Improve Recognition and Response to Change in a Patient's Condition

SHCC HAS TWO APPROACHES
1. RAPID RESPONSE
2. CONDITION HELP
A significant number of critical inpatient events are preceded by warning signs prior to the event.

A majority of patients who do arrest demonstrate clinical deterioration in advance.

Early response to changes in a patient’s condition may reduce arrest and mortality.

Family and patient may be the first to recognize warning signs.
Rapid Response

Rapid Response = Pre-Arrest: Nursing assessment identifies early warning signs and informs primary service of an acute change in patient condition and physician evaluates the patient in less than 10 minutes.

Criteria (Adult) for notifying the physician are:

- Acute change in heart rate < 40 or > 130 bpm
- Acute change in systolic blood pressure < 90 mmHg
- Acute change in respiratory rate < 8 or > 24 per min
- Acute change in saturation < 90 percent
- Acute change in conscious state
- Acute change in speech or new onset weakness of arm or leg
- Any staff member is worried about the patient
CRITERIA
For activating the Rapid Response in Pediatrics

• Pediatric Early Warning Score greater than 2

• Any staff member is worried about the patient
RN use the SBAR Communication Tool for Activating a Rapid Response

**Situation, Background, Assessment, Response:**

**S & B:** I am activating a Rapid Response for a 65 y/o male admitted today from ED with CHF.

**A:** HR of 150 and systolic B/P of 70. This is an acute change from his last set of vital signs.

**R:** come immediately
• If more assistance is needed, the medical team can activate other members by sending an Email to Alphanumeric **Pager Numbers:**

MICU Consult: 312-333-1735
Intubation: 312-333-4
Respiratory: 312-333-1930
Radiology: 312-689-2885 or 312-689-2910
EKG: 312-390-1803

• With the following message: **RAPID RESPONSE TO Room #**
Condition H (HELP)

Background

At a large east coast hospital, Mrs. Sorrel King (mother) lost her 18-month old daughter, Josie, to the hospital’s misuse of narcotics, severe dehydration, and multiple breakdowns in communication. Mrs. King believes that if the hospital had a patient/family initiated rapid response team, her daughter would be alive today.

Codes have traditionally been activated by health care providers. Condition Help is different. It asks patients and families to be part of the team by alerting care givers of a change in the patients condition.
The Condition HELP program provides a hotline for hospitalized patients and their families to call when there is:

- A noticeable, clinical change in the patients' condition and the health care team is not present or not responding to the patient's or visitor's concern
- A breakdown is how care is managed or confusion about the plan of care
How is Condition Help Activated by Patient or Family?

- Patient/family members call the # 4-1542
- A trained nurse supervisor receives the call
- The caller is instructed to provide the patient’s name, location, and nature of emergency
- The nurse will do 1 of 3 actions:

1. Overhead page nursing unit to instruct nursing staff to go to patient’s room to assess patient
2. Activate code blue #4-5656 if patient requires immediate medical attention
3. Pages Patient Relation Representative to assist in NON-medical situation
How do patients and families know about Condition Help?

- Patients receive a brochure about the program on admission to the hospital.
- Explanation of program is included the admission orientation (and documented by RN of receipt).
- Patient are reminded this is NOT a customer service telephone number but for medical concerns.
OVERVIEW

**Condition Help**

- **Pt or Family Concerned**
  - Call 4-1542
  - Nursing Supervisor answering 4-1542 may:
    - Activate Code Blue
    - Overhead Nursing Unit for RN to go to Patient Room
    - Contact Patient Relations

**Rapid Response**

- **Non-clinical Staff Concerned**
  - Call 4-1542

- **RN & Clinical Staff Concerned**
  - Page Primary MD or Activate Code Blue
    - MD to bedside in ~ 10 minutes
Problems/Solutions: Please Email prearrestfeedback@gmail.com

DO NOT INCLUDE ANY PATIENT IDENTIFIERS IN EMAIL CORRESPONDENCE – HIPAA