

Escalation of care

Early escalation of patient deterioration can help improve patient outcomes. However, there are a range of behavioural barriers to speaking up when something is 'not right' with a patient. We trialled an immersive 'choose your own adventure' training video to help clinicians gain experience in navigating some of the key challenges around having these escalation of care (EOC) conversations.



"It reminded me of how clear, effective communication with the team is important."

"It showed me the perspective of a nurse."

THE INTERVENTION

RESPONSES TO DETERIORATION

Preventable in-hospital deaths are often preceded by serious vital sign abnormalities. The sooner these abnormalities are noticed and escalated if required, the better the patient outcomes.



VIDEO-BASED SIMULATION TRAINING

An interactive 'choose your own adventure' video was used to train clinicians on the expectations of the initiator and responder during an EOC conversation.



Five scenarios were presented, showing key moments to escalate care appropriately. At the end of each scenario, the viewer was asked to select a response from three possible options.

THE RESULTS

We compared outcomes before and after training in clinicians from two Victorian hospitals.



Clinicians reported the interactive training video as **valuable for learning** when and how to escalate care and in taking **the perspective of other clinicians** involved in EOC conversations.



There was a **significant reduction** in the average number of MET calls made per day on the recruited wards at one site following training.



After completing the training, clinicians were less reluctant to escalate patient care. We also found **small improvements** in clinicians' confidence in escalating care, the number of EOC conversations and the number of challenges experienced during EOC conversations; however these findings did not reach statistical significance.

NEXT STEPS...



The effects of the interactive training video need to be tested with a **larger sample and a control group** and its scaling potential needs to be assessed.

Contact us to find out more!