Developing a Critical Care Outreach Team to Improve Patient Outcomes and Promote Healthy Work Environments

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Disclosures

No conflicts of interest to disclose.
Setting

- 700+ beds
- Urban Academic Medical Center
- Chicago, Illinois
Critical Care Outreach Team

• Team of 9 Certified Critical Care Nurses (CCRN)

• Provide critical care nursing support to acute care patients and nursing staff
Critical Care Outreach Team

- Proactive Surveillance
- Consultation
- Emergency Response
  - Code Blue
  - Rapid Response
  - Code Stroke
Critical Care Outreach Team

- Evidence-based support
- Vision
- Mission
- Goals
True Collaboration

Authentic Leadership

Appropriate Staffing

Meaningful Recognition

Effective Decision Making

Skilled Communication

Critical Care Outreach

and the Healthy Work Environment
- Interdisciplinary strategic alliances
- Organizational education and empowerment of bedside nurses
- Voice of the clinical nurse for institutional change
True Collaboration

- Partnership with key stakeholders in various departments
- Implementation of Emergency Response Huddle
- Participation in multi-disciplinary hospital committees
Authentic Leadership

- Nurse driven
- Brand team as nursing leaders
- Operational acumen achieved through reporting structure to Nursing Finance
- Garner support of nursing and physician leadership
- Lead hospital initiatives
- RIGHT NURSE. RIGHT PATIENT. RIGHT TIME.

- Immediate nursing response for high acuity patient demands

- Continuity of care for critically ill patients

- Data to support team growth
Meaningful Recognition

- Support of CCOT proposal and business plan
- Expansion of team
- Disseminate practice and findings at local, national, international level
- Acute care nurses as first responders
- Lifesaver awards
Effective Decision Making

- Data driven
- Qualitative
- Quantitative
- Patient and nurse outcomes
- ICU readmission data
- Evidence-based practice
- Benchmarking
Healthy Work Environment
Healthy Work Environment

Supports CCOT Initiatives

- DART Workshop
- Emergency Response Huddle
- Post ICU Algorithm
- Symposium
- CCOT Newsletter
- Innovation
- Evidence-based practice
- Medical Student shadowing
- Visiting Nurse Scholar
- Policy updates
Questions?
References


