Holy Cross Hospital developed the STAT Team (Rapid Response Team/RRT) in response to a root cause analysis in January 2006. Guidelines for development implementation and monitoring from the Institute for Healthcare Improvement (IHI) were used. At that time, special training was provided for the members of the STAT Team. Education was also provided to the medical staff and hospital employees on the STAT Team policy and feedback mechanism. We participated in the IHI’s 100k Lives and 5 Million Lives Campaigns.

To maintain awareness and proficiency, the Institute for Healthcare Improvement recommends periodic RRT reeducation. Holy Cross Hospital provided staff reeducation one-year post go-live. By the end of 2008, a 12% reduction in the total Code Blues per 1000 discharges was achieved, along with a 23% reduction in Code Blues outside of the ICUs, compared to the rates prior to the implementation of the STAT Team.

According to the Institute for Healthcare Improvement, a hospital can achieve 40-50% reduction in non-ICU Code Blues by utilizing Rapid Response Teams efficiently. While the Code Blue Quality Subcommittee was pleased with the above results, a goal was set to further increase STAT Team calls in hopes of minimizing the number of Code Blue calls. From their review of the Code Blue and STAT Team feedback forms, the Code Blue Quality Subcommittee also identified several opportunities for improvement during Code Blue and STAT Team calls, including:

- Appropriate activation of Code Blue vs. STAT Team in a critical patient situation
- Better understanding of each team member’s role and responsibilities, especially the patient’s nurse
- More effective teamwork and communication during Code Blue and STAT Team calls
- Addressing STAT Team responders’ feedback that they sometimes felt unprepared for calls

**“Putting It All Together”: Rapid Response Team Re-education**

**Organization Name:** Holy Cross Hospital  
**Type:** Acute Care Hospital

**Contact Person:** Zahra Mohseni MS, RN, CCNS  
**Title:** Critical Care Clinical Nurse Specialist

**E-Mail:** mohsez@holycrosshealth.org  
**Phone:** 301.754.7924
**PROCESS:**

The Holy Cross Hospital Code Blue Committee discussed the Quality Subcommittee’s findings and decided to provide mandatory reeducation, focusing on the identified needs.

**SOLUTION:**

The Code Blue Quality Subcommittee examined learning needs of the STAT Team responders and hospital staff. They developed three separate courses: an eight hour course for the physician, critical care nurse and respiratory care Code Blue and STAT Team responders; a four-hour course for the remaining critical care nurses; and a four-hour course for medical-surgical nurses. Each course is tailored to the learners’ knowledge and skill level, and divided into 3 segments: didactic, skills practice, and simulated scenarios in the Simulation Lab. Course content includes:

- Code Blue and STAT Team policies
- Introduction to the Condition –H concept
- Team member role and responsibilities during Code Blue and STAT calls
- Playing a game entitled: “Name That Call”
- Principles and practice of crew resource management in the simulation lab
- SBAR communication practice between the first responder and the other team members
- Review of Code Blue cart contents
- AED and defibrillator hands-on skills practice
- Bag-valve-mask hands-on skills practice
- Crew resource management role practice during simulated STAT Team and Code Blue calls

The Code Blue and STAT Team physician, nurse and respiratory care responders receive additional training in respiratory modalities, and how to obtain emergent blood products. In an effort to improve their response times, they also take a tour of the hospital and are given maps.

Over an eight-month period, 274 physician, nurse and respiratory care responders attended the class.

In addition to continuing the Code Blue Quality Sub-committee’s monthly review of each Code Blue and STAT Team, two other measures have been put into place to assure that results are sustained over time. First, the Critical Care clinical nurse specialist, the Director of Medical Education and two of the Hospital’s American Heart Association Training Center Faculty, make an effort to respond to Code Blue and STAT Team calls so that they can coach and mentor the staff in their roles, and help apply course material into practice. Additionally, to reinforce their skills, staff and physicians are invited to attend a monthly one-hour Code Blue and STAT Team practice session in the simulation lab.
OUTCOMES:

The data shows:

Comparing the number of STAT Team calls in the first six months of 2009 to the last six months of 2009 (during the roll out of the re-education); there was a 31.25% increase in STAT Team calls. We will monitor the impact of these increased STAT Team calls on Code Blue calls outside of the ICUs.

Code Blue Quality Subcommittee Team Members:
- Rose Bickel, RRT-NPS, Supervisor, Respiratory Therapy
- Cris Carr, RN, BSN, MHA, CCRN, Performance Improvement*
- Carolyn Edwards, RN, MBA, CCRN, Chairperson and Director ICU/CCU
- Zahra Mohseni, RN, MS, CCNS, Critical Care Clinical Nurse Specialist
- Dr. Lee Schwab, MD, FCCP, Director Medicine Education and Medical Director Critical Care*
- Lisa Tenney, RN, BSN, CEN, Senior Risk Management/Patient Safety Coordinator*

Special Thanks to:
- Terry White, RN, MBA, Nurse Educator*
- Kimberly Keys, BS, MT (ASCP) CQA (ASQ), Blood Bank Manager
- Rachna Maranchi, MHA, Performance Improvement
- Shuron Abdullah, RRT, MHA, Supervisor, Respiratory Therapy
- Celia Guarino, RN, MSN, NEA-BC, Chairperson, Code Blue Committee

*Holy Cross Hospital AHA Training Center Faculty