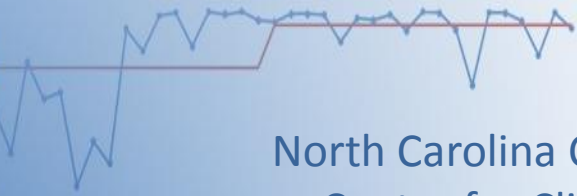




“...providing
unsurpassed
outcomes for
children and
their families.”



UNC
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HOSPITAL

North Carolina Children's Hospital
Center for Clinical Excellence

Family Activation of Pediatric Rapid Response Systems

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Objectives

- Understand the expected benefits and results for family activation of medical emergency teams
- Understand the planning, implementation, measurement, and performance improvement needs related to family activation of medical emergency teams
- Obtain “how to” advice and tools for successful implementation of family activation of medical emergency teams

Why Implement Family Activation

- Partnering with families to improve safety is a National Patient Safety Goal
- In line with family-centered care practices
- Potential to improve the sensitivity of MET through another detection method
- Provides another mechanism to empower reluctant staff to activate the MET

What is Family Activation of MET

- Same system that the staff have access to?
- Other staged system?
- How to educate families?
 - Verbal
 - Visual
 - Audio
 - Print
 - Multi-lingual

When to Implement

- You have some support in an area
- You are ready to try it
- You know what questions you will be asked
- You are willing to respond and take a risk
- You have leadership support
- You have buy in from key frontline nursing staff

How did we start?

- Leadership buy-in
- Communicate the need and calm the fear
- Focus groups
- Grand Rounds with a real stories
- IRB approved study
- Started with a pilot area

It's Your Child

Is your child's condition rapidly worsening?

Es Su Niño

¿La condición de su niño se está empeorando rápidamente?

Medical Emergency?

¿Emergencia Médica?

CALL

LLAMAR AL

64111

Pediatric Rapid Response Team

Grupo Pediátrico de Rápida Asistencia Médica

When you call the Pediatric Rapid Response Team a group of highly trained medical professionals will arrive to address your child's medical emergency.

Quando llama a grupo pediátrico de rápida asistencia médica un grupo de profesionales médicos altamente entrenados llegará para tratar la emergencia médica de su niño.

Ask your nurse for more details.

Pida a su enfermera más detalles.



Grupo Pediátrico de Rápida Asistencia

¿Emergencia Médica?

**Dé Esta Tarjeta a
Enfermera o a Doctor**

(See reverse side for English)

Pediatric Rapid Response Team

This card is used by **Spanish** speaking family members to request the Pediatric Rapid Response Team. Please call the number below.

**Call
64111**

Give the operator the child's location in the hospital.



**Pediatric Rapid
Response Team**

**Medical Emergency
Call 64111**

Have you heard
about the
Pediatric Rapid
Response Team?

Ask your nurse.

PEDIATRIC RAPID RESPONSE TEAM

Here at *NC Children's Hospital*, we feel that families are an important part of the medical care team. We recognize that you know your child better than anyone. With this in mind, we have developed a medical emergency team, much like 911, here in the hospital—the **Pediatric Rapid Response Team**.

The Pediatric Rapid Response Team is a group of hospital personnel trained to address medical emergencies.

You should still communicate with your nurse or doctor. The Pediatric Rapid Response Team simply provides a **safety net** for you and us in case of an emergency.

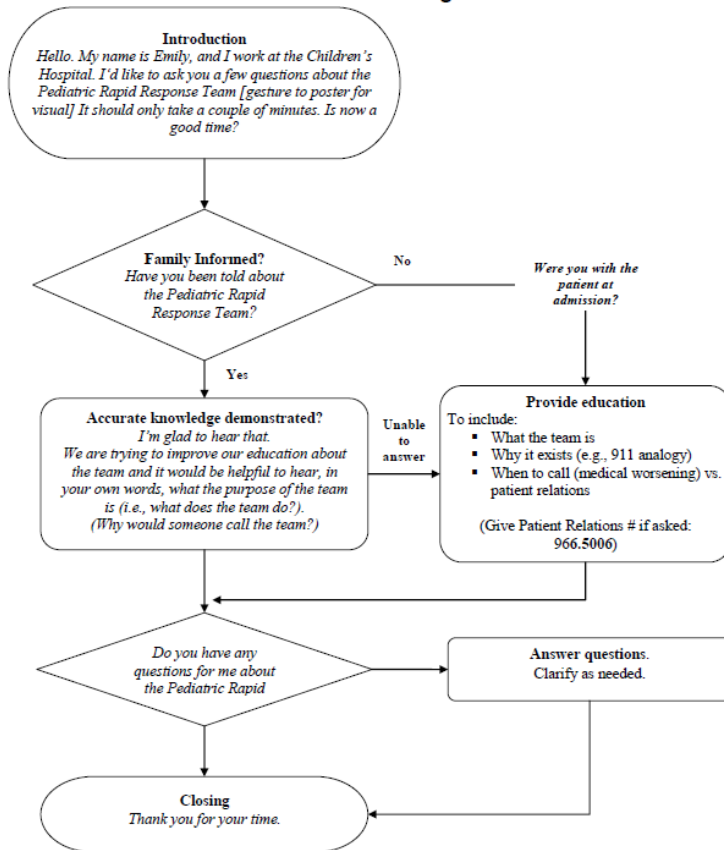
To request the Pediatric Rapid Response Team, you may ask a nurse or doctor for assistance or call the hospital operators at **64111**.

The Pediatric Rapid Response Team is for **EMERGENCIES ONLY**.



Assessment of Education

Family Activation of Pediatric Rapid Response Team Assessment—Are We Educating Families?



Family Activation of Pediatric Rapid Response Team Assessment—Are We Educating Families?

Date _____

Floor _____

Room #	Family informed about Peds RRT?	Accurate knowledge demonstrated?	Comments
1	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	
2	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	
3	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	
4	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	
5	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	
6	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	

What did we discover?

- Families learn through verbal education from the nursing staff
- Posters serve only as reminders
- Nurses need to embrace this system for the education to work
- **5 Ways to Reach Families**
 - At admission/upon transfer
 - During Carolina Care rounds
 - During monthly awareness audits
 - Written materials in lounge
 - Posters in rooms

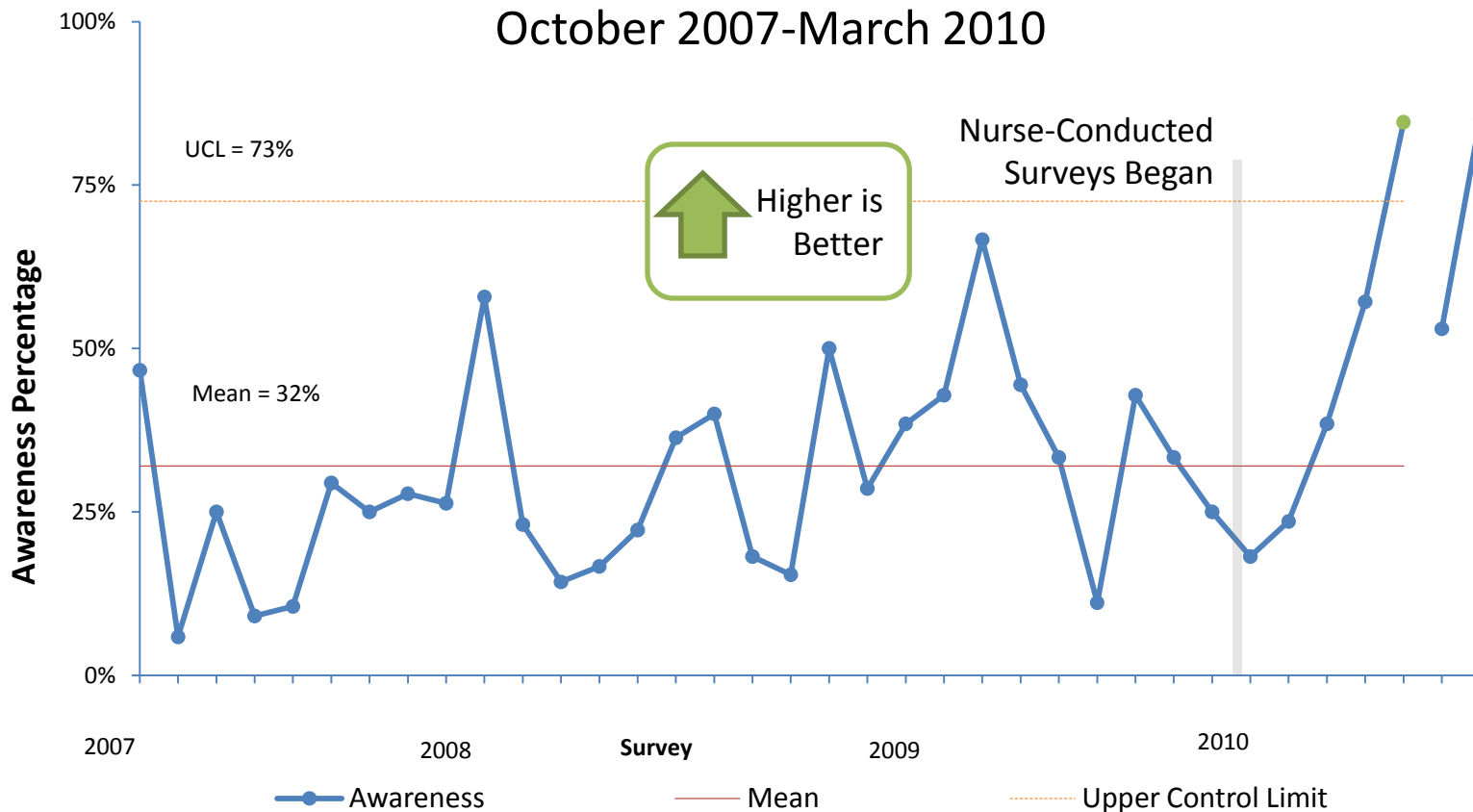
What did we discover?

- In our research audits, less than half of the families had been educated
- Once nursing staff took over audits and reports of % families educated, education increased significantly

How to empower families to call



PRRS Family Awareness October 2007-March 2010

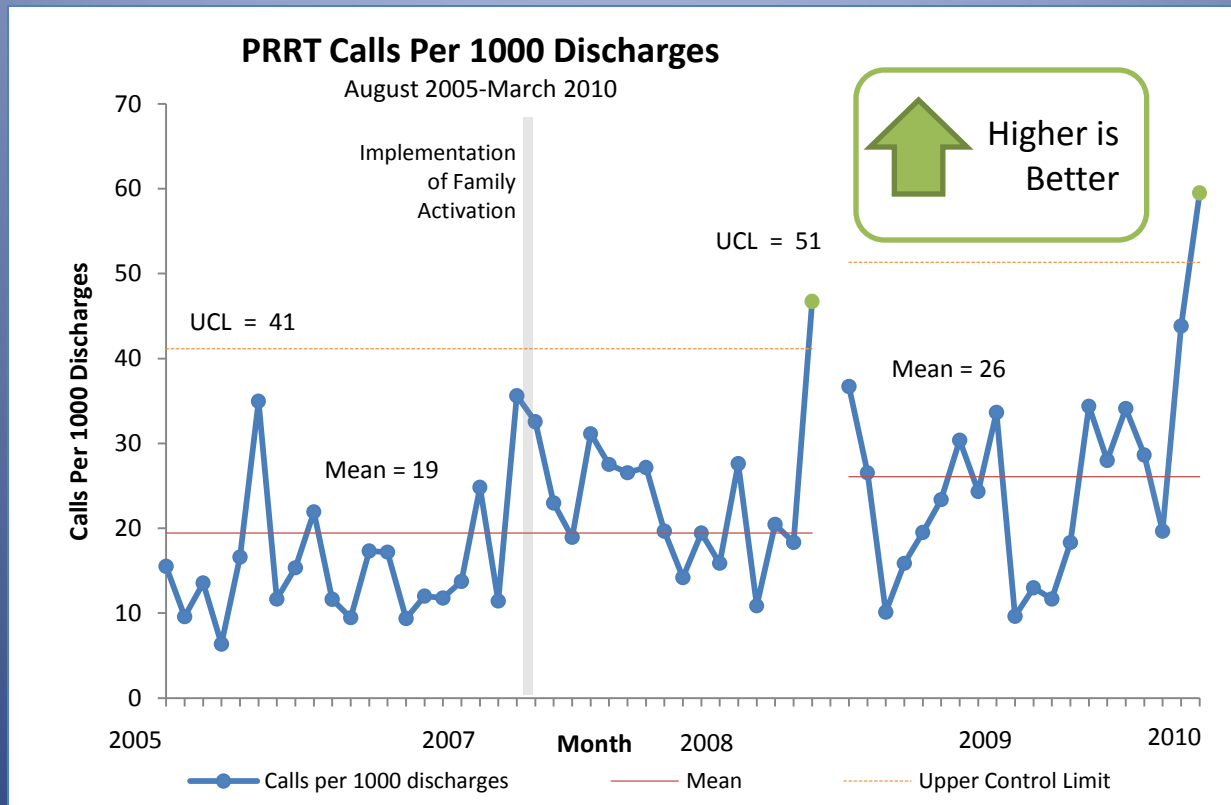


How

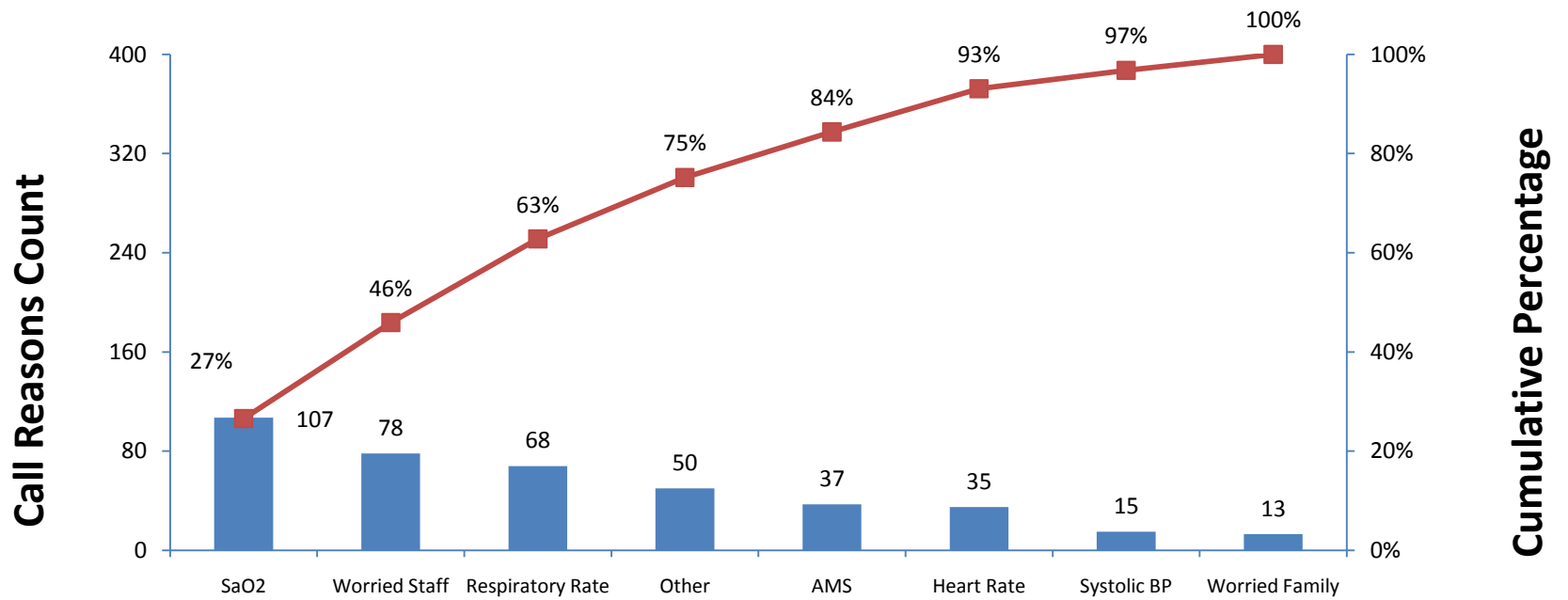
- To plan – front line staff – learn from us
- To implement – in stages to alleviate fears
- To measure – surveys NOT check boxes on admit charting

How

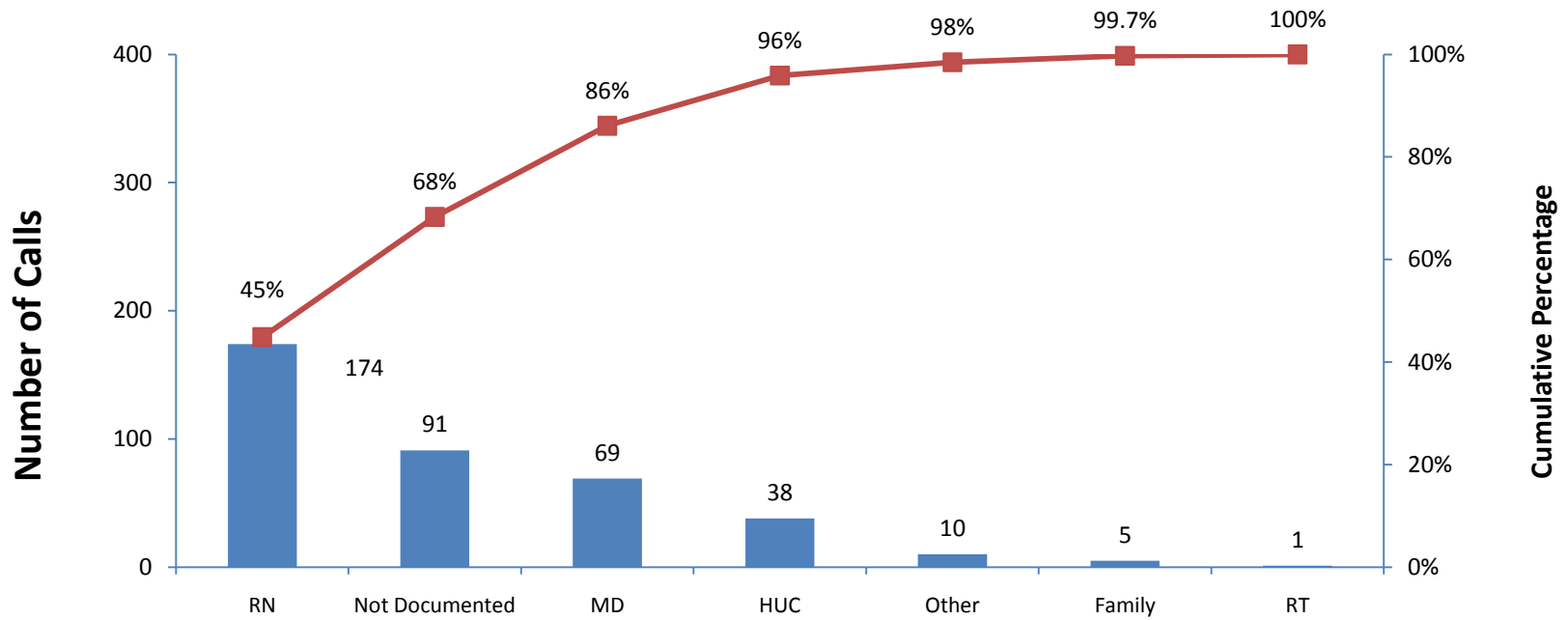
- To improve – regularly review measurements, anecdotal stories, debriefings, ambassadors, family advisors, interviews, education plans, can never stop monitoring
- To structure – Oversight committee with large amount of multidisciplinary frontline team members who are empowered to make change without permission



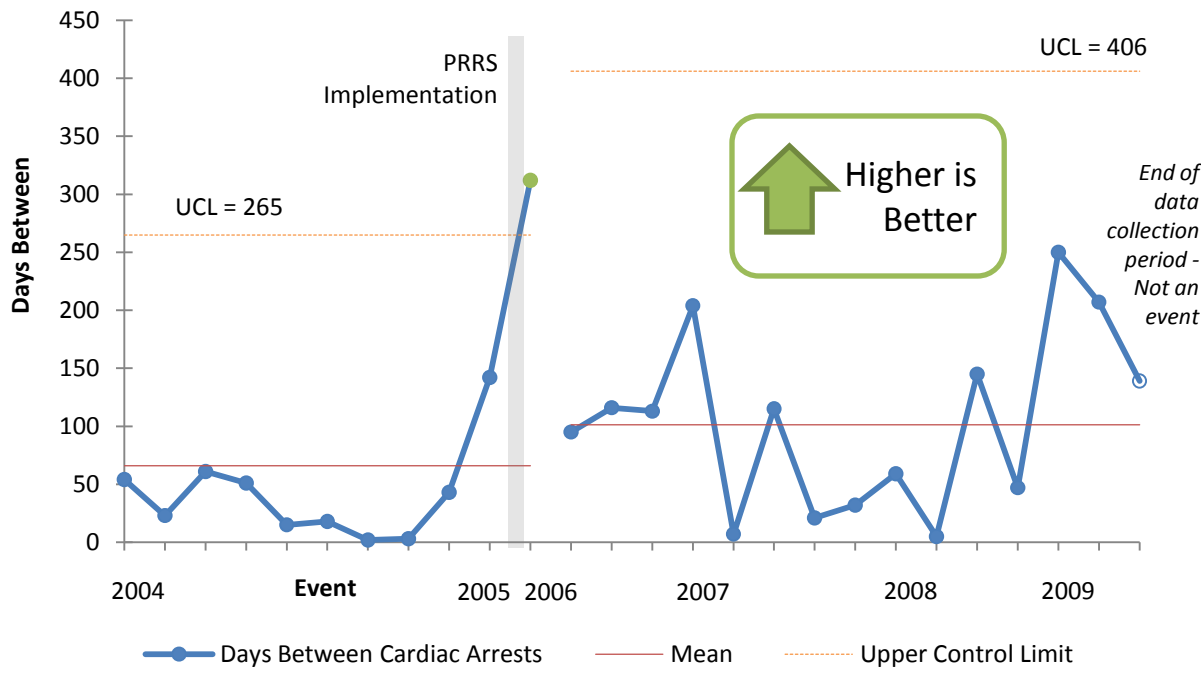
PRRT Call Reasons April 2006 - March 2010



PRRT Calls by Caller Type April 2006 - March 2010



Calendar Days Between Non-ICU/ED Pediatric Cardiac Arrests January 2004 - April 2010



Cardiac Arrest (CA) Rate

	Before PRRS Implementation (12 months)	After PRRS Implementation (56 months)
CA per 1000 patient days	0.33	0.14
CA per 1000 discharges	1.67	0.70

All Tools, Video, Contact Info at:

- NC Children's Hospital Center for Clinical Excellence Website:

<http://www.med.unc.edu/cce>

Acknowledgements

- NC Children's Hospital Staff, Patients, and Families
- Pediatric Rapid Response System Committee
- NC Children's Center for Clinical Excellence and Ashley Purdy, MHA Program Coordinator for Pediatric Rapid Response System