



**Health**

Northern Sydney  
Local Health District

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

# The challenge...

- To educate an entire hospital workforce in a new hospital about a new service to improve management of deteriorating inpatients
  - Rapid Response Team



# The vision...

- Create short films *for the people by the people*
- Utilise a fictitious patient journey to tell an engaging story
- Mass screenings for staff orientation and then distribute as a resource



# The team...



**Carole Foot**  
Intensivist &  
Film Maker



**Liz Hickson**  
Intensivist &  
Producer



**Dave Wastell**  
BTF Coordinator  
& Script design



**Jess Butler**  
ICU nurse &  
Set manager



**Sarah Webb**  
Resuscitation  
Coordinator  
& Set design



**Brenda  
Gillard &  
Jonny Taitz**  
Executive  
sponsors &  
stars



# The shoot...





# The premiere...



The films...



**A PATIENT JOURNEY  
AT RNSH**

# Chapters in the series

- Chapter 1 – Introduction to the Standards
- Chapter 2 – Clinical Handover
- Chapter 3 – Use of Standard Observation Charts
- Chapter 4 – Frequency of patient Observations
- Chapter 5 - Recognising clinical deterioration
- Chapter 6 – Ordering yellow zone review
- Chapter 7 - Ordering red zone review
- Chapter 8 – Rapid Response Team Review
- Chapter 9 – Code blue response
- Chapter 10 – Changing the call
- Chapter 11 – End-of-Life planning
- Chapter 12 – REACH initiative
- Chapter 13 – Red zone EMR form for the Rapid Response Team
- Chapter 14 – Conclusion and credits



# From “Introduction”



# From “Frequency of Observations”



## STANDARD 9

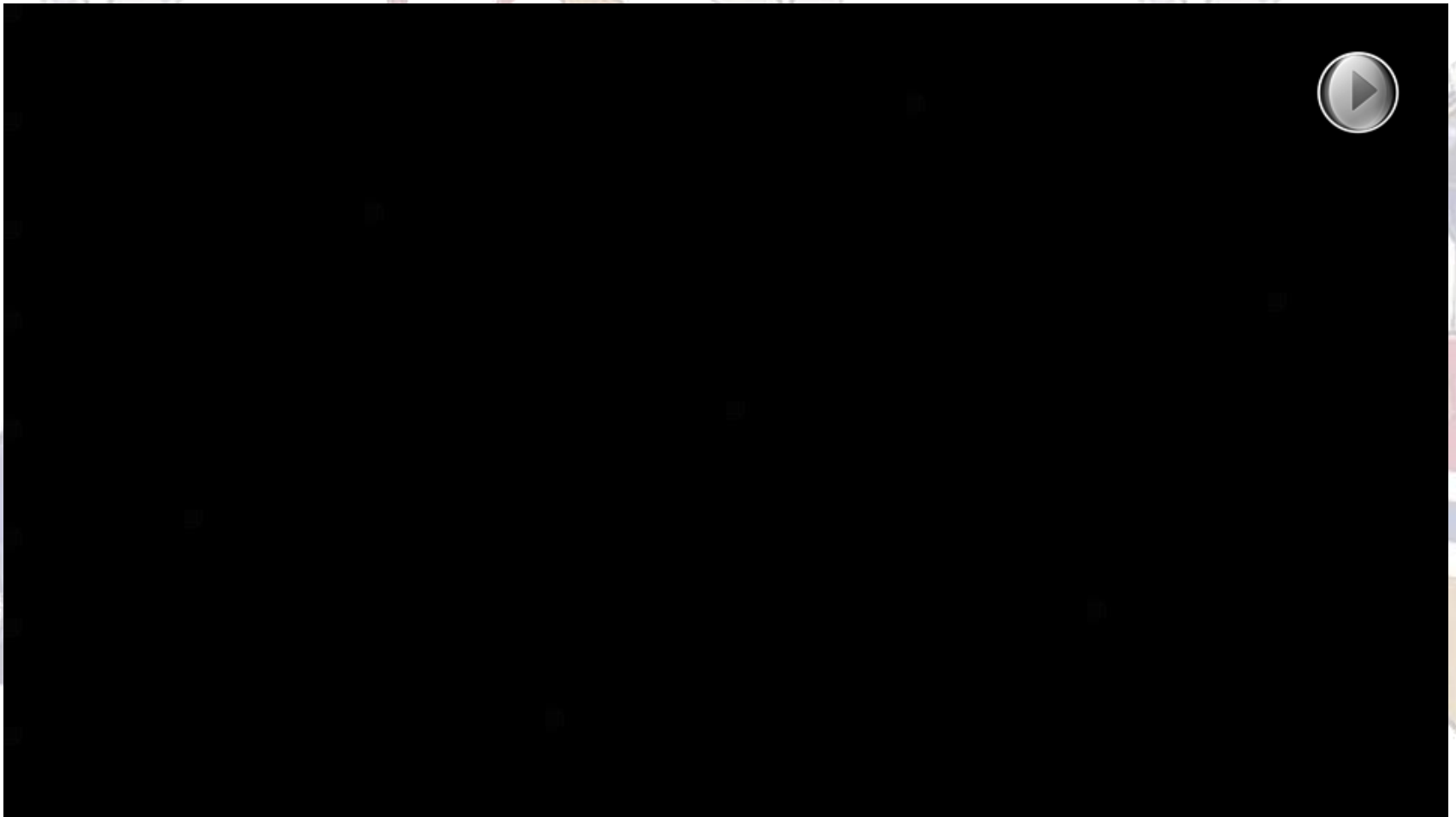
Establishing recognition & response systems  
Recognising deterioration & escalating care  
Responding to deterioration  
Communicating with patients & carers

# From “RRT review”





# From “Code Blue response”



# Results

- Cast and crew valued the opportunity to be the face of the institution and leaders in organisational improvement
- The films are a key component of nursing and medical staff mandatory training and are available on the hospital intranet
- Capacity to re-edit and develop further chapters

# Results

- 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



# Lessons – CORE values matter

- **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

# Advice

- Projects that bring teams together across craft groups can be powerful levers of change
- Utilise hidden talents of individuals
- Sustaining change requires ongoing activities

# Questions?



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