Healthcare Organization Commitment

Contact Details

Name
James Cappon

Phone
(714) 509-8590

Email
jcappon@choc.org

Position
Chief Quality Officer

Organization Name
CHOC Children's Hospital

Commitment Details

How many hospitals are represented in this commitment?

<table>
<thead>
<tr>
<th>Last Report</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Action Plan
Active interventions included: 1) the development of a Rapid Response Team, to bring critical care assistance to the bedside of a worsening non-ICU patient, which included the ability of patient families to call for such help; 2) proactive identification and night time rounding on patients felt to be most at risk; and 3) the implementation of a Pediatric Early Warning System (PEWS), in which all non-ICU patients are monitored for standardized physiological status and that status is continuously displayed on unit electronic whiteboards and in the EHR for local and/or remote viewing.

Commitment Update

Patient Safety Movement Foundation | patientsafetymovement.org
The CHOC Children’s program to reduce non-ICU resuscitations quickly expanded backward in time to identify children in earlier and earlier stages of clinical deterioration. This primarily occurred via the serial implementation in Years 1 and 2 of a Rapid Response Team (RRT) and Pediatric Early Warning System (PEWS), respectively. Subsequently, family members were brought into the fold and educated at patient admission that they could initiate RRTs of their own accord. The most important change, however, was that of culture, where hospital staff of all levels came to find non-detected and/or non-escalated patient deterioration as fundamentally unacceptable, which further advanced the pace, breadth and intensity of all efforts. The gratifying overall result is that the CHOC Non-ICU Code Rate dropped approximately 85% in the first two years of the program and has remained at that low level for the past 10 years. This means that hundreds of children have avoided preventable respiratory, cardiac and neurologic arrests. Moreover, millions of dollars of unnecessary healthcare costs have been avoided.

Your commitment aligns with APSS
1 (Culture of Safety), 4 (Failure to Rescue), 9 (Early Detection of Sepsis)

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome

Changing culture to a state in which early detection of and response to deterioration are the only acceptable workflows is the key to success. So built-in is this mentality that even a small blip in our Non-ICU Code Rate leads to considerable investigation and process improvement. The past year, for example, led to the development of and initiation of a "Watcher Program," where patients who have subtle changes, perhaps even prior to their PEWS score changing and/or well-before meeting RRT criteria, are identified as "Watchers," or children bearing watching. A bedside multidisciplinary huddle (including family) is initiated, a mitigation plan created, and a follow up done at 2 hours to see if the desired outcomes have been achieved. Early results show an increase in RRTs, a decrease in RRTs requiring ICU transfer, and a reduction in Non-ICU Code Rate.

Impact Details

<table>
<thead>
<tr>
<th>Initial Commitment</th>
<th>Commitment Update</th>
<th>Project Next Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lives Lost</td>
<td>Lives Lost</td>
<td>Lives Lost</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>-45</td>
</tr>
<tr>
<td>Lives Spared Harm Target</td>
<td>Actual Lives Spared Harm in last 12 months</td>
<td>Lives Spared Harm Target for following calendar year</td>
</tr>
<tr>
<td>0</td>
<td>51</td>
<td>48</td>
</tr>
<tr>
<td>Lives Saved Target 0</td>
<td>Actual Lives Saved in last 12 months (might differ from initial target) 45</td>
<td>Projected Target of Lives Saved for following calendar to try to finish commitment</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

**Acknowledgement**

Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.