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Bridging the Experience Gap: An ED Escalation Guide

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SOS ED Escalation Guide – Bridging the Experience Gap

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♦ Introduction

- More new graduates being hired as ED RNs
- Novice nurse challenges:
  - Difficulty with critical thinking, time management, prioritization - knowledge, skills, & critical thinking develop with experience
  - Common error - failure to recognize & intervene when patient is deteriorating
- **Possible solution: Early Warning System**
  - SOS ED Escalation Guide to provide parameters for clinical deterioration

♦ Literature Review

"According to Benner, a novice nurse is a beginner who must have rules from which to practice, as there is no experience from which to draw conclusions." (Marble, 2009)

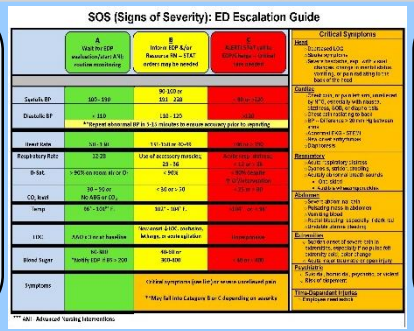
"Failing to recognize (deterioration)…a successful intervention can only happen if deterioration is detected early, recognized as important, communicated to appropriate team members, & care escalated rapidly." (Wilson, S. et al, 2012)

♦ Research Question

- In an adult Emergency Department (ED), will the introduction of an early warning system guide improve the recognition of critical symptoms in ED nurses with less than 2 years of experience?

♦ Methodology

- SOS ED Escalation Guide -developed to be used as early warning system (EWS)
  - Adapted from med-surg
  - 3 levels of urgency based on VS parameters & Critical Symptoms
  - Evaluated & revised by multiple ED-certified physicians & RNs
  - Tested for effectiveness using quiz based on ESI handbook

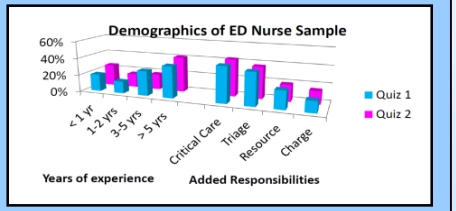


- SOS Guide effectiveness:
  - Scenarios tested for reliability with experienced ED RNs
  - Quiz assesses prioritization based on 3 levels of urgency
  - 2 quizzes were given 1 week apart to ED RNs with varying experience
    - Quiz 1 (no Guide)
    - Quiz 2 (with Guide)

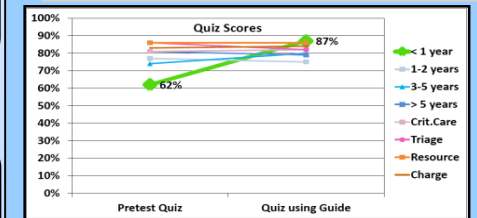
Scenario Sample – Choose Intervention (A, B, or C):

- A 44 year old female is vomiting small amounts of yellow fluid on arrival; per daughter, patient has been vomiting x 5 hours and has not been able to eat or take her insulin.
- Blood sugar 363; BP 148/70, P 126, R 24, Temp 98.4 F. oral

A	B	C
Routine- monitor: Wait for EDP evaluation Start Advanced Nursing Intervention (ANI) protocols	**STAT orders may be needed:** Inform EDP and/or Resource RN	**Alert! Critical care needed:** STAT call to EDP/ Charge RN



♦ Data Analysis



	< 1 year	1-2 years	3-5 years	> 5 years	Trauma	Triage	Resource	Charge
Scenario Quiz 1	62	77	74	81	81	86	86	83
Scenario Quiz 2 Using Guide	87	75	80	79	82	82	86	84

- Logs of real-time use in orientation
  - Logs kept over a 3 week period
  - Sample size: 46
  - Level of severity based on SOS:
    24%, 46%, 30%
  - ED MDs notified & orders received: 93% of pts.
  - Likert scale used to assess confidence in notifying MD about patient condition - score 3.98 out of 5

♦ Results

- Higher quiz scores correlated with years of experience & clinical expertise
- **RNs with >1 year of ED experience:**
  - Consistent scores with & without availability of SOS Guide - Relied on their own judgment
- **RNs with < 1 year of ED experience:**
  - **25% improvement** in scores with SOS ED Escalation Guide
  - Increased confidence in reporting symptoms

♦ Conclusions/Discussion

- Recognition of clinical deterioration & rapid intervention are vital
  - Experience increases ability to assess & prioritize urgency of clinical presentations
- RNs with < 1 year of ED experience may not recognize/report critical symptoms promptly without parameters
  - SOS Guide provides ED parameters

♦ Implications for Practice

- An Early Warning System can be a valuable tool to help novice RNs to prioritize clinical symptoms
- The SOS Guide can be used by novice ED RNs to:
  - Increase confidence with assessments
  - Prioritize the urgency of clinical symptoms
  - Ensure pertinent clinical information is reported promptly to ED MDs

♦ References

- References available upon request