

A quality improvement project to increase
consultant reviews of our most unwell patients

J Green¹, G Budd¹, D Hodgson¹, N Davey²

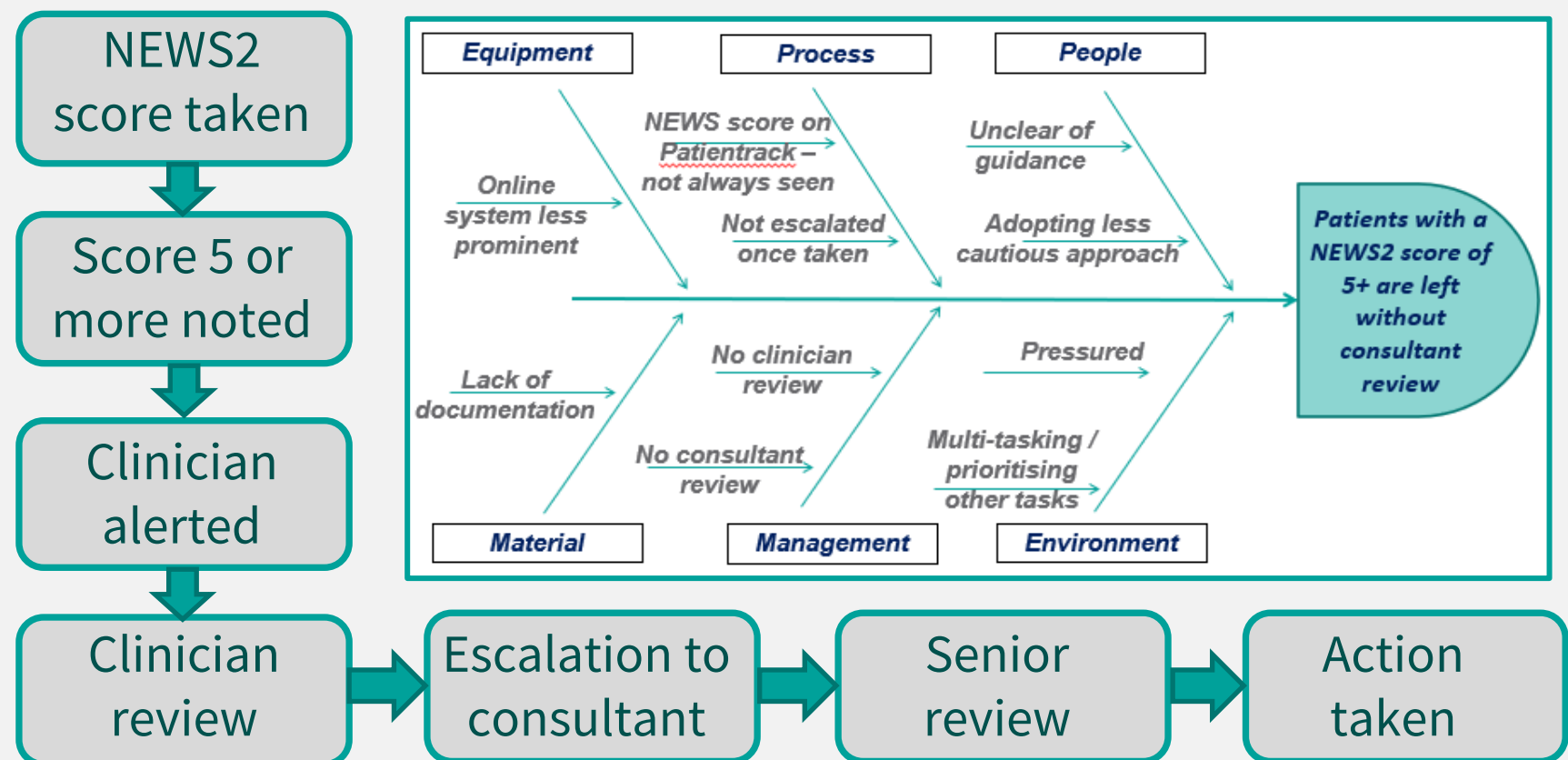
¹University Hospitals Derby and Burton, ²Quality Improvement Clinic



Royal Derby Emergency Medicine Improvement Team

PROBLEM STATEMENT:

Failure to recognise a deteriorating patient leads to severe consequences – **harm and death**.
We cannot accept this.
We must take any steps we can to ensure this **never** happens.



Consultant reviews are required as part of the Royal College of Emergency Medicine's position statement 'Improving Quality Indicators and System Metrics for Emergency Departments in England', March 2019

AIM: 90% of patients in Royal Derby Hospital Emergency Department (ED) with a NEWS2 score of 5+ must be reviewed by a consultant (and documented on electronic system) by Feb 2020.

MEASURE: Number of patients with a NEWS2 of 5+ who have been reviewed by a consultant (as a percentage of the total number).

Change Ideas

Education

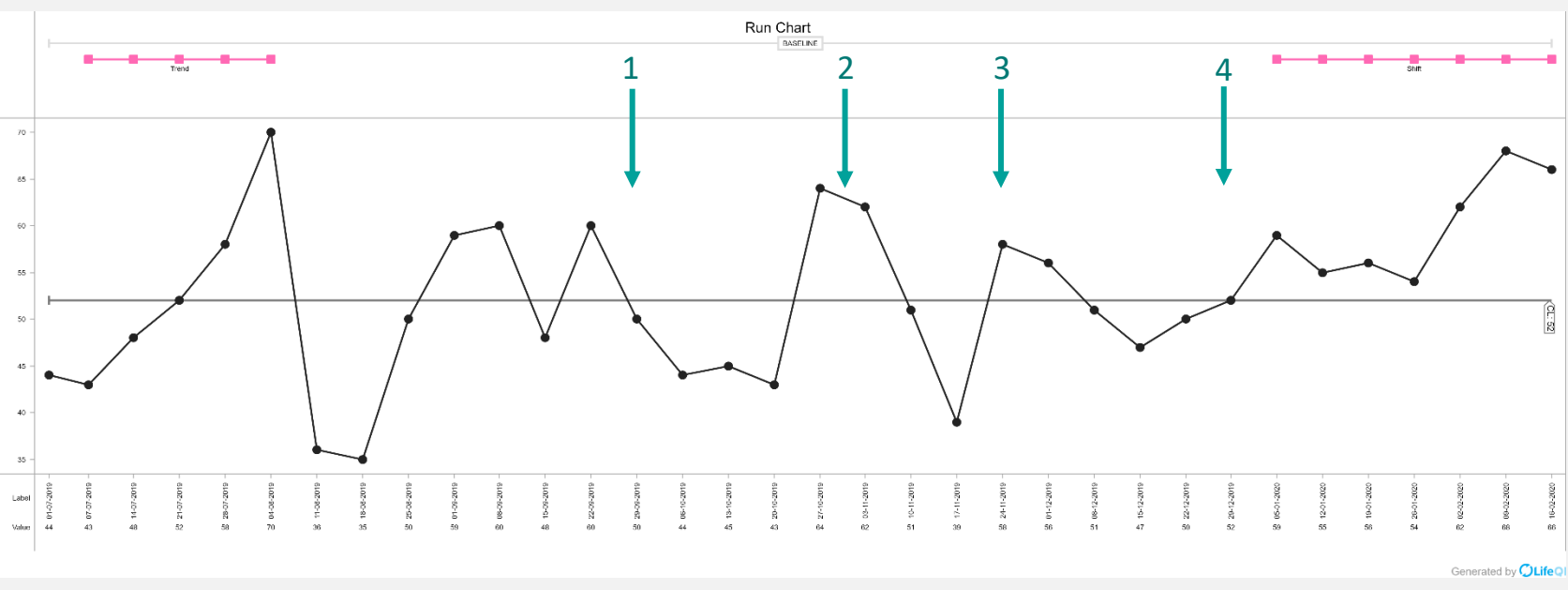
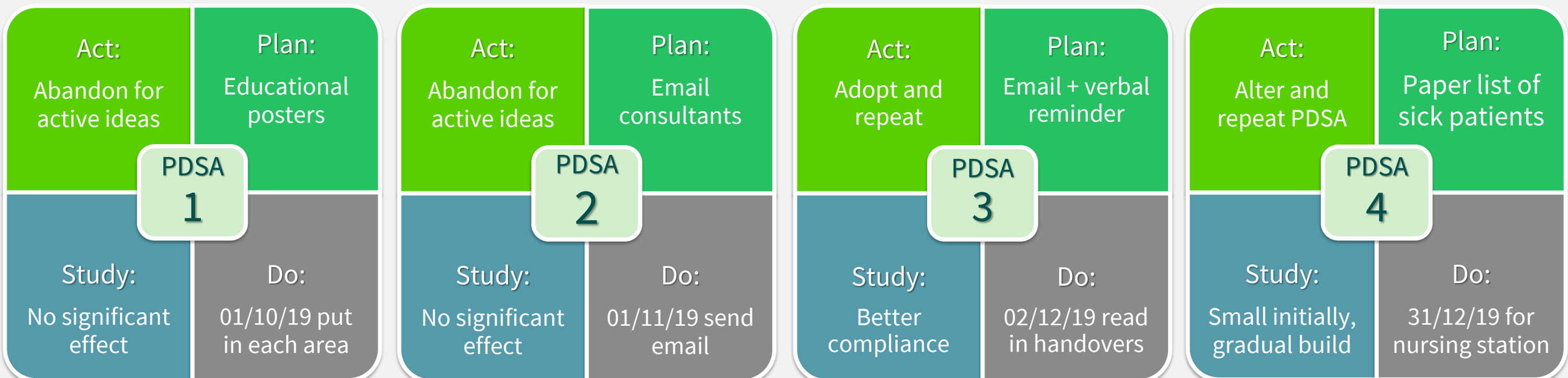
- Visual: posters, email
- Verbal: instructions in handovers

Staff

- SOPs for nurses / HCAs / doctors
- Consultant review rounds

Process

- Escalation: paper list of patients
- IT system: handheld device, alerts



Reflection and Learning

COVID-19 pandemic halted progress in mid March 2020, but there is plenty to build on in months ahead
Visibility key to increasing compliance. Interventions need to remain prominent for sustained change
Nurses & HCAs were most on board with the project. PDSA cycles involving measures with these staff groups were more successful than others (see PDSA 4)