

self-assessment and action planning tools

essential element 3



RAPID RESPONSE SYSTEMS

This self-assessment and action planning tool will help you to identify gaps in current systems and plan the actions required to achieve *Essential element 3: Rapid response systems*.

The tool is designed to help ensure that a whole facility, or individual wards or clinical areas identify:

- What systems are or are not in place, or what systems are in place but are not operating effectively
- The reasons why these systems may not be in place or operating effectively
- The actions that are needed to address system problems or barriers that are identified.

Achieving this essential element involves two tasks.

1. Provide a rapid response system capable of delivering timely, specialised emergency assistance to patients whose condition is deteriorating.
2. Ensure rapid response systems operate in partnership with, and as an extension of, the healthcare team.

For each task there are five key questions to consider. These questions are specified for each task in the self-assessment tool.

1. Agreement – do health professionals agree on the basis for the task, the best way to perform the task, and who is responsible?
2. Process or policy – are processes in place, or do policies exist, to achieve the task?
3. Resources – does the facility, ward or clinical area have the necessary resources to achieve the task?
4. Knowledge – are clinical and non-clinical health professionals educated about the importance of the task?
5. Systems to support monitoring and evaluation – does the facility conduct audits, review or evaluations to ensure the task is performed properly?

Work through each question and record your answers, specifying the documents or data that prove the facility, ward or clinical area meets the criteria. This will help to identify any gaps and barriers to implementation in the facility or clinical area.

Follow the instructions in the tool to complete the action plan, which links the barriers with specific actions to address them.

The page numbers in the action plan act as navigational guides, directing you to the appropriate actions in the comprehensive *Guide to Support Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration*. This is available for download from:

www.safetyandquality.gov.au

Actions that are low cost, easy to implement and have high impact may be a useful starting point for implementation. Facilities may also prefer to prioritise tasks that are required to meet the National Safety and Quality Health Service Standards.

about this tool

This tool is available as a Portable Document Format (PDF) file which can be saved to your desktop for direct electronic data entry or printed for use.

It has been designed for use in conjunction with the Australian Commission on Safety and Quality in Health Care publication *A Guide to Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration* (2012).

This tool and further information about recognition and response systems can be downloaded from:

www.safetyandquality.gov.au

further information

Further information about implementing recognition and response systems can be found on the Australian Commission on Safety and Quality in Health Care web site.

The National Consensus Statement, the comprehensive implementation guide, a series of quick-start guides, and many other tools and resources are available for download from: www.safetyandquality.gov.au

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Email: mail@safetyandquality.gov.au

NAME OF WARD OR AREA BEING ASSESSED:

🔊 task 1 Provide a rapid response system capable of delivering specialised, timely emergency assistance to patients whose condition is deteriorating		Data or documentation that proves the criteria have been met		Are these policies/processes/ resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Is there agreement on the type of rapid response system model to use?	<div><div>■ YES ▸ Fill in next two columns</div><div>■ NO ▸ Tick 'Lack of agreement' in your action plan</div></div>			<div><div>■ YES ▸ WELL DONE! Continue to monitor</div><div>■ NO ▸ Why not? What are the barriers? Add these to your action plan</div></div>
Have roles and responsibilities of rapid response providers been decided?	<div><div>■ YES ▸ Fill in next two columns</div><div>■ NO ▸ Tick 'Lack of agreement' in your action plan</div></div>			<div><div>■ YES ▸ WELL DONE! Continue to monitor</div><div>■ NO ▸ Why not? What are the barriers? Add these to your action plan</div></div>
PROCESS OR POLICY Is there a protocol that outlines use of the rapid response system?	<div><div>■ YES ▸ Fill in next two columns</div><div>■ NO ▸ Tick 'Lack of process/ policy' in your action plan</div></div>			<div><div>■ YES ▸ WELL DONE! Continue to monitor</div><div>■ NO ▸ Why not? What are the barriers? Add these to your action plan</div></div>
Are details of this protocol included in the facility's escalation policy?	<div><div>■ YES ▸ Fill in next two columns</div><div>■ NO ▸ Tick 'Lack of process/ policy' in your action plan</div></div>			<div><div>■ YES ▸ WELL DONE! Continue to monitor</div><div>■ NO ▸ Why not? What are the barriers? Add these to your action plan</div></div>
Are emergency assistance treatment protocols and algorithms available?	<div><div>■ YES ▸ Fill in next two columns</div><div>■ NO ▸ Tick 'Lack of process/ policy' in your action plan</div></div>			<div><div>■ YES ▸ WELL DONE! Continue to monitor</div><div>■ NO ▸ Why not? What are the barriers? Add these to your action plan</div></div>

NAME OF WARD OR AREA BEING ASSESSED:

🕒 task 1 Provide a rapid response system capable of delivering specialised, timely emergency assistance to patients whose condition is deteriorating		Data or documentation that proves the criteria have been met		Are these policies/processes/ resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
RESOURCES Is there access, at all times, to a clinician who can practise advanced life support?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Are equipment and pharmaceuticals for providing emergency assistance available?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Is this equipment functional and well maintained?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Have rapid response providers received training to provide emergency assistance?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
Have rapid response providers received training in clinical teaching and mentorship?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Are systems for evaluating the rapid response system in place?	<input type="checkbox"/> YES ▶ Fill in next two columns <input type="checkbox"/> NO ▶ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▶ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▶ Why not? What are the barriers? Add these to your action plan

NAME OF WARD OR AREA BEING ASSESSED:

🕒 task 2 Ensure rapid response systems operate in partnership with, and as an extension of, the healthcare team		Data or documentation that proves the criteria have been met		Are these policies/processes/ resources operating as planned? Does your data demonstrate effective operation at all times?
		Type of data or name of document	Where is it kept?	
AGREEMENT Have roles and responsibilities for clinicians who activate the rapid response system been decided?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of agreement' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
PROCESS OR POLICY Do clinicians use agreed communication processes when clinical deterioration occurs?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of process/ policy' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
Are these processes included in the escalation policy or similar document?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of process/ policy' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
RESOURCES Is there a health professional with overall responsibility for the rapid response system?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of resources' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
KNOWLEDGE Do clinicians receive education on use of the rapid response system?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of knowledge' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
SYSTEMS TO SUPPORT MONITORING AND EVALUATION Are rapid response providers included in departmental evaluation processes (e.g. morbidity and mortality meetings)?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan
Are health professionals' awareness and perceptions of the rapid response system evaluated?	<input type="checkbox"/> YES ▸ Fill in next two columns <input type="checkbox"/> NO ▸ Tick 'Lack of monitoring and evaluation' in your action plan			<input type="checkbox"/> YES ▸ WELL DONE! Continue to monitor <input type="checkbox"/> NO ▸ Why not? What are the barriers? Add these to your action plan

NAME OF WARD OR AREA BEING ASSESSED:

what do you need to do?		how will you do it?		
Task not yet achieved	Why has this task not been achieved (barriers)? What actions are needed? <small>(Page numbers in brackets below refer to resources within the <i>Guide to Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration</i>)</small>	Go to the recommended section of this guide for information on tasks and actions. List the tools and resources from the guide to address this gap here. Also consider other resources that may be available to you to address this gap.	Who will be responsible?	When will this happen? Consider undertaking actions that are low cost, easy to implement and support meeting the <i>National safety and quality health service standards</i> first
<div>task 1</div> <div>Provide a rapid response system capable of delivering specialised, timely emergency assistance to patients whose condition is deteriorating</div>	<div> <div></div> Lack of agreement ▶ DECIDE ▶ p152 <div></div> Lack of process/policy ▶ DEVELOP ▶ p155 <div></div> Lack of resources ▶ RESOURCE ▶ p157 <div></div> Lack of knowledge ▶ EDUCATE ▶ p159 <div></div> Lack of monitoring and evaluation ▶ EVALUATE ▶ p161 </div>			
OTHER POSSIBLE BARRIERS:				
<div>task 2</div> <div>Ensure rapid response systems operate in partnership with, and as an extension of, the healthcare team</div>	<div> <div></div> Lack of agreement ▶ DECIDE ▶ p167 <div></div> Lack of process/policy ▶ DEVELOP ▶ p169 <div></div> Lack of resources ▶ RESOURCE ▶ p171 <div></div> Lack of knowledge ▶ EDUCATE ▶ p172 <div></div> Lack of monitoring and evaluation ▶ EVALUATE ▶ p173 </div>			
OTHER POSSIBLE BARRIERS:				
OTHER COMMENTS AND PLANS:				