
Recognition and response system

Health service expression of interest

We are seeking health services across Victoria to join the recognition and response system project. Participating sites will use self-assessment tools to identify areas for improvement in their recognition and response system, develop change ideas, and test and evaluate those change ideas. Participating services will measure and report on improvements to inform a resource package for health services across the state.

Submit an expression of interest to criticalcare.clinicalnetwork@safercare.vic.gov.au by **Friday 4 October 2019**.

BACKGROUND

The Critical Care Clinical Network works with clinicians and consumers to improve the quality of care and patient experiences in Victorian critical care units (ICU/HDU). We do this by reducing variation in clinical practice and improving consistency in care.

Since 2016, reducing variation in recognition and response systems across Victoria has been a key priority. Recognition and response systems aim to ensure that all patients who deteriorate in acute healthcare facilities receive timely and appropriate treatment.

Our current focus is on standardising governance structures and improving clinical engagement in the recognition and response system.

Our MET/rapid response expert working group has refined governance and engagement tools that allow health services to measure and identify areas for local recognition and response system improvement. And now we're looking for health services to develop, test and evaluate these tools.

This project will run from October 2019 until March 2020. We will support health services to

identify areas for improvement in their recognition and response system, develop change ideas, and test and evaluate those changes locally. This project will follow the Institute for Healthcare Improvement's Model for Improvement methodology.

WHAT'S REQUIRED AS A PARTICIPATING SITE?

- Identify areas of for improvement by completing the recognition and response system self-assessment tool
- Gain ICU director (or medical director if no ICU) and ICU NUM (or DON if no ICU) support for the project
- Engage with your improvement and innovation advisor (if applicable), Standard 8 (patient deterioration) officer and/or committee for project support
- Assemble a local project team
- Recruit a consumer to be a member of your local project team
- Accept the mandatory measures for the project (page 3)
- Identify hospital quality assurance and/or ethics requirements, which must be documented in EOI

- Support project leads to attend any training/workshops
- Develop change ideas based on the outcomes of the self-assessment
- Collect measurement data as required based on mandatory and developed outcome measures
- Develop local mechanisms for regular reporting and monitoring of the project via existing quality or governance groups
- Test and refine practice change ideas to improve patient care
- Complete the improvement project within the required project timelines.
- Ensure any other relevant stakeholders are aware and supportive of the project

WE WILL SUPPORT YOU BY

- Providing training workshops on improvement science and project management for project leads
- Defining and supporting methodology and mandatory measures for the project
- Providing templates and other tools for planning, testing and feedback
- Helping teams to keep projects on track through regular communication, webinars, teleconferences, site visits and workshops
- Supporting teams to monitor and interpret their measures
- Enabling networking between sites and clinicians
- Developing the final resource package

FINAL RESOURCES PACKAGE

Please note that resources developed by health services will be used by Safer Care Victoria to form a recognition and response system resource package that will be available to all Victorian health services.

Acknowledgement of health services work will be made by Safer Care Victoria.

Aggregated data from the project may be publicly published by Safer Care Victoria.

HOW TO APPLY?

Submit the following to the Critical Care Clinical Network,
criticalcare.clinicalnetwork@safercare.vic.gov.au

- completed [recognition and response system self-assessment tool](#) by **Monday 30 September 2019**
- completed expression of interest form, including nominating project team members (pages 4-7) by **Friday 4 October 2019**.

We will let you know the outcome of your application by **Wednesday 9 October 2019**.

MANDATORY MEASURES

Health services need to collect / make available at current state and post implementation:

1. SCV CCCN recognition and response system self-assessment tool results pre-improvement project
2. outcome measures
 - a. number of patients who have a repeat rapid response call within 24hours
 - b. number of patients admitted to ICU post a rapid response call OR number of patients transferred out for ICU care
3. process measures
 - a. accreditation status for standard 8 (recognising and responding to a deteriorating patient)
 - b. level of health service safety culture (people matters survey result)
 - c. number of patients who experience a rapid response call with goals of care completed during admission
 - d. number of patients who have a change of goals of care during or immediately after a rapid response call
 - e. number of times the attending clinician/team were present or called (for offsite providers in small facilities) during a rapid response call
4. balancing measures
 - a. number of cardiac arrests per week
 - b. number of rapid response calls per week
 - c. SCV CCCN recognition and response system self-assessment tool results post-improvement project

KEY DATES

Notification of EOI outcome	Wednesday 9 October
Online start up	Thursday 24 October
Workshop one	Friday 8 November
Site visit or teleconference	October / November
Workshop two	Friday 29 November
Site visit or teleconference	November / December
Online check-in	Mid-December
Online check-in	Mid-January
Workshop three	January (date to be confirmed)
Site visit or teleconference	Late January / early February
Project summation	CCCN forum

Late February/Mid-March (TBC)

EXPRESSION OF INTEREST RECOGNITION AND RESPONSE IMPROVEMENT PROJECT

Health service (hospital/site) name

SCV CCCN recognition and response governance and clinical engagement self-assessment	Completed <input type="checkbox"/>
We can access the data required to complete the mandatory measures	Yes <input type="checkbox"/>
Agree to submit mandatory measures to SCV	Agree <input type="checkbox"/>
Agree to seek local ethics/research governance approval or waiver for a quality and safety project by the first workshop	Agree <input type="checkbox"/>
Agree that, with health service acknowledgement, resources associated with or produced during this project can be used as part of a recognition and response resource package that will be made available to all Victorian health services	Agree <input type="checkbox"/>
Agree to publication of aggregated data by SCV	Agree <input type="checkbox"/>

Which statement from the self-assessment tool has your health service chosen as your first priority area for improvement?

Why does your health service want to participate in the recognition and response improvement project?

Describe what you have in place to ensure the project is a success:

ORGANISATIONAL SUPPORT TO PARTICIPATE

Executive Sponsor

Role in this project Ensure the health service has a culture that will support this improvement project. Permit, support and ensure adequate resources to enable the project team to undertake this project. Report project updates to the board or appropriate executive committee.

Name

Position

Phone (mobile preferred)

Email

Signature

Date

Innovation and improvement advisor (if applicable)

Role in this project In collaboration with the CCN team support, provide resources and coach the project team to undertake this improvement project. Report project updates to any relevant committees.

Name

Email

Signature

Date

Standard 8 Officer (or equivalent)

Role in this project: Support and provide resources (i.e. data) to enable the project leads to undertake this improvement project. Ensure that this project aligns with the health services current standard 8 workplan. Report project updates to any relevant committees.

Name

Email

Signature

Date

ICU Director/equivalent

Role in this project: Be aware of the project and the impact it may have on your service. Support and provide resources (i.e. time, access) to enable the project leads to complete the project. Report project updates to any relevant committees.

Name

Email

Signature

Date

ICU Nurse Manager/equivalent

Role in this project Be aware of the project and the impact it may have on your service. Support and provide resources (i.e. time, access) to enable the project leads to complete the project. Report project updates to any relevant committees.

Name

Email

Signature

Date

Project Champion Medical

Role in this project Coordinate and carry out the improvement project. Attend all CCCN workshops/meetings associated with this project.

Name

Position

Email

Phone (mobile preferred)

Signature

Date

Project Champion Nursing

Role in this project Coordinate and carry out the improvement project. Attend all CCCN workshops/meetings associated with this project.

Name

Position

Email

Phone (mobile preferred)

Signature

Date

Project Champion Other (if required)

Role in this project Coordinate and carry out the improvement project. Attend all CCCN workshops associated with this project.

Name

Position

Email

Phone (mobile preferred)

Signature

Date

Project champions will attend all workshops and online start up

Medical Agree
Nursing Agree

Other project lead Agree

Executive sponsor and standard 8 officer will attend workshop one

Executive sponsor Agree
Standard 8 officer Agree