Critical Outreach Team
Patient and Family Access
About Carroll Hospital Center

• Private, nonprofit 218-bed hospital

• More than 400 physicians on staff

• Employs 1,850 individuals

• Admissions...16,036

• Births.............1,304

• Emergency Department Visits.............51,609
RRS (Rapid Response System)
History At Carroll

Critical Outreach Team
Began 9/6/06
RRS = Critical Outreach Team = COT

- Initiated September 2006
- Responders are:
  - CCU Charge nurse
  - Respiratory Care Provider
  - CCU House Physician
  - Shift Coordinator
  - Average 34 calls per month
Goals and Status

• Increase in COT Calls Met
• Decreased Code Blues Met
• Decreased Mortality Rate Met
• Enhanced Culture of Safety Met
COT Outcomes

- Total COT calls

![Bar graph showing a 64% increase in COT calls from Year 1 to Year 2](image-url)

- Year 1: 295 calls
- Year 2: 485 calls
- 64% increase
COT Outcomes

![Bar chart showing percentage of codes occurring outside CCU over time.]

- Pre-COT % of Codes Outside CCU: 70%
- 1st year post-COT: 64%
- 2nd year post-COT: 60%

![Line graph comparing total code numbers.]

- Total Code - Pre-COT Year
- Total Codes 1st Year
- Total Codes 2nd Year
Overall Mortality Rate Decreased
## How will we accomplish this?

### ACTION PLAN

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research how others are meeting the intent of NPSG A 3.</td>
</tr>
<tr>
<td>Define the process we will use to empower patients and/or families to request additional assistance when they have a concern about the patient’s condition.</td>
</tr>
<tr>
<td>Pilot the newly defined process on one unit.</td>
</tr>
<tr>
<td>Action Plan</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>Evaluate the pilot and make any necessary revisions to the process based on the findings.</td>
</tr>
<tr>
<td>Educate staff, patient and families about the process.</td>
</tr>
<tr>
<td>Implement the process house wide.</td>
</tr>
<tr>
<td>Ongoing evaluation of the total number of COT calls and the % generated by patient/family concerns.</td>
</tr>
</tbody>
</table>
Define The Model

- Utilize same COT team and responders
- "Ask ANY staff member to assist you"
- Patient / Family Questionnaire
- Consider direct patient and family access next year
Test our Model
4-South Pilot Completed

• Began 10/8/08
• Includes orienting patients and families about the COT and how to access
• Information in admission packets and posted in patient rooms
• No calls requested so far
• Next step…hospital wide implementation
Pilot - Lessons Learned

• **Challenge:**
  - Patient education – beyond admission time
  - Staff not communicating consistently with patients and families

• **Actions:**
  - Charge Nurses asked to include teaching and refer to poster during rounds on each shift.
  - Patient awareness survey – the tool prompts a reference to the poster
Pilot - Lessons Learned

**Challenge:**
- Posters need to be large, visible and concise
- Brochures need to be consistently available

**Actions:**
- Poster content was adjusted and size enlarged
- Process for consistent brochure distribution established for admission folders, nursing units and waiting areas
Practice the Message / Script

1. **(We have a team)**
   - The hospital has a team called Critical Outreach or COT who can respond quickly to any clinical changes, for example changes in speech, mental alertness or any other changes in patient condition.

2. **(Who is the team and what do they do)**
   - The team consists of a doctor, a critical care nurse and a respiratory therapist who can provide assessment and treatment.

3. **(If you / your loved one need the team)**
   - If you notice changes that concern you and think you or your loved one needs help, please ask **ANY** staff member right away.

4. **(Welcome use of team and chance for any questions)**
   - We are here to help you and the COT team is another tool we can use. Do you have any questions?
Your Safety is Our Top Priority

HELP is always just outside your door.

Carroll Hospital Center has a Critical Outreach Team (COT). This team is a group of skilled clinicians specially trained to respond to changes in a patient's medical condition.

During your stay, if you do experience a change in your medical condition such as:

- Difficulty breathing
- Difficulty speaking
- Increased pain

Notify, or have a family member notify any staff member right away.

Your active participation in your health care is important to us.

Our Partnership Pledge
Partnering with Patients and Their Families

We pledge to:
- Explain all care and treatment
- Address all questions and concerns
- Ask about and treat your pain
- Check your ID before any treatment or procedure
- Label all lab samples in your presence
- Always wash our hands
- Maintain a clean, safe environment

You can help by:
- Asking questions and voicing concerns
- Giving us your complete medical history
- Washing your hands often (and reminding visitors and members of your health care team to do the same)
- Complying with infection control procedures
- Complying with visiting hours

It is also important to let us know if you have questions or concerns about the care you are receiving. If at any time you would like to discuss your care, you may request to speak to the Patient Care Coordinator or the Unit Manager.
Key Point - Taking the News to the Hospital Team

- “Hospital Happenings” Publication
- Spirit Speak Out
- Manager’s Forum
- All nursing unit’s staff meetings
- The Learning Center team
- Now part of General Orientation for new hires
- Physician “Scope” Publication
- Shift Coordinators
Implementation
March 1st 2009 Hospital Wide

• **Posters** distributed as part of Patient Safety Week March 9th.

• **Questionnaires** for patient and family triggered events made available

• **Brochure** in all admission packets

• **Rounding** on units to ask about the new process.

• Brochures will be made available in **waiting areas**.

• Mass **e-mail** reminder sent to all Associates

• Future includes pt education via **TV**
HELP is always JUST OUTSIDE YOUR DOOR

If you experience A CHANGE IN MEDICAL CONDITION, such as difficulty breathing or speaking, please notify, or have a family member NOTIFY ANY STAFF MEMBER RIGHT AWAY.

This staff member will notify a nurse who can call upon the Critical Outreach Team. The Critical Outreach Team is a group of specially trained clinicians who will assess and meet your clinical needs.
How will we evaluate

• Number and details of patient / family initiated COT calls
• Patient Family Questionnaire
• Patient Awareness survey