

# The Impact of a Clinical Nurse Specialist-Led Structured Debriefing Process on Code Team Performance

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## Organizational Overview



- University of Florida (UF) Health Shands Hospital
- Gainesville, Florida
- 996 Licensed Bed
- Academic Medical Center

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## Organizational Overview



- Case Mix Index 1.91
- 136 Adult ICU beds
- 47 Pediatric ICU beds
- 62 Adult Intermediate ICU beds
- Magnet Designated since 2003

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## Objectives

- Recognize rationale for utilizing a structured post-code debriefing/critique process in acute care settings
- Identify key evidence-based debriefing and CQI strategies to support successful implementation of structured post-code debriefing process
- Describe how CNS collaboration can improve CQI infrastructures and promote optimal team performance

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## Purpose

- Design a sustainable process to evaluate interdisciplinary clinical emergency response with a focus on team performance




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## Current State

- System-wide integration of Clinical Emergency Response Team activation
  - Utilizes team members available in-house on a 24-hour/7-day per week basis

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 **Current State**

- System-wide integration of Clinical Emergency Response Team activation
  - Team members diverge from assigned settings to resuscitation location

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 **Current State**

- System-wide integration of Clinical Emergency Response Team activation
  - Team members return to assignments immediately following stabilization/emergent transfer or code end

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 **Current Infrastructure**

- Clinical Emergency Response Steering Committee
  - Adult Emergency Response Committee
  - Pediatric Emergency Response Committee

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## Current Infrastructure

- Combination of paper & electronic code documentation with variable reporting capabilities

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## Identified Gaps

- Existing data sources and infrastructures limited scope & breadth of review
- Inconsistent and delayed third-party one-way feedback to code team members
- Limited opportunities to evaluate & improve code team performance




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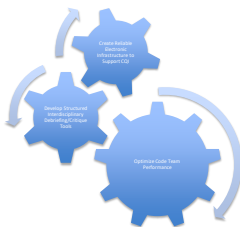
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## Desired State



- ✓ Clinical Nurse Specialist Collaborative
- ✓ Systems-level Improvement
- ✓ Evidence-based Debriefing Strategies
- ✓ Timely feedback
- ✓ Early identification of continual opportunities to improve code team performance

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Impact of the  
Clinical Nurse Specialist & Nurse Specialist

- Why are the roles of the Clinical Nurse Specialist & Nurse Specialist important in this initiative?
  - Serves as a internal consultant

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Impact of the  
Clinical Nurse Specialist & Nurse Specialist

- Serves as a internal consultant
  - Expertise in population/clinical background
  - Knowledgeable of system infra-structure
  - Identifies and negotiates with key stake holders
  - Integrates evidence-based strategies
  - Develops, implements, and evaluates process change

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Impact of the  
Clinical Nurse Specialist & Nurse Specialist

- Collaboration
  - Clinical inquiry
    - Assessment and problem solving
  - Spheres of influence
    - System
    - Patient/Family
    - Nursing/Team

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## Impact of the Clinical Nurse Specialist & Nurse Specialist

- Optimized clinical outcomes
  - Focused on enhancing team performance
- Partnerships
  - Critical Care Clinical Nurse Specialist & Medical Surgical Nurse Specialist
  - Physician Co-Chair of ACERC
  - Physician Chair of CERSC

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## Intervention

- Structured emergency response debriefing tool and post-resuscitation critique were developed to capture discrete and thematic opportunities for improvement in the organization's emergency response process

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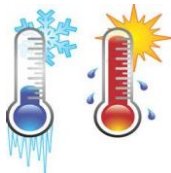
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## Intervention

- Immediate "hot" debriefing by all interdisciplinary code team members facilitated by code leader
- Subsequent "cold" resuscitation critique facilitated by clinical leader




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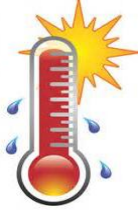
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## Intervention

- “Hot” Debriefing Focus:
  - True Collaboration
  - Effective Communication
  - Situational Awareness / Ability to Anticipate Next Steps
  - Equipment/Environment
  - Overall Effectiveness of Response
    - What Went Well
    - Opportunities for Improvement



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## Intervention

- “Cold” Resuscitation Critique Focus:
  - Early Recognition
  - Quality of Resuscitation
  - Code Documentation



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## Intervention

- Monthly review of electronic debriefing and critique data by Critical Care Clinical Nurse Specialist & Medicine Nurse Specialist

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## Intervention

- Immediate patient safety concerns & system level trends assigned to the Adult Clinical Emergency Response Committee
  - Interdisciplinary Workgroups tasked to develop action plans for improvement

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## Intervention

- Aggregate high-level reports & associated action plans for improvement presented to Adult Clinical Emergency Response Steering Committee quarterly

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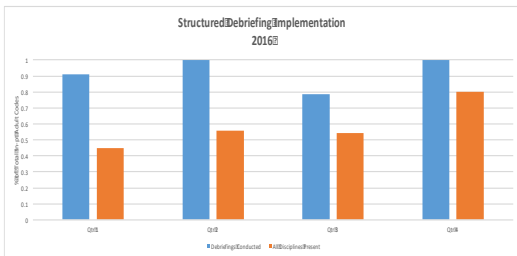
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## Process Outcomes



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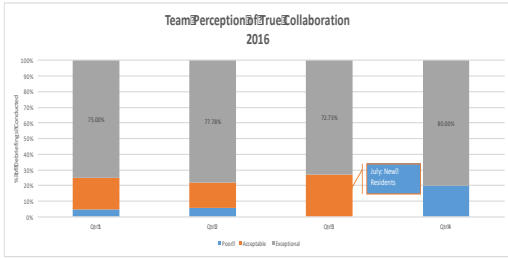
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# Collaboration




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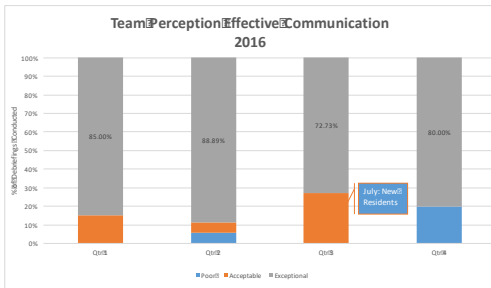
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# Communication




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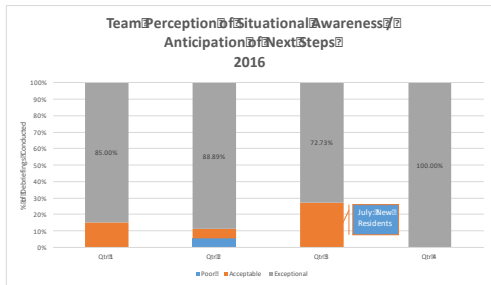
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# Situational Awareness




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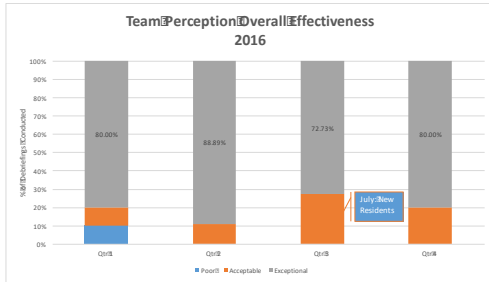
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## Overall Effectiveness




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## Action Items to Date

- List pertinent improvements/actions to date
  - Pharmacy coverage changes
  - Equipment purchases
  - Feedback/training
  - Code response and workflow changes

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## Action Items to Date

- List pertinent improvements/actions to date
  - Adult and Pediatric Emergency Response Partnerships
    - Integration of debriefing/critique in the Children's Hospital
    - Combining of the adult and pediatric interdisciplinary working groups to standardize processes

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## Next Steps for 2017

- Development of team-based scenario training as part of nursing and residency entry training (system wide)
- Strengthen partnership of the Adult and Children's Hospitals effort on improving clinical emergencies
- Enhancement of debriefing/critique process to optimize patient outcomes and team performance
  - Continue to integrate EBP strategies

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## Conclusion

- Use of structured emergency response debriefing tool and post-resuscitation critique will help to enhance overall team performance and patient outcomes.

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## Questions?



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## References

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