

self-assessment and action planning tools

essential element 2



ESCALATION OF CARE

This self-assessment and action planning tool will help you to identify gaps in current systems and plan the actions required to achieve *Essential element 2: Escalation of care*.

The tool is designed to help ensure that a whole facility, or individual wards or clinical areas identify:

- What systems are or are not in place, or what systems are in place but are not operating effectively
- The reasons why these systems may not be in place or operating effectively
- The actions that are needed to address system problems or barriers that are identified.

Achieving this essential element involves four tasks.

1. Develop an escalation policy tailored to the role and characteristics of the facility.
2. Develop an escalation protocol that provides a graded response to abnormal physiological observations and include in the escalation policy.
3. Consider advance care directives and treatment-limiting decisions when escalating care.
4. Provide a process to enable patients, families and carers to escalate care.

For each task there are five key questions to consider. These questions are specified for each task in the self-assessment tool.

1. Agreement – do health professionals agree on the basis for the task, the best way to perform the task, and who is responsible?
2. Process or policy – are processes in place, or do policies exist, to achieve the task?
3. Resources – does the facility, ward or clinical area have the necessary resources to achieve the task?
4. Knowledge – are clinical and non-clinical health professionals educated about the importance of the task?
5. Systems to support monitoring and evaluation – does the facility conduct audits, review or evaluations to ensure the task is performed properly?

Work through each question and record your answers, specifying the documents or data that prove the facility, ward or clinical area meets the criteria. This will help to identify any gaps and barriers to implementation in the facility or clinical area.

Follow the instructions in the tool to complete the action plan, which links the barriers with specific actions to address them.

The page numbers in the action plan act as navigational guides, directing you to the appropriate actions in the comprehensive *Guide to Support Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration*. This is available for download from: www.safetyandquality.gov.au

Actions that are low cost, easy to implement and have high impact may be a useful starting point for implementation. Facilities may also prefer to prioritise tasks that are required to meet the National Safety and Quality Health Service Standards.

about this tool

This tool is available as a Portable Document Format (PDF) file which can be saved to your desktop for direct electronic data entry or printed for use.

It has been designed for use in conjunction with the Australian Commission on Safety and Quality in Health Care publication *A Guide to Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration* (2012).

This tool and further information about recognition and response systems can be downloaded from: www.safetyandquality.gov.au

further information

Further information about implementing recognition and response systems can be found on the Australian Commission on Safety and Quality in Health Care web site.

The National Consensus Statement, the comprehensive implementation guide, a series of quick-start guides, and many other tools and resources are available for download from: www.safetyandquality.gov.au

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NAME OF WARD OR AREA BEING ASSESSED:

task 1 Develop an escalation policy tailored to the role and characteristics of the facility		Data or documentation that proves the criteria have been met		Are these policies/processes/resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Is there agreement on which clinical conditions you can safely manage?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Is there agreement on what services can be provided or are available (internal and external)?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
PROCESS OR POLICY Is there a policy outlining: <ul style="list-style-type: none"> the level of care you can safely provide when care should be escalated to a higher level locally or to another facility the location and availability of services (internal and external)? 	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
RESOURCES Are resources available to transfer patients to a higher level of care locally, or to another facility?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Do clinicians receive education on the escalation policy?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Are deaths, adverse events and external transfers reviewed and evaluated?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan

self-assessment tool

ESCALATION OF CARE

NAME OF WARD OR AREA BEING ASSESSED:

task 2 Develop an escalation protocol that provides a graded response to abnormal physiological observations and include in the escalation policy		Data or documentation that proves the criteria have been met		Are these policies/processes/resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Is there agreement on the type of track and trigger system to use?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Does this system specify a minimum of two levels of abnormality?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
PROCESS OR POLICY Are trigger thresholds available for each level of abnormality?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Have you included a trigger to escalate care based only on clinical concern?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Are processes in use that enable clinicians to escalate care until they are satisfied?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
RESOURCES Are responses for each trigger threshold available?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Is there access at all times (either on site or in close proximity) to a clinician who can practise advanced life support?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Do clinicians receive education on the escalation protocol?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Is a flow diagram of the escalation protocol available at the point of care?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Is the effectiveness of escalation protocols, trigger thresholds and responses evaluated?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan

NAME OF WARD OR AREA BEING ASSESSED:

task 3 Consider advance care directives and treatment-limiting decisions when escalating care		Data or documentation that proves the criteria have been met		Are these policies/processes/resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Is there agreement on how advance care directives are identified?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
PROCESS OR POLICY Is there a process to individualise trigger thresholds and responses for patients for whom treatment-limiting decisions have been made?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
RESOURCES Are tools for documenting advance care directives available?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Are tools for documenting treatment-limiting decisions available?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Are tools for documenting individualised escalation protocols available?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Do clinicians receive education on advance care directives, treatment-limiting decisions and individualised escalation protocols?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Are advance care directives, treatment-limiting decisions and individualised escalation protocols evaluated?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan

NAME OF WARD OR AREA BEING ASSESSED:

task 4 Provide a process to enable patients, families and carers to escalate care		Data or documentation that proves the criteria have been met		Are these policies/processes/resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Is there agreement on the criteria and method for patients, families and carers to escalate care?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
PROCESS OR POLICY Are processes available for informing patients, families and carers how to escalate care?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of process/policy' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
RESOURCES Does a clinician(s) capable of assessing, providing initial therapeutic interventions and escalating care to health professionals with advanced life support skills, respond to escalation calls triggered by patients, families and carers?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Do clinicians receive education on escalation systems for patients, families and carers?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Are patient, family and carer escalation systems evaluated?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan

NAME OF WARD OR AREA BEING ASSESSED:

what do you need to do?		how will you do it?		
Task not yet achieved	Why has this task not been achieved (barriers)? What actions are needed? <small>(Page numbers in brackets below refer to resources within the <i>Guide to Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration</i>)</small>	Go to the recommended section of this guide for information on tasks and actions. List the tools and resources from the guide to address this gap here. Also consider other resources that may be available to you to address this gap.	Who will be responsible?	When will this happen? Consider undertaking actions that are low cost, easy to implement and support meeting the <i>National safety and quality health service standards</i> first
<p>task 1</p> <p>Develop an escalation policy tailored to the role and characteristics of the facility</p>	<ul style="list-style-type: none"> ■ Lack of agreement ▶ DECIDE ▶ p88 ■ Lack of process/policy ▶ DEVELOP ▶ p89 ■ Lack of resources ▶ RESOURCE ▶ p91 ■ Lack of knowledge ▶ EDUCATE ▶ p92 ■ Lack of monitoring and evaluation ▶ EVALUATE ▶ p93 			
OTHER POSSIBLE BARRIERS:				
<p>task 2</p> <p>Develop an escalation protocol that provides a graded response to abnormal physiological observations and include in the escalation policy</p>	<ul style="list-style-type: none"> ■ Lack of agreement ▶ DECIDE ▶ p97 ■ Lack of process/policy ▶ DEVELOP ▶ p99 ■ Lack of resources ▶ RESOURCE ▶ p102 ■ Lack of knowledge ▶ EDUCATE ▶ p105 ■ Lack of monitoring and evaluation ▶ EVALUATE ▶ p107 			
OTHER POSSIBLE BARRIERS:				
<p>task 3</p> <p>Consider advance care directives and treatment-limiting decisions when escalating care</p>	<ul style="list-style-type: none"> ■ Lack of agreement ▶ DECIDE ▶ p112 ■ Lack of process/policy ▶ DEVELOP ▶ p113 ■ Lack of resources ▶ RESOURCE ▶ p114 ■ Lack of knowledge ▶ EDUCATE ▶ p116 ■ Lack of monitoring and evaluation ▶ EVALUATE ▶ p116 			
OTHER POSSIBLE BARRIERS:				
<p>task 4</p> <p>Provide a process to enable patients, families and carers to escalate care</p>	<ul style="list-style-type: none"> ■ Lack of agreement ▶ DECIDE ▶ p120 ■ Lack of process/policy ▶ DEVELOP ▶ p122 ■ Lack of resources ▶ RESOURCE ▶ p123 ■ Lack of knowledge ▶ EDUCATE ▶ p124 ■ Lack of monitoring and evaluation ▶ EVALUATE ▶ p125 			
OTHER POSSIBLE BARRIERS:				
OTHER COMMENTS AND PLANS:				