



# SHN PAST/PRESENT/FUTURE

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# Looking back, going forward

2005

- Safety as concept was not something that was thought about or discussed.
- Clinicians were shocked to hear that health care wasn't safe!
- “Improvement science” was not regarded as rigorous.

# Adverse events data

- Patients who experience cardiac arrest at home do worse than those in hospital already
- “Those” hospitals are really poor, good thing we aren’t like that!

# SHN! campaign

- This looks important, we had better sign up
- How hard can it be to:
  - ❖ Implement six interventions,
  - ❖ Change culture and practice,
  - ❖ Improve patient safety,
  - ❖ While being cost neutral?

# The rapid response team experience

- It will never work,
- We don't need it here,
- Our care is fine.

# The rapid response team experience

- “We are here to help”
- **Go away, we don’t need you**
- “Ok, call us if you need us”
- **On second thought, what about....**

# The rapid response team experience

## The results:

- Slowly accepted as standard of practice
- Disappointing impact on mortality
- Available data does not show substantial improvement in currently measured outcomes

# The rapid response team experience

## The staff view:

- I sure am glad the team was here,
- I wouldn't want to work in a hospital without a Rapid Response team.

# The rapid response team experience

## The patient/family view:

- It is very reassuring to have care come to you when you are in distress.
- The RRT enabled us to make informed decisions and ask questions.

# The rapid response team experience

2015 Current state:

RRT as an intervention is “old.”

At least three major Ontario hospitals are implementing RRTs this fall.

# The rapid response team experience

## Lessons learned:

We can dramatically change how we do business without influencing the final number.

# The rapid response team experience

## Lessons learned:

To really see a difference in patient outcomes will require a different philosophy of care.

(I.E. Patient drives the process, as opposed to being shuttled through the system).

# The rapid response team experience

Lessons learned:

For change to be sustainable it must improve the day to day lives of the staff.

# The rapid response team experience

Lessons learned:

A better process of care (I.E. one that improves culture, communication, teamwork) is still a better process.

# The rapid response team experience

Lessons learned:

Measurement is important but measurement does not tell the whole story.

■ Thank you!