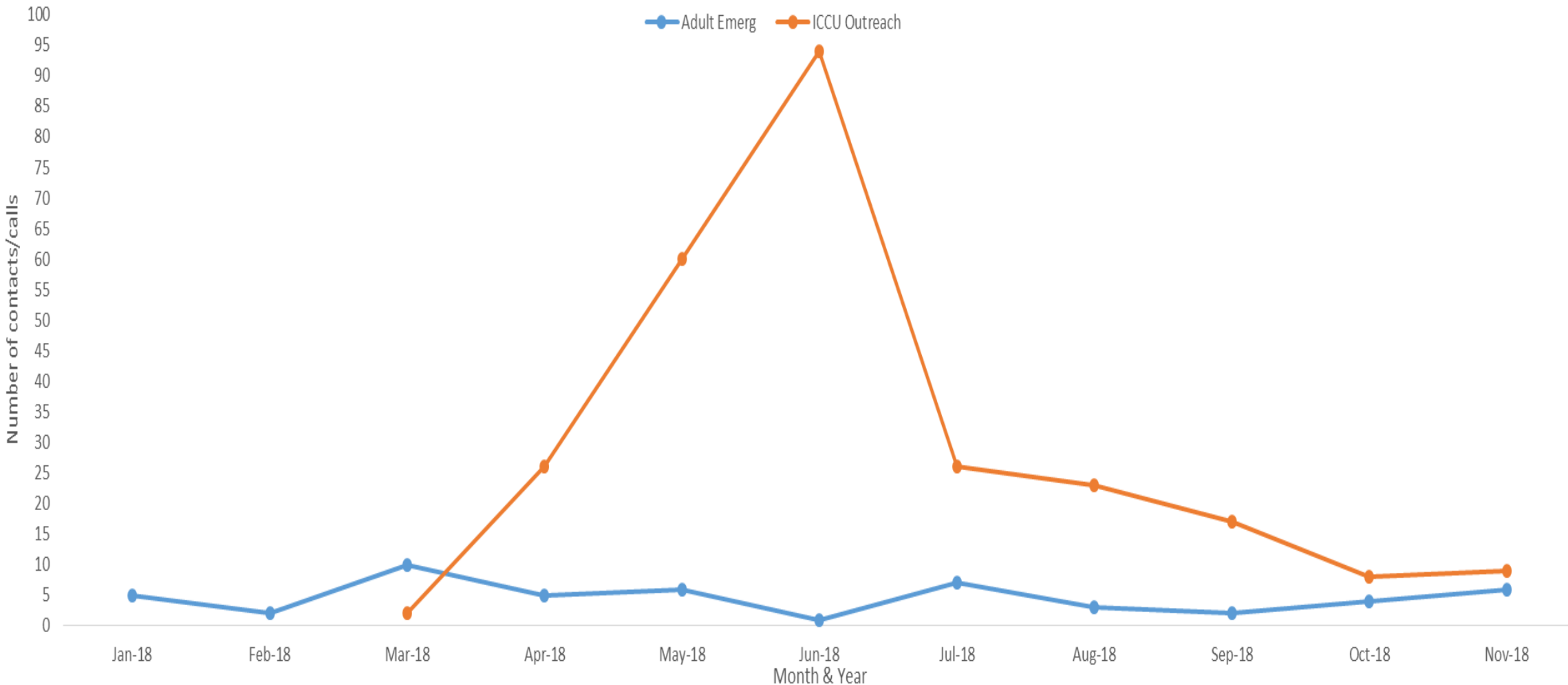


**WARD
ACTIVATION**

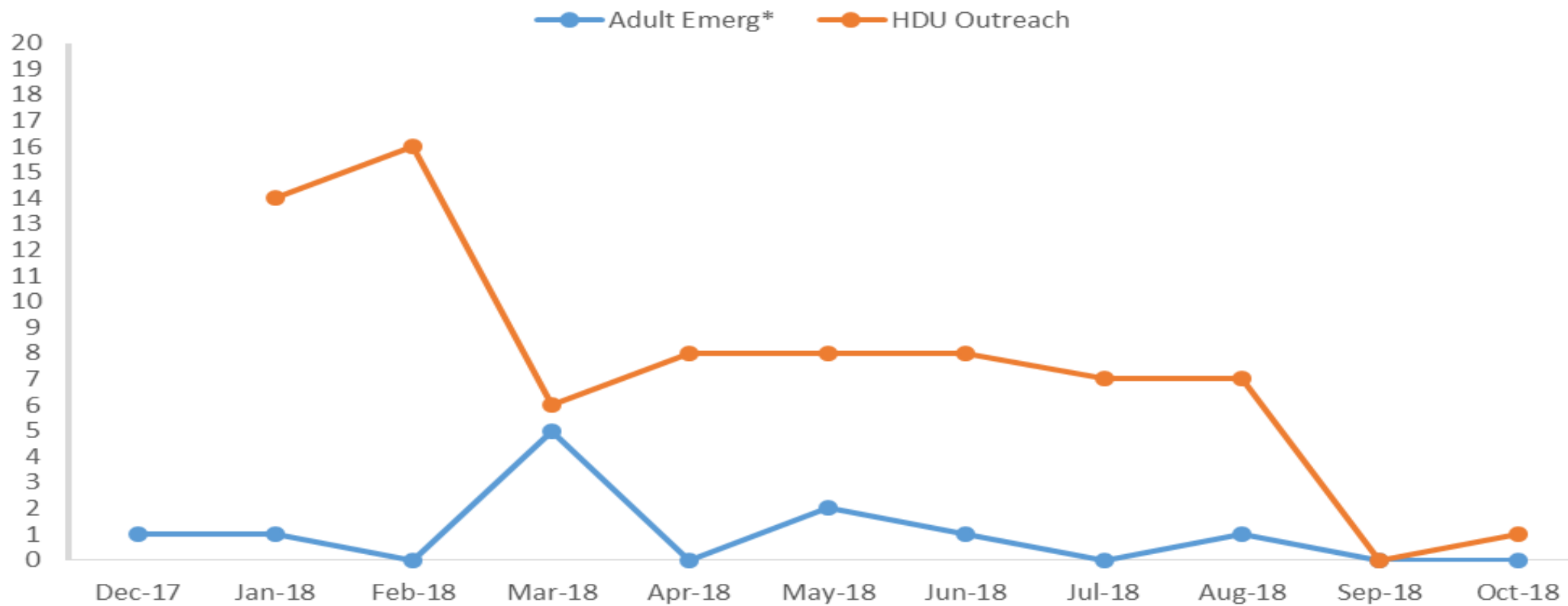
Implementing a Critical Care Outreach Programme



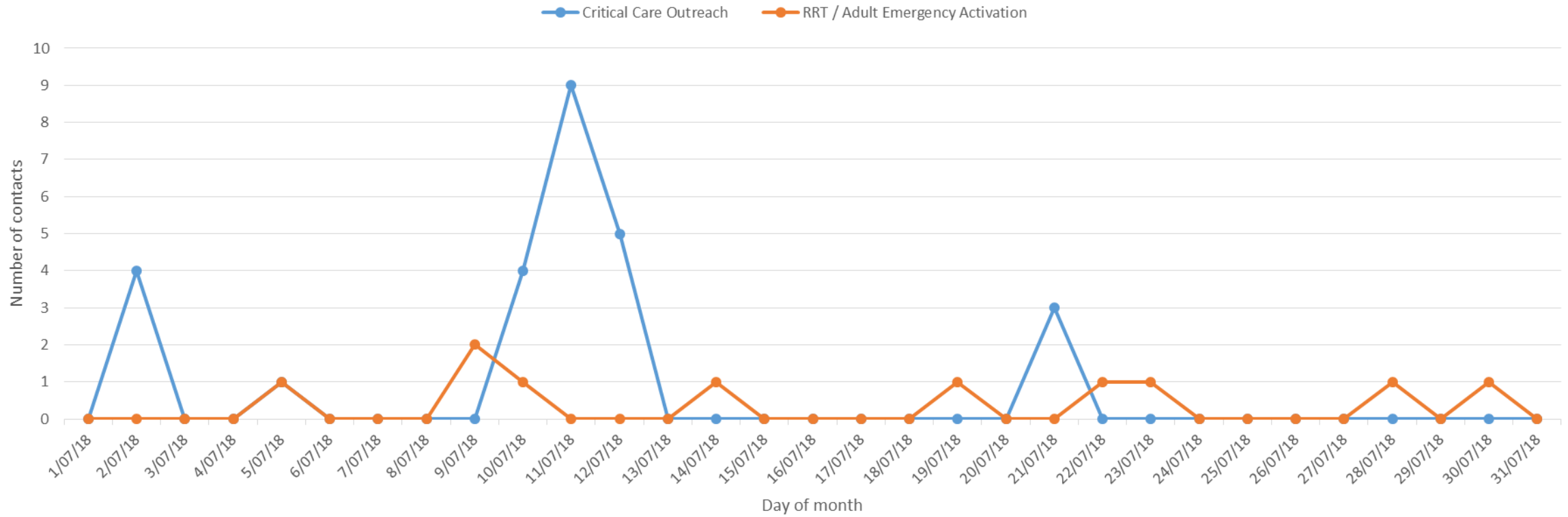
Comparison of 7777 Activation & CCOutreach contact activation per month



Wairau RRT vs 8888 calls (Adult Emerg) 2017-18

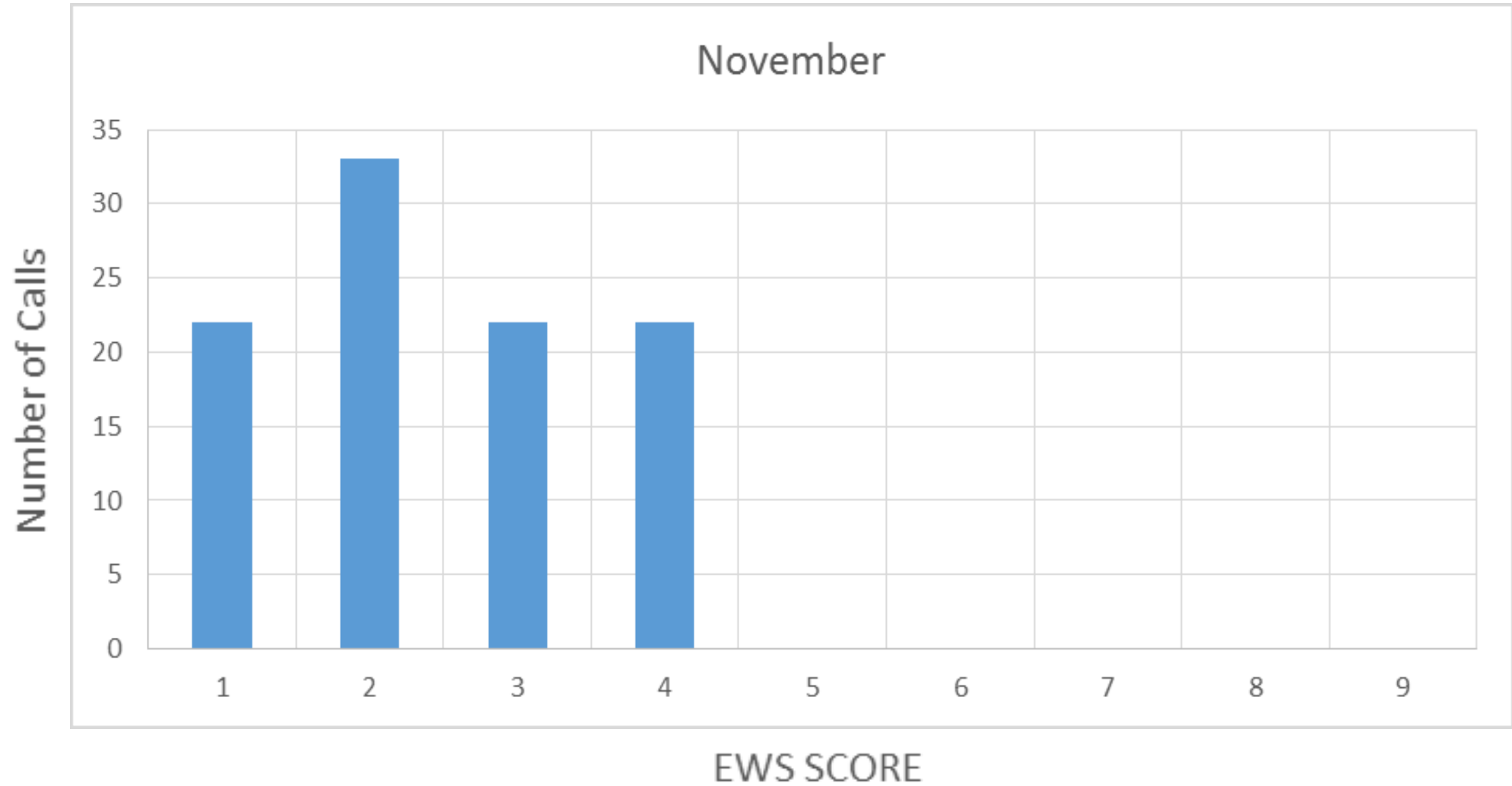


Number of CCO outreach contacts/day vs RRT & Adult emergency calls/day (JULY 2018) NN

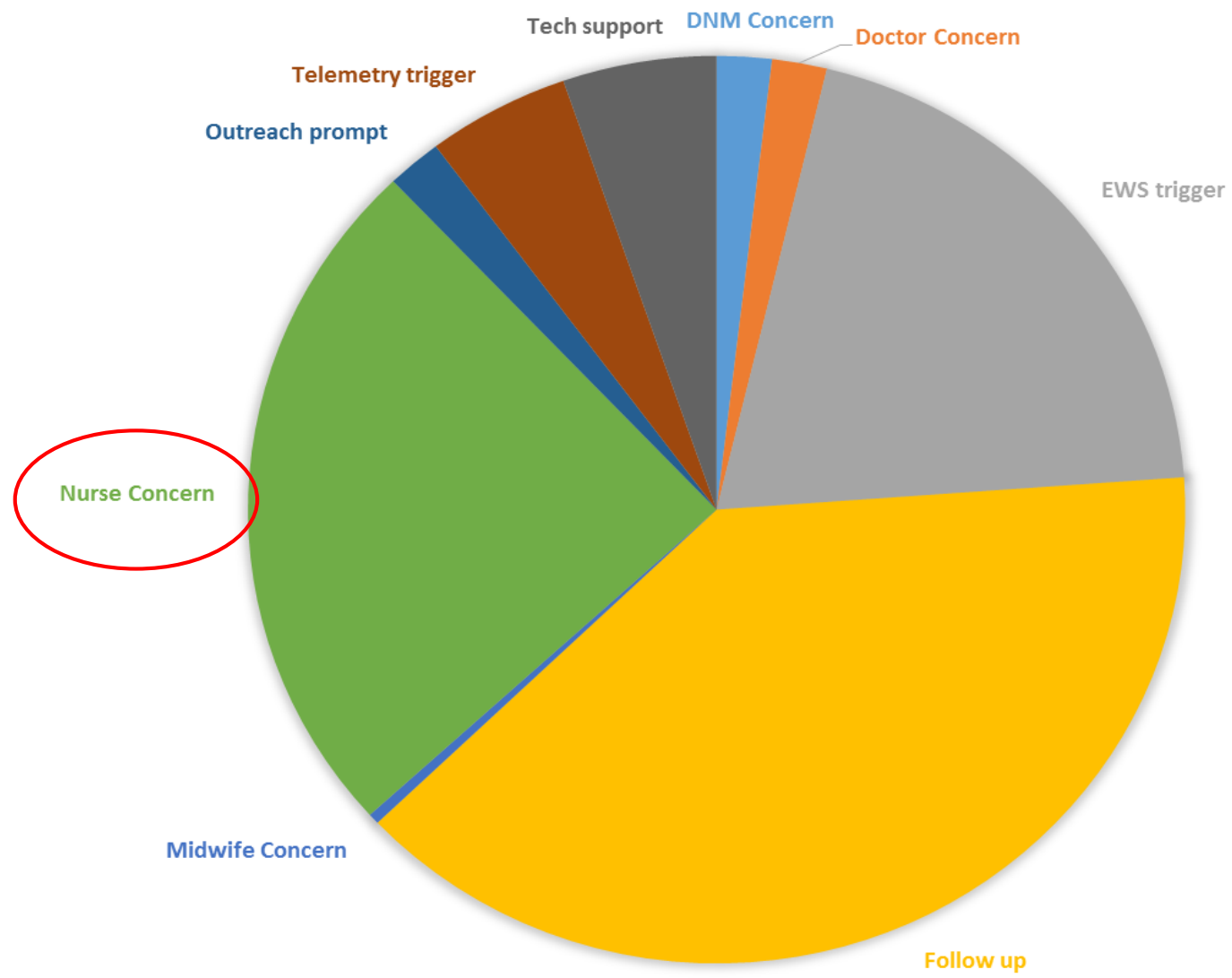


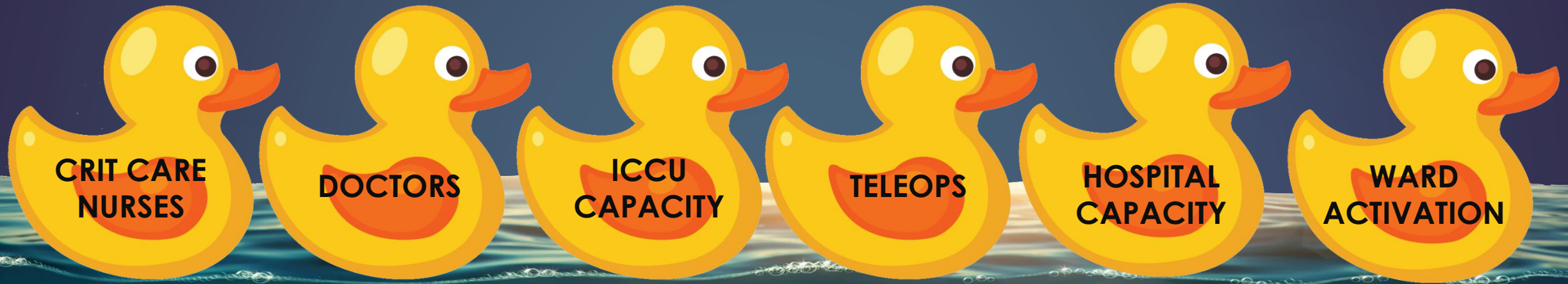
EWS Shift

Percentage of CCO triggers for each EWS score -



PROMPT FOR OUTREACH CONTACT





**CRIT CARE
NURSES**

DOCTORS

**ICCU
CAPACITY**

TELEOPS

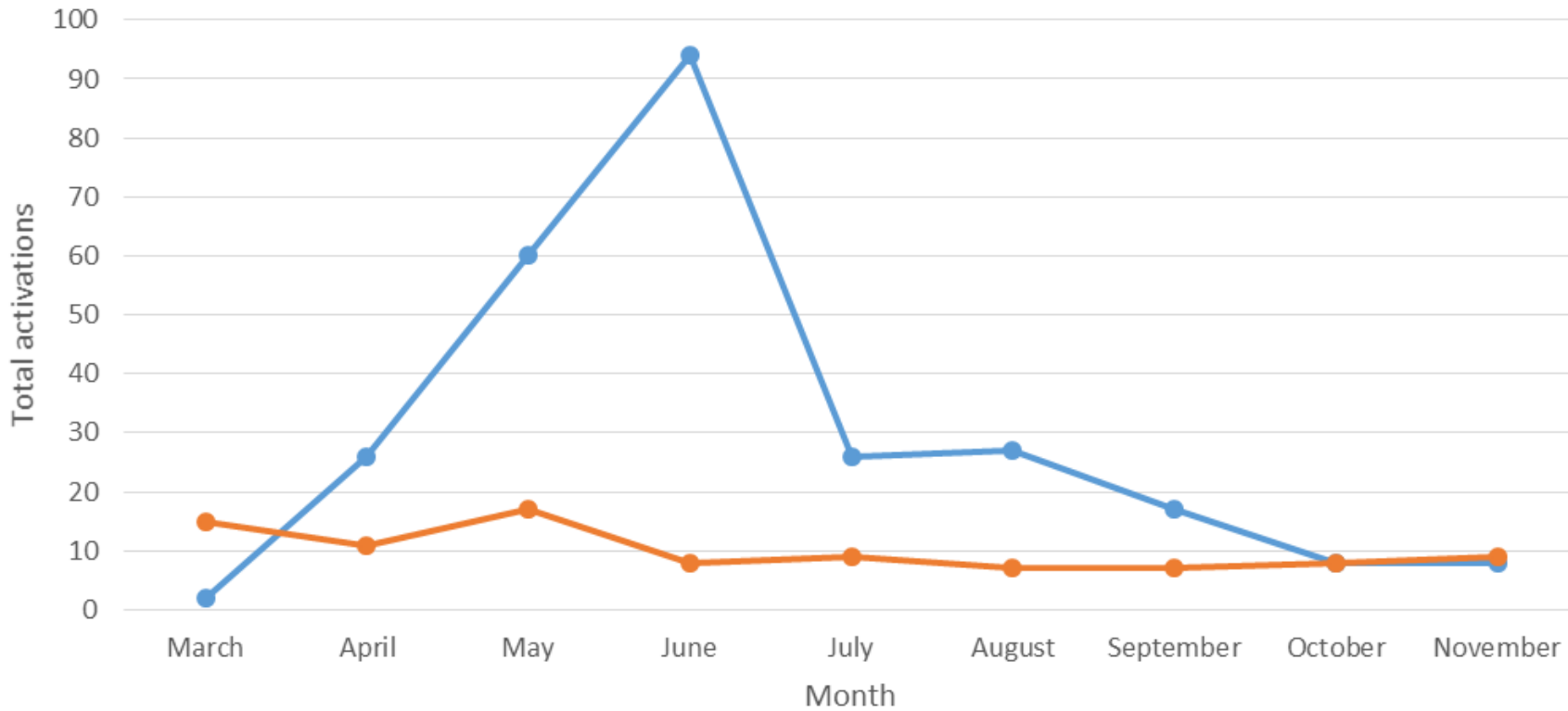
**HOSPITAL
CAPACITY**

**WARD
ACTIVATION**

Nursing Capacity

Activation of CCO & RRT/AdEmerg totals

● CCO total activations ● RRT & AE total activations



TE MAIORA Nelson Marlborough Health

Critical Care Outreach Nurse

CRITICAL CARE OUTREACH

WE'RE HERE TO HELP

EWS Score Climbing?
Patient deteriorating?
Something "just doesn't feel right"?
When in doubt ... call us

Nelson - 7771
Wairau - 9149



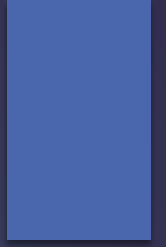
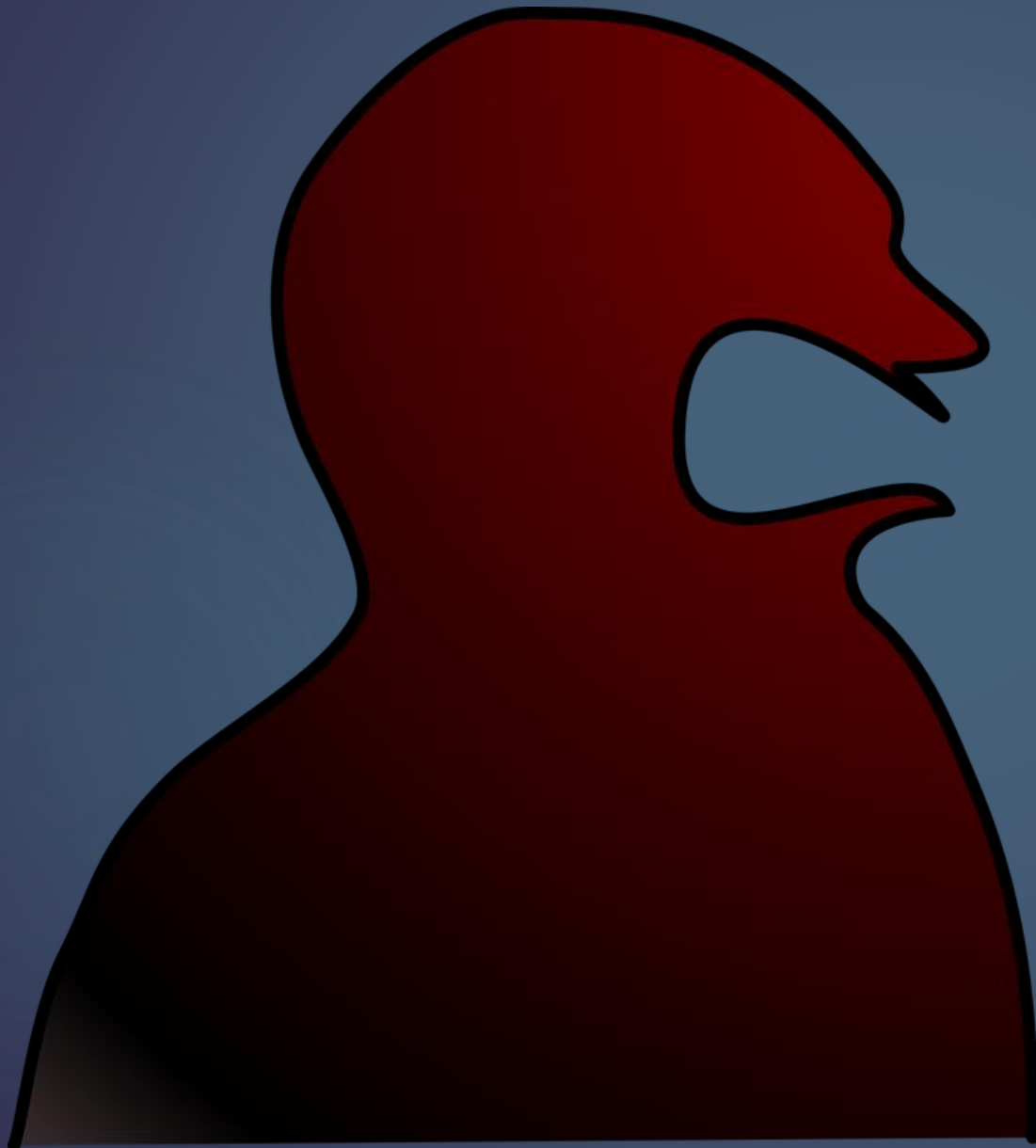
DOCTORS

ICCU
CAPACITY

TELEOPS

HOSPITAL
CAPACITY

WARD
ACTIVATION





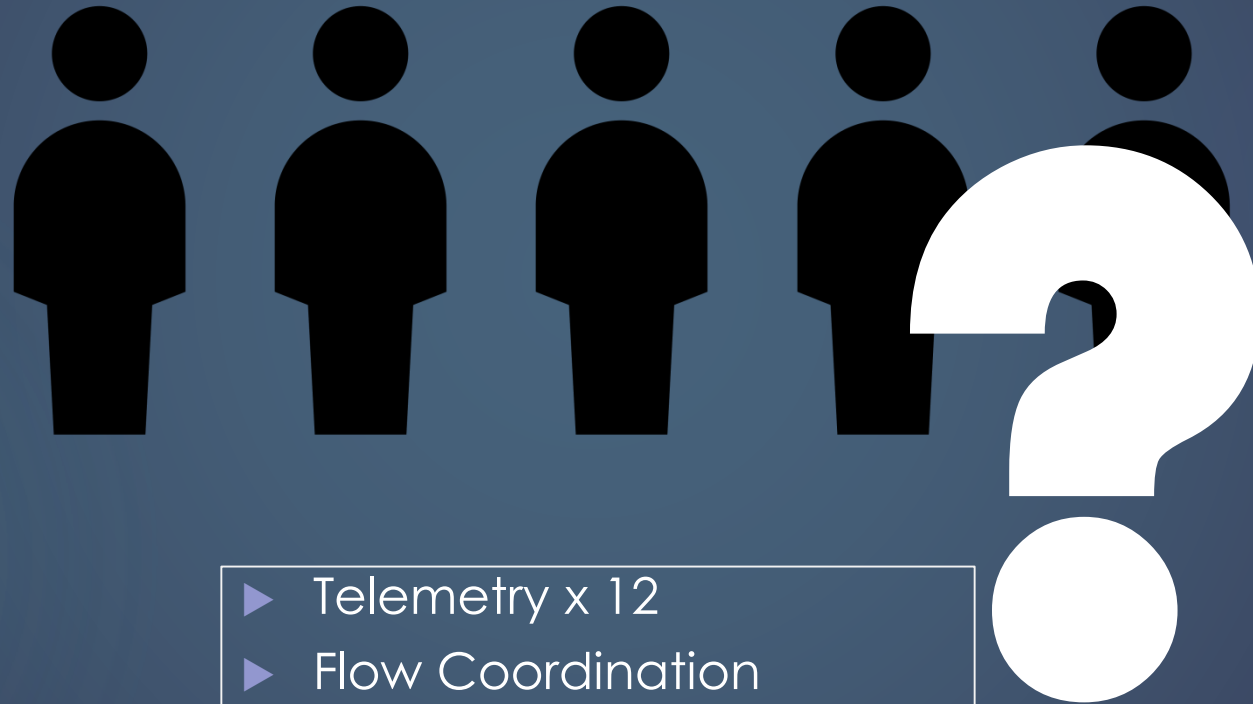


ICCU
CAPACITY


TELEOPS

HOSPITAL
CAPACITY

WARD
ACTIVATION



- ▶ Telemetry x 12
- ▶ Flow Coordination
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- ▶ Critical Care Outreach



“It’s great when they’re
available; frustrating
and time-wasting when
they’re not”



Teleops





Hospital Capacity





WARD
ACTIVATION





KA POW!

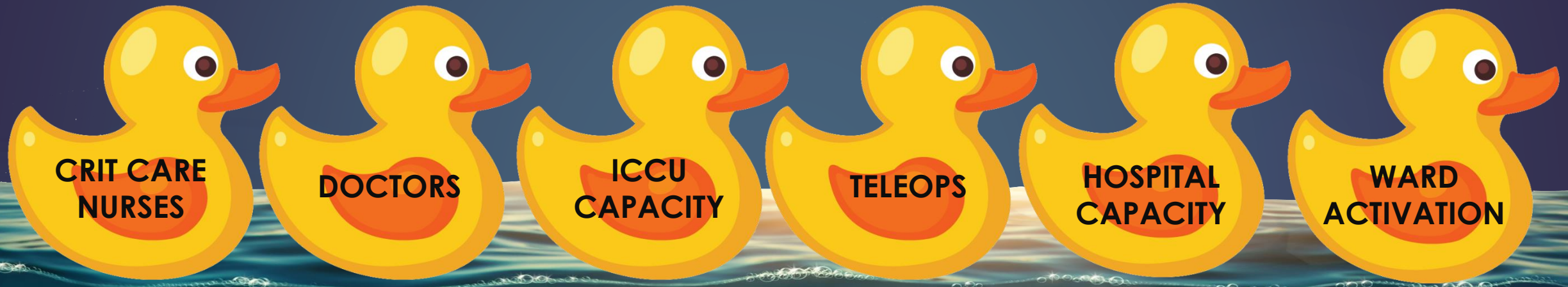
BANG!

BAM!

BOOM!

SPLAT!

POW!



**CRIT CARE
NURSES**

DOCTORS

**ICCU
CAPACITY**

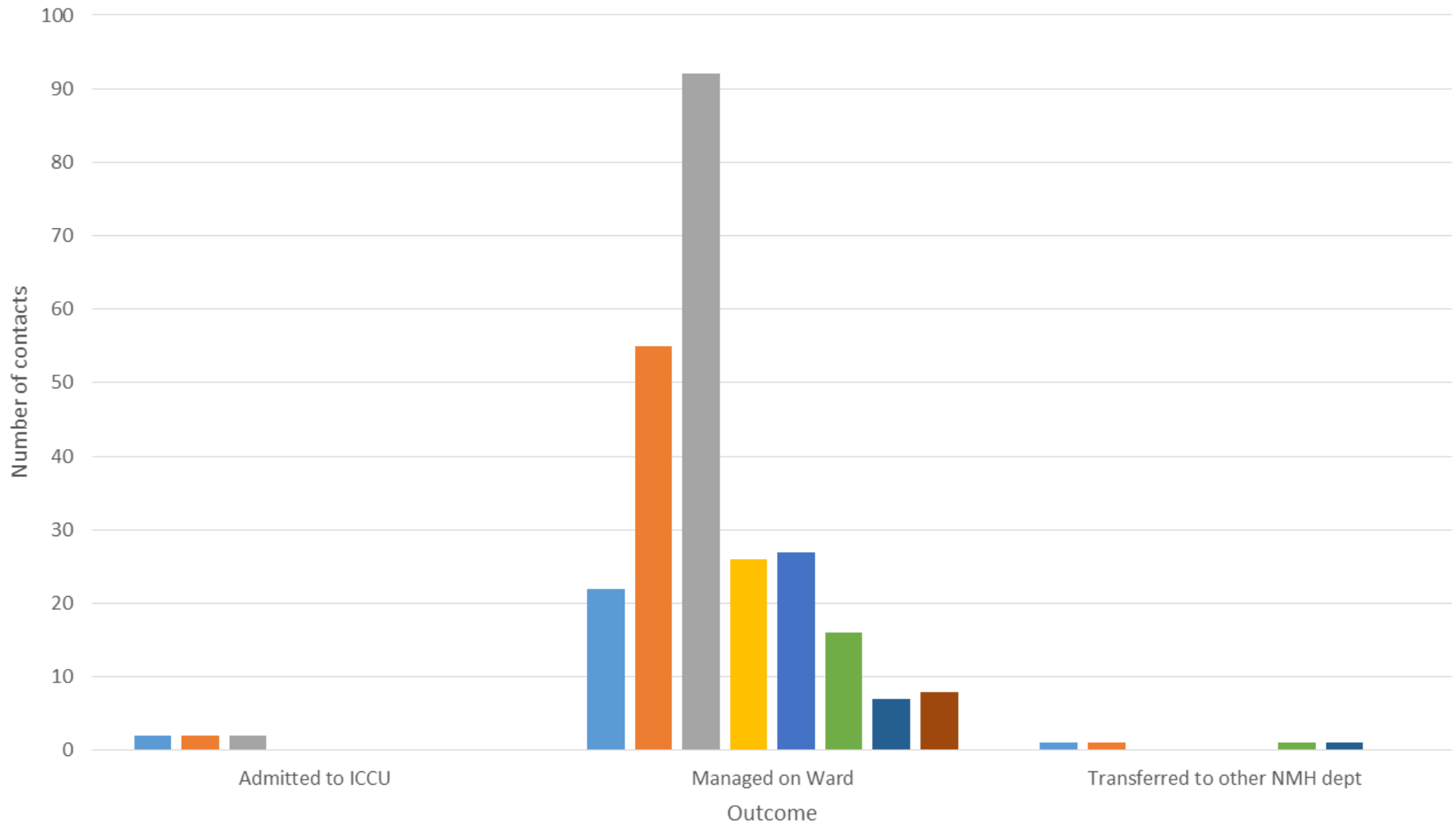
TELEOPS

**HOSPITAL
CAPACITY**

**WARD
ACTIVATION**

OUTREACH OUTCOME - NN

■ April ■ May ■ June ■ July ■ August ■ September ■ October ■ November



Keep Paddling!



Acknowledgements

- ▶ With huge thanks to Carolyn Bennison and the EWS implementation team for setting us on the path to improve.
- ▶ Thanks also to Jodi Miller, Alex Browne and the Nelson Marlborough Outreach teams for your incredible support and hard work ... we wouldn't have got THIS far without you!