

Improving the detection and response to deterioration in patients

The Patient Safety Collaborative (PSC) Deteriorating Patient workstream aims to improve the care, outcomes and experience of patients whose condition is deteriorating.



We do this in collaboration with regional patient safety collaboratives who work with healthcare teams to improve:

- **Recognition** - helping staff to quickly recognise deterioration through reliable assessment, identification and monitoring - includes the use of National Early Warning Score (NEWS) 2
- **Response** - helping to create the conditions for staff to reliably take action and prioritise care, including escalation and de-escalation of clinical interventions and review by senior clinicians
- **Communication** - facilitating the use of high quality structured communication tools, across care settings or between healthcare professionals
- **Conversation** - supporting effective conversations with patients and their families to allow shared decision making and planning of care including the appropriateness of care escalation limitations and treatments

Regional patient safety collaboratives across England are supporting work to meet this aim and nationally together we are focused on supporting improvement work around:

- **Common language** - using NEWS 2 consistently to communicate the condition of the patient, enable a standard language of deterioration that can be used and understood across all services within the patient journey
- **Critical language** - ensuring key messages are transmitted and received accurately and appropriately to make sure the patient has appropriate and timely care

UCLPartners Breakthrough Series Collaborative



Over a two year period UCLPartners Breakthrough Series Collaborative brought together healthcare teams from across London, Hertfordshire, Bedfordshire and Essex with the aim of improving the quality of care and patient safety for people with two key causes of deterioration - AKI and sepsis. The collaborative looked to improve the quality and reliability of processes such as the timely recognition and treatment. It also focused on developing the patient safety improvement capability of staff to enable continuous safety and quality improvement in the care delivered to patients.

This resulted in these improvements in the outcomes.

For Acute Kidney Injury patients:

- Reduced 30-day mortality by 25%
- Improved renal function recovery
- Reduced hospital length of stay

And sepsis

- Reduced 30-day mortality by 20%
- Reduced the number of sepsis related transfers to the intensive care unit
- Reduced hospital length of stay

West of England - Safer Care through the National Early Warning Score

Since 2015, all healthcare organisations within the West of England PSC have been involved in breakthrough series to introduce NEWS at all handovers of patient care – primary care, ambulance, hospital, community and mental health.

NEWS has been shown to be a highly effective system for detecting patients at risk of clinical deterioration or death and is supported by the National Quality Board and the Royal College of Physicians. The aim of the project was to standardise NEWS across all acute trusts into pre-hospital care to facilitate early recognition of acute illness including sepsis, which kills around

44,000 people in the UK per year. The region-wide adoption of NEWS has standardised communication across the system so that acutely unwell patients can be seen at the right time, in the right place by the right kind of clinician. This work started with the use of the original National Early Warning Score, and is continuing while organisations move to NEWS2.

Our survey in 2018 of acute and ambulance trusts in England showed:



79%

of Acute Trusts are using NEWS in all or part of the organisation



100%

of Ambulance Trusts are using NEWS in all or part of the organisation



1/20

of Acute Trusts adapt NEWS to their local needs