

The Interdisciplinary Team

Communication
Hand-offs
Documentation
Resources

Agenda

- Interdisciplinary Team Members
- Communication Issues
- Hand offs
- Tools
- Documenting the Plan
- Additional Resources

Interdisciplinary Team Members

Anyone who cares for patients...

doctors	lab personnel
nurses	care associates
respiratory therapists	social workers
physical therapists	case managers
radiology technicians	dietary personnel
phlebotomists	transporters
medical assistants	surgical technicians

Culture of Safety

"In a culture of safety, people are not merely encouraged to work towards change: they take action when it is needed. Inaction in the face of safety problems is taboo..."

<http://www.ihl.org/ihl/Topics/PatientSafety/SafetyGeneral/Changes/Develop%20a%20Culture%20of%20Safety>

Communication Issues

- Incomplete information
- No information
- Impatience – won't listen to the information
- Lack of preparation
- Wrong assumptions
- Lack of documentation
- Not asking the patient or family

SBAR as a Solution

- SBAR addresses most of these issues
- Formalized process for organizing communication about patients.
- Should be used for shift to shift report, before going on breaks, transfers from unit to unit and out of the organization, for hand offs from one care giver to another.

Multidisciplinary Patient and Family Teaching Record

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Additional Resources

Rapid Response Team
ED Team
Code Blue Team
Stroke Team

Rapid Response Team

- Available to provide intensive treatment and manage a rapidly deteriorating patient condition.
- Team members: Critical Care PA or Resident, Critical Care RN, Respiratory Therapist
- Goal is to prevent further deterioration when possible.
- Anyone can call when concerned, including family.
- Call the ICU to activate the team.

Stroke Team

- Mechanism to rapidly identify, evaluate and treat patients exhibiting acute stroke symptoms (thrombolytic eligible).
- Goal is appropriate administration of thrombolytic agents within 4 hour window to save brain tissue.
- Learn the signs of stroke!

Code and ED Team

- ED Team covers all outpatient units, Admitting, and visitors or employees.
- Inpatients covered by the Code Team
- Call the operator to page the code overhead except in ED, Surgical Services, Peds, NICU, ICUs.
- Initiate only for persons found to be pulseless and/or not breathing.

Guidelines for Communicating with Physicians Using the SBAR Process

1. Use the following modalities according to physician preference, if known. Wait no longer than five minutes between attempts.
 1. Direct page (if known)
 2. Physician's Call Service
 3. During weekdays, the physician's office directly
 4. On weekends and after hours during the week, physician's home phone
 5. Cell phone

Before assuming that the physician you are attempting to reach is not responding, utilize all modalities. For emergent situations, use appropriate resident service as needed to ensure safe patient care.

2. Prior to calling the physician, follow these steps:
 - Have I seen and assessed the patient myself before calling?
 - Has the situation been discussed with resource nurse or preceptor?
 - Review the chart for appropriate physician to call.
 - Know the admitting diagnosis and date of admission.
 - Have I read the most recent MD progress notes and notes from the nurse who worked the shift ahead of me?
 - Have available the following when speaking with the physician:
 - Patient's chart
 - List of current medications, allergies, IV fluids, and labs
 - Most recent vital signs
 - Reporting lab results: provide the date and time test was done and results of previous tests for comparison
 - Code status
3. When calling the physician, follow the SBAR process:
 - (S) **Situation:** What is the situation you are calling about?
 - Identify self, unit, patient, room number.
 - Briefly state the problem, what is it, when it happened or started, and how severe.
 - (B) **Background:** Pertinent background information related to the situation could include the following:
 - The admitting diagnosis and date of admission
 - List of current medications, allergies, IV fluids, and labs
 - Most recent vital signs
 - Lab results: provide the date and time test was done and results of previous tests for comparison
 - Other clinical information
 - Code status

Communication Handoff

This tool is designed to provide accurate information about a patient's care, treatment, or service when responsibilities are handed off from one care provider to another. Handoff communications occur, but are not limited to: Unit to Unit, Transfer from Inpatient to Outpatient, Transfer Out of Facility, Critical Situations, and RN to MD reporting.

Situation	Present Illness:								
	Attending Physician:				Reason for Handoff: <input type="checkbox"/> Change in Level of Care <input type="checkbox"/> Patient Request <input type="checkbox"/> Services Unavailable at Site				
Background	Allergies: <input type="checkbox"/> NKDA <input type="checkbox"/> Latex <input type="checkbox"/> PCN <input type="checkbox"/> Sulfa <input type="checkbox"/> Food _____ <input type="checkbox"/> Other _____ Medical history: <input type="checkbox"/> Asthma <input type="checkbox"/> Cancer <input type="checkbox"/> COPD <input type="checkbox"/> CVA <input type="checkbox"/> Heart Disease <input type="checkbox"/> Hypertension <input type="checkbox"/> Diabetes Related history: <input type="checkbox"/> Isolation <input type="checkbox"/> MRSA <input type="checkbox"/> VRE <input type="checkbox"/> C. diff <input type="checkbox"/> Other _____ <input type="checkbox"/> Dialysis <input type="checkbox"/> DNR <input type="checkbox"/> Advance Directives <input type="checkbox"/> Placed in chart Special needs: <input type="checkbox"/> Blind <input type="checkbox"/> Deaf <input type="checkbox"/> Bariatric <input type="checkbox"/> Incompetent <input type="checkbox"/> Decision Maker _____ <input type="checkbox"/> Language _____ <input type="checkbox"/> Needs language line/interpreter Psychosocial issues: _____ Status of family/significant other: <input type="checkbox"/> Present <input type="checkbox"/> Notified <input type="checkbox"/> Requests no contact notification								
	Vital signs:								
	Time	T	P	R	BP	Pain Level	Response to pain meds	O2 Sat	Blood Glucose
Assessment	Mentation: <input type="checkbox"/> Alert and Oriented <input type="checkbox"/> Confused <input type="checkbox"/> Combative <input type="checkbox"/> Lethargic <input type="checkbox"/> Unresponsive Skin assessment: <input type="checkbox"/> Intact <input type="checkbox"/> Warm and Dry <input type="checkbox"/> Decubitus _____ <input type="checkbox"/> Other _____ Miscellaneous: <input type="checkbox"/> Oxygen: _____ liters/minute <input type="checkbox"/> Telemetry <input type="checkbox"/> NPO _____ <input type="checkbox"/> Diet _____ <input type="checkbox"/> Other devices _____ Invasive lines: <input type="checkbox"/> Peripheral IV <input type="checkbox"/> Central Line <input type="checkbox"/> Arterial Line <input type="checkbox"/> NG Tube <input type="checkbox"/> Chest Tube <input type="checkbox"/> Foley <input type="checkbox"/> Drains _____ <input type="checkbox"/> other _____ Safety issues: <input type="checkbox"/> Falls Risk <input type="checkbox"/> Elopement Risk <input type="checkbox"/> Close Observation for _____ <input type="checkbox"/> Sitter <input type="checkbox"/> Restraints <input type="checkbox"/> Other _____								
	Labs/Tests of Concern:								
	_____ <input type="checkbox"/> ordered <input type="checkbox"/> completed <input type="checkbox"/> pending _____ <input type="checkbox"/> ordered <input type="checkbox"/> completed <input type="checkbox"/> pending _____ <input type="checkbox"/> ordered <input type="checkbox"/> completed <input type="checkbox"/> pending								
	Critical values: _____								
	Medications Given or Needed within 60 minutes: (Please send copy of Medication Reconciliation)								
Status		Time	Drug	Dose	Route/Site	Effect			
<input type="checkbox"/> pending	<input type="checkbox"/> given								
<input type="checkbox"/> pending	<input type="checkbox"/> given								
<input type="checkbox"/> pending	<input type="checkbox"/> given								
<input type="checkbox"/> pending	<input type="checkbox"/> given								
Comments:									