Bridging the Experience Gap: An ED Escalation Guide

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SOS ED Escalation Guide - Bridging the Experience Gap

Baptist Health South Florida
ED Research Committee - Baptist Hospital, Miami Fl.

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

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

Scenario Quiz 1

B Routine - monitor: Wait for EDP evaluation
- STAT orders may be needed: Inform EDP &/or Resource RN
- Alert! Critical care needed: STAT call to EDP/Charge RN

Scenario Quiz 2

Data Analysis

- Logs of real-time use in orientation
  - Logs kept over a 3 week period
  - Sample size: 46
  - Level of severity based on SOS: 24%, 68%, 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