

INNOVATION Awards 2013

Connecting Minds
Innovating care every day in every way

Setting the Standard: A patient journey at Royal North Shore Hospital Collaborative Team

Introduction

A plan for improving clinical outcomes for clinically deteriorating patients was developed. It centred on education of the entire hospital workforce using short films created for the people, by the people of Royal North Shore Hospital (RNSH).



Chapter 8 RRT Review – Expectations of the ward & RRT responders are outlined

Aim

To create twelve short interrelated films to meet the educational requirements of the Standard 9 leadership team in order to implement plans for improved care of acutely deteriorating patients.



Each film featured the management of a fictitious patient played by the Head of Clinical Governance for the LHD Mr Paul Russell

Method

Executives, managers, doctors and nurses were invited to script and "star" in the film, demonstrating to the staff audience a unified, considered, institutional commitment to leading change.

Script development, set design, sound, lighting, cinematography and post-production development were done entirely with the talents and goodwill of team members without a specific budget.



Ward 6B volunteered to be the set for the film shoot

Results

- cast and crew valued the opportunity to be the face of RNSH and leaders in organisational improvement
- the films are a key component of mandatory training for nursing and medical staff and are accessible on the hospital intranet
- improved compliance with all aspects of 'Between the Flags'
- trends to reduced cardiopulmonary arrests and hospital mortality
- no SAC 1 serious clinical incidents in 2013 to date
- capacity to re-edit and develop further chapters

Conclusion

The project demonstrates CORE values:

- Collaboration** – the film making cemented relationships between executives, managers, nurses and doctors of all levels
- Openness** – cast and crew worked as equals, inviting essential input and feedback
- Respect** – there was recognition and valuing of the diverse talent of individuals
- Empowerment** – all involved were energised to be role models and have been leaders of change



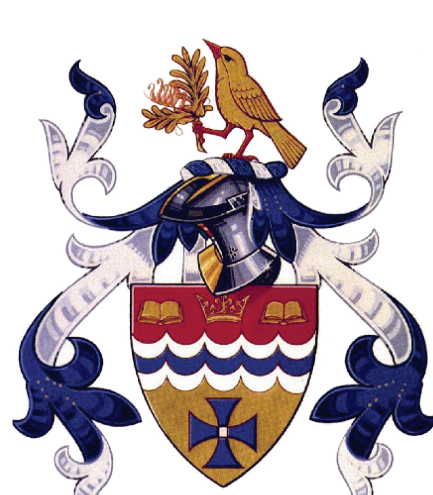
A premiere screening took place in two large conference rooms in the ICU, complete with invitations, red carpet and popcorn

Acknowledgements

The talented cast and crew of RNSH: Matt Tinker, Paul Russell, Liz Armstrong, Claire Seiffert, Saleel Krishnan, Alan Williams, Robbie Brown, Ash Tracey, Kristy Fiala, Sharlene Horner, Ann Hay, Kathryn Reiger, Barbara Dougan, Karen Luxford, Sue Shilbury, Mary Dowling, Tom Bowden, Rosemary Sullivan, Simon Bird, Bill Bestic, Bre Kehoe



Chapter 9 Code Blue – Expected local application of the BLS/ALS algorithms are demonstrated



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