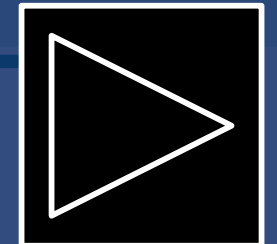


Managing ICU Capacity on the East Campus

Susan Holland, EdD, MSN, RN, Nursing Director MICU/SICU East (Finard ICU)

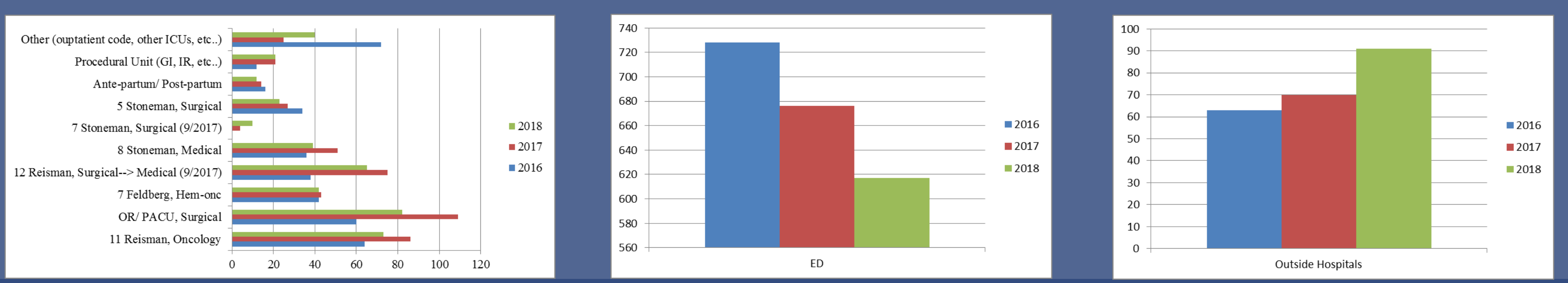


Introduction/Problem

There is one adult ICU on the East Campus with 12 beds. We always should have at least one bed available to admit a patient following a Code Blue and/or a “crash” from a med/surg unit, OB patient, etc...

There has been an increase in frequency of times that the census has reached 12 patients, which results in the PACU accepting a critically ill patient and/or the delay of transfer of a critically ill patient to the ICU.

Where do the MICU/SICU East (Finard ICU) patients come from?



Aim/Goal

To implement a process that is proactive in ensuring that there is always at least 1 “crash” bed available in the MICU/SICU East, Finard ICU (FICU)

The Team

- Michael Cocchi, MD, Director of Critical Care Quality
- Susan Dorion, BSN, RN, Nursing Director, PACUs
- Mary Ellis, BSN, RN, Assistant Nursing Director East Campus PACU
- Jane Foley, DNP, RN, Associate Chief Nurse, Critical Care
- Susan Holland, EdD, MSN, RN, Nursing Director MICU/SICU East (Finard ICU)
- Doug Hsu, MD, Director of MICU/SICU East (Finard ICU)
- Sandra Sanchez, MSN, Director of the Transfer Center
- Woodrow Weiss, MD, Chief of Pulmonary Critical Care and Sleep Medicine
- Phyllis West, DNP, RN, Associate Chief Nurse, East Campus

ICU Capacity Alert Pilot- East Campus

ICU East (FICU)					
Census	9	10	11	12	12 + boarding in PACU or floor
Empty Beds	3	2	1	0	0
Actions	<p>*FICU Resident and Resource huddle to ensure that at least 1 call-out is identified or identify which patient would be transferred to the West MICU <u>if</u> needed</p>	<p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>*FICU Resident and Resource huddle to ensure that at least 1 call-out is identified or identify which patient would be transferred to the West MICU <u>if</u> needed</p>	<p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>Are there Call-outs?</p> <p>Yes, there is a call-out:</p> <ul style="list-style-type: none"> -AF assigns call-out a bed -Call-out to transfer out within 60 minutes -MD/RN hand-off; transfer orders written by FICU team -Bed Placement enters STAT clean in tele tracking <p>No call outs OR No beds:</p> <ul style="list-style-type: none"> -*ICU CAPACITY ALERT” Page for Conference Call initiated by FICU Nursing Director -FICU Attending, Resident and Resource Nurse determine which patient may be transferred to the West ICU -AF identifies available bed in ICU on West Campus -FICU calls Cataldo to notify them that we have a Priority Transfer request. -FICU team initiates process to transfer identified patient to ICU on West Campus -MD/RN hand-off; transfer orders written by FICU team -FICU RN accompanies patient during transport per ICU Transport Policy and hands-off patient -Bed Placement enters STAT clean in tele tracking 	<p>*ICU CAPACITY ALERT” Page for Conference Call initiated by FICU Nursing Director</p> <p>*PACU notified by ICU Resource Nurse that they are the crash bed for East Campus (when PACU is open)</p> <p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>Are there Call-outs?</p> <p>YES</p>	<p>(ie, if FICU is at 12, ICU patient is in the PACU and/or being managed on the floor)</p> <p>*ICU CAPACITY ALERT” Page for Conference Call initiated by FICU Nursing Director</p> <p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>Are there Call-outs?</p> <p>YES</p>

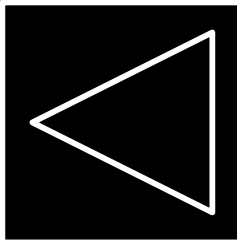
Results/Progress to Date

Algorithm implemented as a reference for the Admission Facilitators, FICU Resource Nurses and FICU Attending MDs.

When certain criteria is met, the Admission Facilitators, Medical Intensivist, Surgical Intensivist, Healthcare Quality, ICU Nursing Directors, Associate Chief Nurses, PACU and Transfer Center Director participate in conference calls for situational awareness, identification of call outs/ or facilitate throughput and allocate resources to provide the best care to our patients. (continued on next page)

For more information, contact:

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Managing ICU Capacity on the West Campus

Susan Holland, EdD, MSN, RN, Nursing Director MICU/SICU East (FICU)

Problem

There are 65 ICU Beds on the West Campus. We always should have at least one bed available to admit a patient following a Code Blue and/or a “crash” from a med/surg unit AND one Trauma bed available in the TSICU.
There has been an increase in occasions when it is difficult to identify an ICU “crash” bed.

Aim/Goal

To implement a proactive process to ensure that there is always at least one “crash” bed and one trauma bed available on the West Campus
Building on the East Campus ICU Alert Pilot, a larger group met to discuss expanding the pilot to include criteria to include the West Campus ICUs .

The Team

- Kirsten Boyd, DNP, RN, Associate Chief Nurse, Ambulatory and Emergency Services & Transfer Center
- Pam Browell, MSN, RN, Nursing Director, CCU and Farr 3
- Elena Canacari, MSN, RN, Associate Chief Nurse, Perioperative Services
- Michael Cocchi, MD, Director of Critical Care Quality
- Susan Dorion, BSN, RN, Nursing Director, PACUs
- Mary Ellis, BSN, RN, Assistant Nursing Director East Campus PACUs
- Jane Foley, DNP, RN, Associate Chief Nurse, Critical Care
- Mary Grzybinski, MSN, RN, Assistant Nursing Director West Campus PACU
- Margaret Hayes, MD, Director of MICU B, West
- Susan Holland, EdD, MSN, RN, Nursing Director MICU/SICU East (FICU)
- Doug Hsu, MD, Director of MICU/SICU East (FICU)
- Suzanne Joyner, MSN, RN, Nursing Director, SICU, Neuro ICU and NIMU
- Kristin Russell, BSN, RN, Nursing Director, MICUs and ICU Float Pool
- Sandra Sanchez, MSN, RN, Director of the Transfer Center
- Margie Serrano, MSN, RN, Nursing Director , CVICU and Farr 8
- Alison Small, MSN, RN, Nursing Director, TSICU and Rosenberg 6
- Woodrow Weiss, MD, Chief of Pulmonary Critical Care and Sleep Medicine
- Phyllis West, DNP, RN, Associate Chief Nurse, East Campus

ICU Capacity Alert Pilot- West Campus

Pilot

Empty Beds	ICUs WEST # of empty beds				
	3 + 1 TSICU	2 + 1 TSICU	1 + 1 TSICU	1 crash	No ICU Beds
Actions	<p>*ICU Call-outs prioritized over ED med/surg admits to maintain this (so we are able to take ICU patients out of the ED ASAP)</p>	<p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>*When patient is called-out: -AF assigns call-out a bed -Call-out to transfer out within 60 minutes -MD/RN hand-off; transfer orders written by ICU team -Bed Placement enters STAT clean in tele tracking</p> <p>*When TSICU only has 1 open bed, TSICU MD + resource RN will identify a patient for call-out or lateral transfer to PACU or other ICU bed to prepare in case this crash bed is filled</p>	<p>*“ICU CAPACITY ALERT” Page for Conference Call initiated by Director of Transfer Center</p> <p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>*When patient is called-out: -AF assigns call-out a bed -Call-out to transfer out within 60 minutes -MD/RN hand-off; transfer orders written by ICU team -Bed Placement enters STAT clean in tele tracking</p> <p>*When TSICU only has 1 open bed for all ICUs, then TSICU MD + resource RN will identify a patient for call-out or initiate a lateral transfer to PACU or other ICU bed to prepare in case this crash bed is filled</p> <p>*Call will address plans for handling OSH transfer requests</p>	<p>*“ICU CAPACITY ALERT” Page for Conference Call initiated by Director of Transfer Center</p> <p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>*When patient is called-out: -AF assigns call-out a bed -Call-out to transfer out within 60 minutes -MD/RN hand-off; transfer orders written by ICU team -Bed Placement enters STAT clean in tele tracking</p> <p>*When there are no open TSICU beds, TSICU MD + resource RN will either call-out a patient and/or initiate the process for a lateral transfer of a patient to PACU or other ICU bed</p> <p>*Call will address plans for handling OSH transfer requests</p>	<p>*“ICU CAPACITY ALERT” Page for Conference Call initiated by Director of Transfer Center</p> <p>PACU notified by AF that they are the crash bed for the West Campus</p> <p>*ICU Call-outs prioritized over ED med/surg admits</p> <p>*When patient is called-out: -AF assigns call-out a bed -Call-out to transfer out within 60 minutes -MD/RN hand-off; transfer orders written by ICU team -Bed Placement enters STAT clean in tele tracking</p> <p>*When there are no open TSICU beds, then TSICU MD + resource RN will call-out a patient and/or initiate the process for a lateral transfer to PACU or other ICU bed</p> <p>*Call will address plans for handling OSH transfer requests</p>

Lessons Learned

- Criteria for initiating a conference call adjusted since the pilot began and will continue to be reviewed.
- Even when patients who are called out of the ICU are assigned beds, there can be barriers for this process to occur in a timely manner

Next Steps

- ICUs will track call-outs and identify any barriers encountered in the process
- ICU Capacity Workgroup will meet to review data recorded by the ICUs and any data available from Teletracking
- ICU Capacity Workgroup will continue to meet to identify any areas for improvement for the algorithm

For more information, contact:
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