RESPOND

Rescue for Emergency Surgery Patients Observed to Undergo Deterioration

RESPOND Interventions

RESPOND AIMS TO improve speed and quality of responses to deteriorating patients who have had colorectal surgery.

2020

Step 1: Understand what we do now.

Step 2: Identify areas for improvement with staff.

Step 3: Develop and pilot interventions in 3 hospitals.

Step 4: Trial interventions against what we do now in 24 hospitals.

2025

1. RESPOND Interventions
   - Patient’s Urgent Help Line
     - Provide patients with a phone number for urgent help.
     - For patients with nursing involvement

2. Team Strengthening
   - Improve cohesiveness of the team by integrating daily values and comments of appreciation.
   - For all

3. Surgical Escalation Procedure
   - "SEP" provides a memory aide to support early escalation and shared awareness across all care team members
   - For NCAs, nurses, and doctors

4. Shared Language
   - The "RICKER" communication tool organizes only the necessary information when requesting consults related to patient deterioration.
   - For FYs

RESPOND
Response for Emergency Surgery Patients
Recognized by U.W. Acute Deterioration
Questions? Comments? Email respond@nds.ox.ac.uk
Patient's Urgent Help Line
For patients with nursing involvement

- **The Problem**: Patient's often know when something is 'not quite right' but are unable to escalate this concern for urgent attention.

- **The Plan**: Provide patients with a mechanism to escalate urgent concerns.

- **The Solution**: The Patient's Urgent Help Line provides patients with a phone number to call with only urgent concerns for immediate attention.

- **The Ask of You**: The RESPOND team will implement and collect data around the Patient's Urgent Help Line. Site leads are asked to encourage nurses to provide pamphlets (*right*) to patients.
The Problem: Early recognition relies on shared awareness but that is very difficult amid ever-changing teams and poor culture.

The Plan: Interviewed a number of team members and team leaders in high performing military and sport teams globally.

The Solution: Fortify teamwork culture by:
• Discussing core team values at safety huddles and other groups
• Recognising team members in a positive way publicly
• Conducting observations of teamwork

The Ask of You: The RESPOND team will implement and collect data around the team strengthening interventions. We only ask you to encourage your team members to:
• Submit positive comments about team members via the RESPOND email to be displayed on the ward's e-board.
• Use and apply the values discussed in daily work.
The Problem: There are complex workflow barriers to escalating concerns. Current escalation policies are lengthy and may not be feasible for frontline work.

The Plan: Work with HCAs, nurses, and doctors to understand what they do to ensure timely escalation and capture it into a flexible tool for frontline use.

The Solution: Surgical Escalation Procedure (SEP): Like a grocery list: A memory aide to ensure nothing is forgotten and time isn’t wasted, despite ever-changing circumstances.

The Ask of You: The RESPOND team will implement and collect data around the SEP. Site leads are asked to spread awareness of the SEP and encourage its use.

System Redesign
For HCAs, nurses, and FY1s
The Problem: Back and forth communication and missing information between FY1s and other service departments can contribute to delays.

The Plan: Needed a communication tool that captured the needs of all parties involved in coordinating care for a deteriorating patient.


The Ask of You: The RESPOND team will implement and collect data around the RICHER tool. We only ask that you encourage your FY1s to use this tool in their communication with other services when coordinating care for a deteriorating patient.
Transitioning Data Collection from the Quality Audit to the Randomised Control Trial

- Upon receiving approval from your R&D department for participation in the RESPOND research trial, we will transition from data collection from the quality audit to data collection for the trial.
- The data collected will be the same in both the quality audit and the research trial.
- A research nurse and members of the RESPOND team will collect all RESPOND-related data upon approval for the research trial.

The same data is now collected by the RESPOND team and research nurses. Your team members are alleviated from data collection.
Thank you!

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