Communication about deterioration

Nicola Dunbar, 10 November 2009
Communication

- Patient who is deteriorating
- Ward staff caring for the patient
- Patient
- Family / carer
- Ward QI processes
- Incident reporting system
- Hospital clinical governance
- Policy review
- Education and training
- MET
- Consultant / VMO
- The next shift
- Supervisor
- Primary resident / registrar
- Colleagues
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Patient who is deteriorating
In this session

- Delays in calling for assistance mean poor outcomes – how to support nurses to escalate care?

- Incidents are still occurring where deterioration is not communicated across shifts – how to improve handover processes to ensure required information is known and acted on?

- Staff have knowledge and clinical skills – how to improve communication and teamwork to prevent failures?

- We have known about this problem for a long time – how can we learn from failures and improve performance?