

Expanding Critical Care services beyond the PICU walls: Implementation of a nurse-led critical care outreach service

BACKGROUND:

Unless a Code Blue or PICU consult was initiated, there was no avenue to seek early critical care support.

Need for pediatric critical care nursing support across the province.

Need to ensure staff, patients, & families have access to critical care expertise.

Nurse-led initiative that collaborates with staff, patients, & families through a critical care lens.

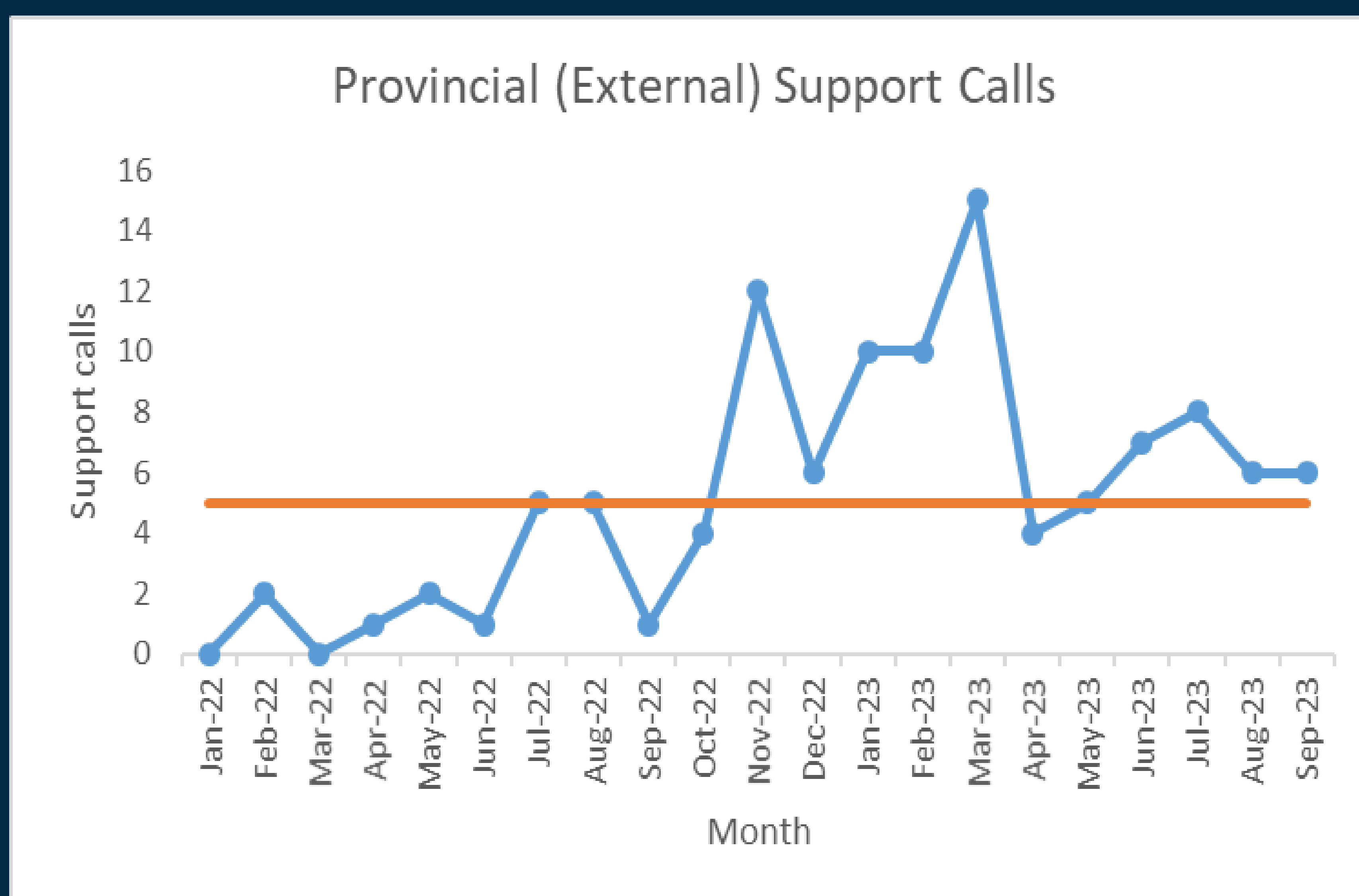
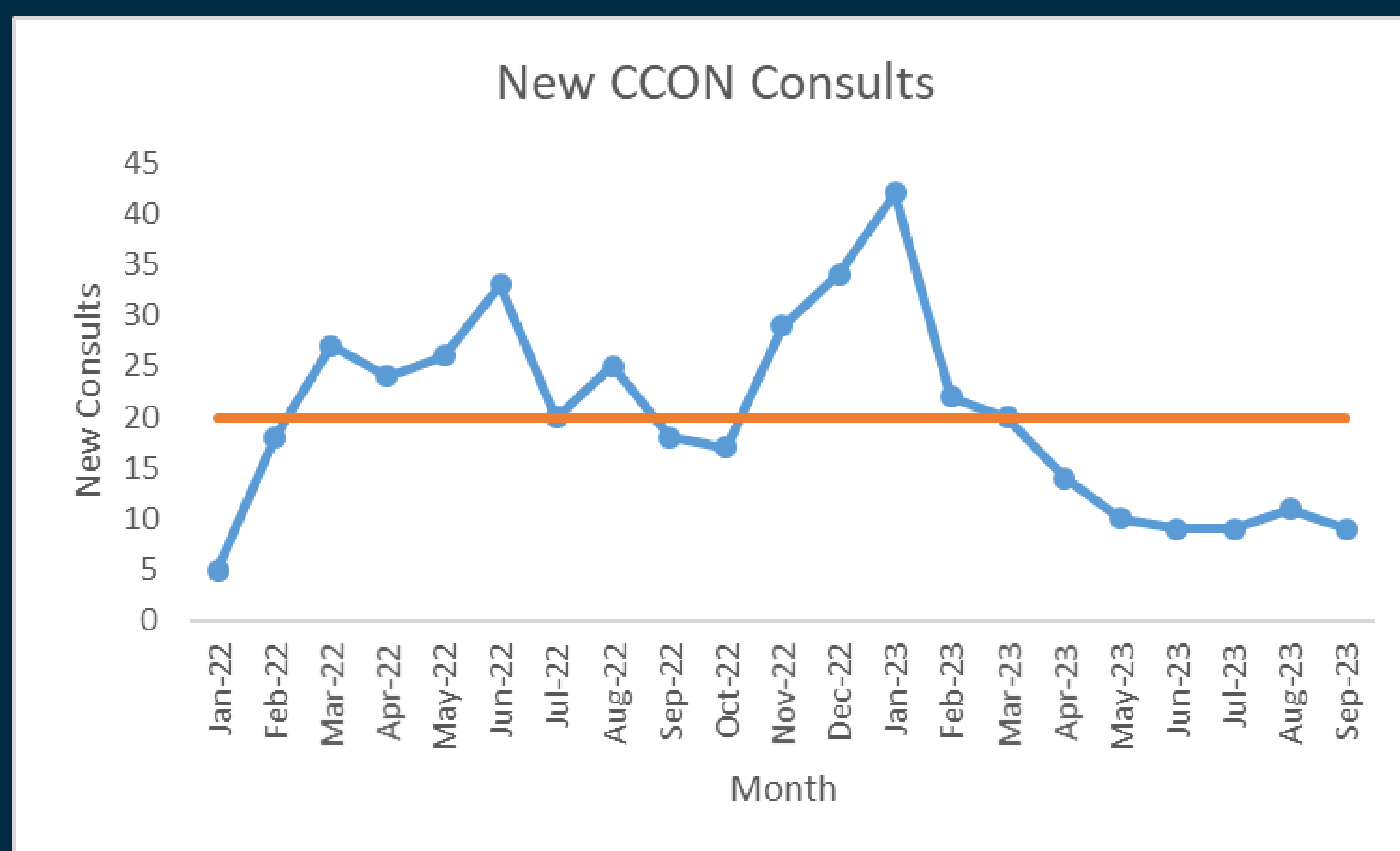
OBJECTIVES:

- 1 Foster relationships and increase access to critical care resources.
- 2 Collaborate and build capacity in staff throughout BCCH.
- 3 Provide standardized PICU patient follow-up.
- 4 Support staff in assessment and stabilization of deteriorating patients.

METHODS:

- 1 Red cap data entry for each encounter (internal and external).
- 2 BCCH and provincial staff surveys
- 3 Patient and family surveys

The CCON service went live in May 2021 with 4 nurses covering 12 hour shifts (1200-2400), 7 days a week



PATIENT/FAMILY PARTNERSHIP

"This is a phenomenal program that's been very helpful to our stay. We went from the ICU last summer as well and would have benefitted greatly from it. Please keep up the great work."

"Really can't say enough good things about our interactions, and we're very happy this role exists - it's not hard to imagine the gap that must have existed before CCON program was initiated."

PROVINCIAL FEEDBACK

"Sometimes, as a nurse in a regional setting, it can be easy to feel alone, especially when faced with something unfamiliar. With CCON, I was not alone. It was so nice to have back-up."

RESULTS

- January 2022–Sept 2023
- Total calls = 1513
 - New consults → 422
 - PICU follow up consults → 981
 - Provincial (external) support calls → 110

CHALLENGES:

- Maintaining coverage with 4 nurses.
- Differing policies/protocols on units.
- Creating capacity vs. acting as a safety net.
- 2022/2023 Respiratory Surge.

TEAM INTEGRATION/LEADERSHIP:

Provincial Support:

- Involved in Child Health BC Project.
- Presented to health authorities about our service.
- Disseminated CCON poster to external sites/leaders.

BCCH Support:

- Support education initiatives.
- Developed standards for CCON follow-up and documentation.
- Identify, re-visit and modify strategic priorities routinely.



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