Family Activation of Rapid Response Teams
Johns Hopkins Hospital

Program/Project Description.
Parents & families know their children best. When parents recognize a change in their child's status, they rely on the bedside RN. The bedside RN is responsible for assessing, communicating & activating appropriate resources, often resulting in wait time. We know that there has been a dramatic decrease in respiratory arrests since we implemented the Rapid Response Team (RRT). Our goal was to provide families with a direct line of communication to activate help expecting an immediate response of expert resources. However, there was resistance to implementation of family activation. We can assume success because to date, we have only had one family activated the RRT which was appropriate. An interview with the mom & evaluation of the call fully supports the initiative. RRT calls are high in volume, while actual arrests are on the decline. Through evaluation of our call, we have revised & improved our process.

Process.
Family centered care

Solution.
Allow/empower families to use the RRT activation if they feel a change in their child's status that requires immediate attention. It was implemented by managers on the front line by sharing supportive data with staff & adopting a family centered environment.

Measurable Outcomes.
Number of family activated calls
Number of RRT calls
Number of cardiac or respiratory arrests
Evaluation of family activated call

Sustainability.
Report of data weekly
Handouts & orientation for parents on admission with specific directions & encouragement to use the system

Role of Collaboration and Leadership.
Leaders, such as directors, physicians, managers & educators quickly bought into the process. The proposal to implement was presented at a multidisciplinary advisory committee where many of these leaders sit. These leaders brought the idea to the staff level, where we met resistance. We used the available data & a family centered care approach to overcome the barriers. Leaders continuously evaluate the process & provide feedback to the frontline providers.

Contact Person  Cheryl Connors
Title            MS, RN, Nurse Manager
Email           ccicio1@jhmi.edu
Phone           410-614-4925