

#### SPSP Acute Adult Collaborative Celebration Event 2024

## **Deteriorating Patient Breakout Session**



#spspDetPat #spsp247



### **Deteriorating Patient breakout**



#### **Dr Lynsey Fielden**

#### National Clinical Lead Deteriorating Patient, Healthcare Improvement Scotland



### Agenda



Time	Торіс	Lead
11:35	Welcome	<b>Dr Lynsey Fielden</b> , National Clinical Lead Deteriorating Patient, Healthcare Improvement Scotland
11:40	NHS Lothian Spotlight Session	<b>Gillian McAuley</b> , Nursing Director, NHS Lothian <b>Gregor McNeill</b> , Consultant in Critical Care, NHS Lothian <b>Lesley Morrow</b> , Quality & Safety Improvement Lead -
11:55	Q&A	Acute, NHS Lothian Emma Hearn, Quality Improvement Advisor, NHS Lothian
12:05	Finding your game changers	All
12:30	Your next steps forward	<b>Dr Lynsey Fielden</b> , National Clinical Lead Deteriorating Patient, Healthcare Improvement Scotland
12:35	Close	





- Hear from NHS Lothian about their game changer
- Identify the game changers in your system
- Formulate the next steps in your improvement journey



## SPSP Deteriorating Patient Break Out Session

## Finding your game changers

March 2024





- The need for an improvement
- What we built
- How we built it
- What we learned
- Where we go next



## The need for a new system



NHS

SIGN

patients

First sublished Arre 2023

SIGN 167

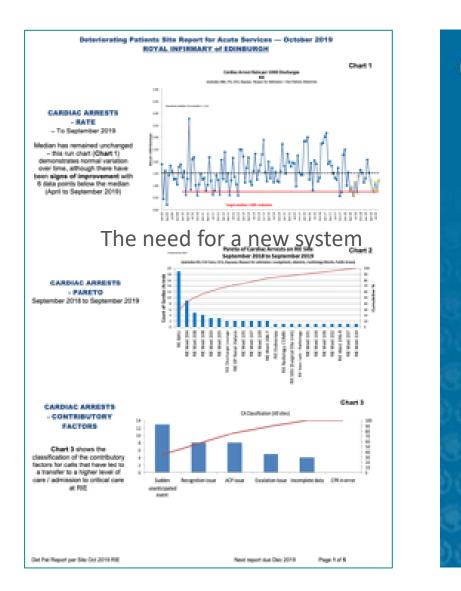
A national clinical guideline

Care of deteriorating

Healthcare

Scotland





## Why eObs?



- Inaccurate or incomplete NEWS scoring
- Missed obs / frequency incorrect for given NEWS score
- Unreliable documentation of escalation
- Unreliable documentation of special instructions
- Lack of shared oversight of sickest patients at ward, department, site level.

## What we built



### What we built



- Design and Development
- Implementation plan

Community sites  $\implies$  MH  $\implies$  Acute

- Hardware interface options appraisal and testing
- Regular review, revision and testing
- Post implementation software updates



### Integrated to EPR



Home   Too Patient	ols   Logout t Enquiry		(1)																	
Clinical Menu	_	Menu	> Appt Me	enu 🔉	Pt Eng Me	nu	> WB M	1enu		> OP W	L Menu		> IP	WL Men	IU	>	WL Men	u	> MF	
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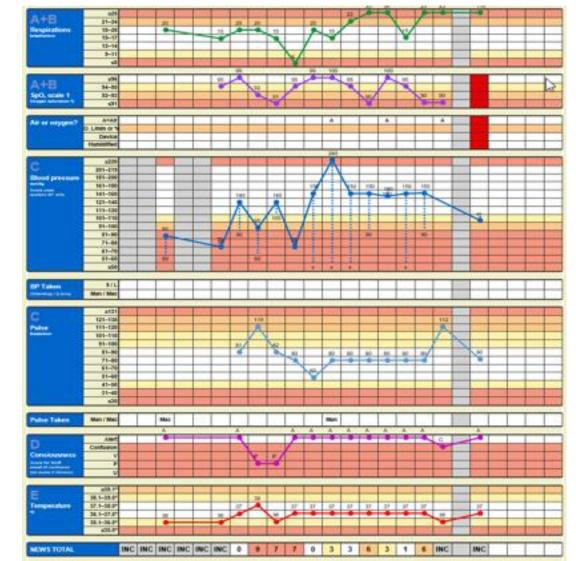
## Reflects current NEWS chart functionality



NEWS2 Graph EWS Data Entry SP02 Scale Special Instructions Escalation		NEWS2 Graph EWS Data Entry SPO2 Scale Special Escalation
> EWS Data Entry		Instructions
▼ EWS Obs Recording		v SPO2 Scale
Early Warning Scores		V SPUZ Stale
REMEMBER		Scale 1
Record all observations		
Consider NEWS Score and Special Instructions		
<ul> <li>Escalate according to NEWS criteria, or any clinical concern, if required</li> </ul>		Type 'Other' and tab if care provider not in the lookup, please specify
<ul> <li>Review and increase the frequency of observations if required</li> <li>If at any point during your assessment you are concerned about your patient CALL FOR HELP</li> </ul>		Scale Authorised by Scale
If at any point during your assessment you are concerned about your patient CALE FOR TILEF		
Patients who are under 16 and/or pregnant should have their EWS calculated on the relevant paper chart	© NEWS2 © S	O Score/Range     Olinical indication for scale change
·		
Observations not taken		
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Observation item	Ews Range Scol	User KN41
A+B Respirations (Breaths/min) 21	21 - 24 2	2 Password
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Air / Oxygen Device		NEWS2 Graph         EWS Data Entry         SPO2 Scale         Special Instructions         Escalation
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		Only to be completed under the direction of a senior member of the team
Humidification		
		An Individual Parameter Respiratory Rate with a value / range of 20-25 or with a score of is acceptable
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Manual / Machine		Monitoring frequency
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Consciousness		Start time 10:12 Expiry time
		Type 'Other' and tab if care provider not in the lookup, please specify
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E Temperature (C)		User KN41
	() E	© EXPOSURE Apply

# Reflects paper NEWS chart presentation





NEWS TOTAL	3	0						
Observations/Comments	Y							
Monitoring frequency	1hr	12hr						
Escalation of care Y/N	Y	N						
Initials	KN41	KN41						
Urine Output recorded	Y	N						
Blood Glucose Level	6.5	03-/	Aug 2	022 17	7:34			
Pain Score	0	Ente	ered by	Kiran	Naik			
Nausea Score	0	1						
Motor Block Score	0	1						
GCS Score	15	11						
Circulation	1	x						
Sensation	1	x						
Movement	1	x						
Surgical Wound	1	x						

## Prompts for Escalation and Action linked to NEWS



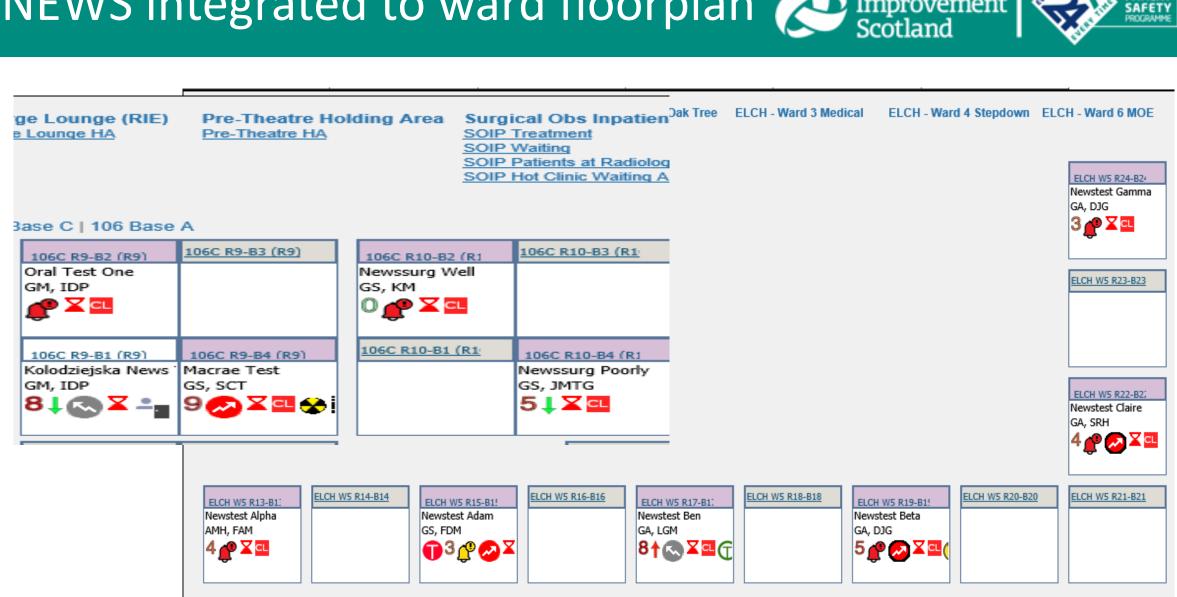
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# Documentation of Escalation into Clinical Notes



NEWS2 Graph       EWS Data Entry       SPO2 Scale       Special Instructions       Escalation       Last Update Time 19/2         > EWS Obs [Across All Episodes]       Escalation       Escalation       Escalation       Escalation	
> EWS Obs [Across All Episodes]	
> Treatment Escalation Plan ( New ) DO NOT USE	
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Grade escalated to Scalation reason Re	la Maran
Desc Code ×	
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Clinical Fellow CF	
CT/ST1-3 CT	
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Physician Associate P	
HAN/HAW H	
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Password	
Apple	
Update Comments: clammy & distressed	
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No current facility for automated track and trigger



PATIENT

NEWS integrated to ward floorplan

#### Integrated Overview board



EPR	Name	ф	Current Ward	♦ Parent Ward	NEWS		NEWS hange	NEWS date and time	Special Instructions	Escalation status	Escalation <sup>\$</sup> date and time	Treatment Escalation Plan
Clear			Mears Ward AAH, Ward 8A SJH 🔹 Winter Beds	ALL 👻	ALL 👻	•						
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## **Development & governance**



- Part of 'Model Ward' project
- Multiprofessional team
  - E-health, nursing, medical, QI, LACAS
- Regular weekly / fortnightly meetings
- Review findings, adapt to challenges identified
- Identify and respond to risks
- Develop measurement plan
- Reporting & approval via Acute CMG

## How we built it

#### **NEWS Overview Board**

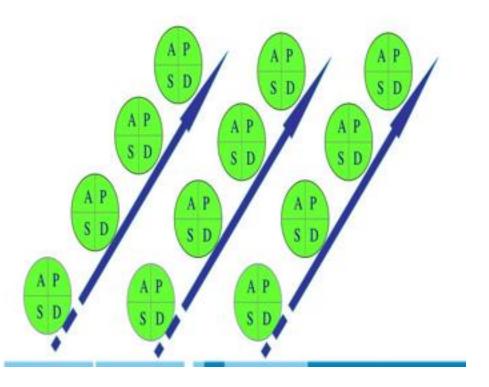








- Development environment on TRA
- Desktop, low &mid fidelity simulation
- Ward based simulation
- Wide engagement
  - >150 nurses, docs, CSW's, AHPs
  - Multiple specialities, sites & contexts
- Training materials
- Contingency plans



## ELCH launch 29<sup>th</sup> August 2022





## What we learned





- Software glitches
- Interface hardware
- Use of current SOPS
- Early 'adopters'!



## Effect on our Det Pat programme

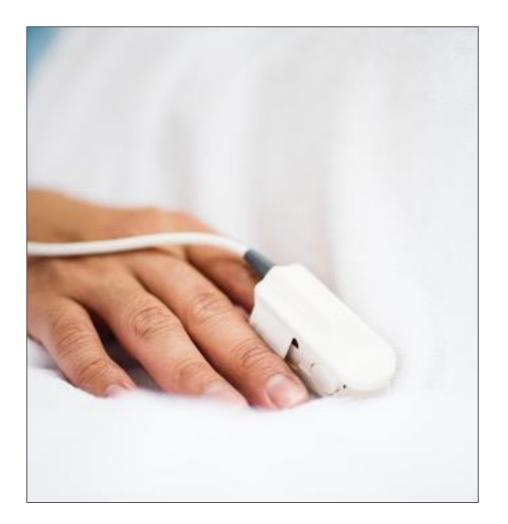
CA review

• ME Review

• Development of BI reports

• Use in M and Ms

• The power of data



## Where we go next





- Roll out to other patient groups
- Integration in to site processes:
  - Site Huddle
  - Pre-emptive response to deterioration



- Gill Webb, Kiran Naik & all of the E-health team
- Carolyn Swift & Quality Improvement Directorate team
- Lorna Turner, Laura Thompson & LACAS team
- Kenzie Smith & all the NHS Lothian staff who have given their time to help us develop and test the system

THANK YOU!



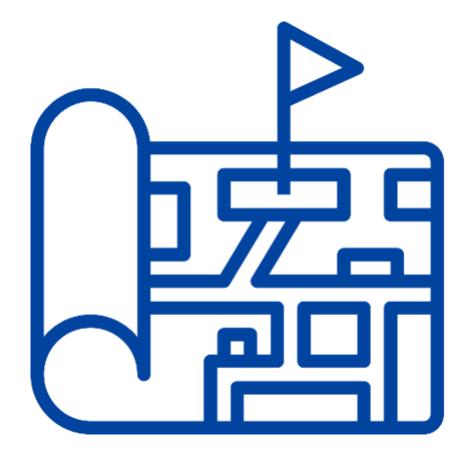


#### Activity

Consider what you feel may be the game changer in your Deteriorating Patient QI work.

- What will create the conditions for this change?
- Who are the key stakeholders to start?
- Who are the key stakeholders to complete the change?
- What benefits will this change have for your patients and staff?

#### Next steps



#### Lunch





Please return to the main plenary room to start at 13.25

#### Keep in touch





