

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







Skilled Communication

- 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



Appropriate Staffing

- 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



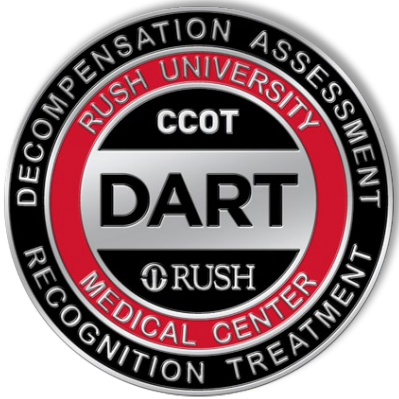
Effective Decision Making

- 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?



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