Preventing, Recognising and Responding to Deterioration: a Function of Teams

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The Team

- Family
- Patient
- Clinicians
- Non-clinicians
The Problem

- Failure to prevent
- Failure to recognise
- Failure to escalate
- Failure to respond
The Problem

- Failure to prevent
- Failure to recognise
- Failure to escalate
- Failure to respond
The 5 elements of ‘Between the Flags’

• Governance
• Calling Criteria - incorporated into Standard Adult General Observation Chart (SAGO)
• Clinical Emergency Response Systems (CERS)
• Education
• Evaluation
The Problem

- Failure to prevent
- Failure to recognise
- Failure to escalate
- Failure to respond
Failure to Prevent

- Fragmentation of care
- Lack of coordination
- Lack of communication
- Lack of teamwork
Lack of Teamwork

Survey of 4,500 physicians and nurses

“..., more than 90% of respondents noted that disruptive behavior resulted in stress and frustration, reduced communication, and impaired nurse-physician relationships. The respondents also strongly believed that such behavior threatened patient care and safety, with 67% contending that disruptive actions sometimes, frequently, or constantly led to adverse events.”

Source: Advisory Board Briefing 08/10/2009
What do teams do? (Functions)

1. Leadership and Governance
2. Team Structure and Dynamics
3. Care Planning, Coordination and Delivery
5. Patient Safety and Quality Systems
6. Patient Experience Management
7. Education, Training and Supervision
8. Workforce Management and Development
9. Information Access
10. Support Services and Equipment

Source: TeamFirst, SWAHS, 2007
TeamFirst Functions

Excellent Care

Leadership & Governance

Team Structure & Dynamics

Standard Protocols & Procedures

Patient Safety & Quality Systems

Education, Training & Supervision

Care Planning Co-ordination & Delivery

Patient Experience Management

Information Access

Support Services & Equipment

Workforce Management
TeamFirst Functions

- Leadership & Governance
- Care Planning Co-ordination & Delivery
- Team Structure & Dynamics
- Standard Protocols & Procedures
- Patient Experience Management
- Patient Safety & Quality Systems
- Education, Training & Supervision
- Information Access
- Support Services & Equipment
- Workforce Management

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Teams intersecting at the unit level

- Generalist Teams
  - JMO
  - SRMO
  - Nursing
  - Allied Health
  - Clerical
  - Patient Support

- Professional Specialist Teams
  - Medical
  - Nursing
  - Allied health

Source: Professor Steven Boyages
Conclusions

• Effective teams are our best defence against adverse events and patient deterioration

• We need to focus on developing our teams by supporting their key functions and giving them the tools they need to deliver excellent care