



# Rapid Response Teams

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A "Rapid Response Team" is characterized by a group of specialty-trained individuals organized to provide immediate action to an unpredictable patient situation. Children's Hospital of Pittsburgh of UPMC has a Rapid Response Team for three different potentially volatile circumstances. In each situation, a team of professionals immediately responds to the patient's bedside or to the location of the crisis, to assess the incident and direct/provide appropriate care.

# Condition HELP

At Children's Hospital of Pittsburgh of UPMC, we believe that parents know their children best, and that's why we are one of the first pediatric hospitals in the United States to create "Condition HELP," an important patient safety program that gives families an immediate voice in their child's medical care.

Condition HELP empowers parents with the ability to call a special phone number to have their child evaluated by a different medical team if they feel that their child's immediate health could be endangered.

# What is Condition HELP?

- Initiates a rapid response team to the bedside when concerns still exist.
- Serves as safety net for the patient.
- Invites family to actively participate as a member of the care team.
- Empowers parents to have their child evaluated by a different medical team.

# When to call?

A Condition HELP should be called when any of the following situations are present:

- Noticeable medical change which the health care team is not addressing.
- Breakdown in care or uncertainty over what needs to be done.
- Concern about adverse medication affects.
- Lack of explanation regarding a medication.
- Wrong medication is suspected.



# When NOT to call

Non-emergency issues or services issues such as:

- Hospital room conditions
- Food delivery
- Employee complaint
- Billing questions
- Hospital policy questions

# Who can call a Condition Help?

- Family member
- Patient themselves
- Observer



★ Call extension 692-3456 to activate a Condition Help!

# Who will respond?

A physician and nurse administrator are available 24 hours a day, 7 days per week to respond to a Condition Help. If available, a patient representative will also respond.



It's True!

A "Condition Help" receives the same immediate attention as any life-threatening emergency.





# Patient/Family Education

The Condition Help program is detailed in the Family Handbook and will be explained to patients/families upon Admission. The phone number is located on the patient room phones and also on the Life Safety poster in the patient room.

# Conditions A and C

A Condition A or C is called when a patient, parent, employee visitor has a crisis or arrest situation. The Condition A or C call is initiated via dialing 692-5151 and should include several important pieces of information. Critical details include the location of the crisis or arrest, if the page is for a Condition A (arrest) or C (crisis), and if the person requiring care is an adult or child. The operator will dispatch the team to the location.

# Location

The Condition A/C team responds to all locations in the main hospital, including the bridges up to the Rangos Research Building, the Faculty Pavilion, and the Administrative Office Building. The team also responds to pediatric clinics on the 4<sup>th</sup> floor of the Plaza Building and the 3<sup>rd</sup> floor of the Administrative Office Building.

- Of note, if you are in the Emergency Department, Operating Room, or Critical Care Units, it is not the policy of these units to call 692-5151 for a crisis or arrest. These departments have their own plans for managing these events internally. If desired, however, these units could call for the Condition A/C team and the team will respond. When a STAT page is called to these areas a Condition A or C page will be placed automatically by the operators to ensure that there is a timely response.

# Location continued

- If you are anywhere else on the hospital campus, including the Rangos Research Building, Faculty Pavilion, Administrative Office Building, garages, driveways, please call 692-5191 and state that you need emergency help, **WHERE** you are located, and the operator will activate a separate emergency response and dispatch a team to your area.

# Condition C

A Condition C is called when a patient is in a crisis situation.

A Condition C is:

- Used to initiate a rapid response of critical care staff when a patient problem is felt to be urgent.
- Used to prevent a crisis from occurring or escalating.
- If you are thinking of calling a PICU fellow for their help, **CALL a CONDITION C!**
- Used when there is a delay in being able to contact the primary service.

# First Responder in Main Hospital, Bridges to Rangos or Faculty Pavilion, Outpatient Clinics in the Plaza Building (4<sup>th</sup> Floor) and AOB (3<sup>rd</sup> Floor)

During a Condition C the first responder will:

- Call out for help and request someone to call 692-5151 and initiate the condition C. If you are alone, leave the patient and make the call as described above, while also calling out for additional people to assist.
- When in a patient room call for local help by using the code blue button to call for assistance to the room. **OF NOTE: THE CODE BLUE BUTTON IN PATIENT ROOMS DOES NOT INITIATE A CONDITION A/C RESPONSE.**
- Begin life-saving skills, such as opening the airway, oxygen administration, or Bag Valve Mask breathing (if BLS certified).

# First Responder in an area OTHER than the Main Hospital, or bridges, or Plaza/AOB clinics

During a Condition C the first responder will:

- Using the nearest phone, call 692-5191. Give location and state you need to activate an emergency response.
- Begin basic life support if needed.
- Consider using AED if available.
- Stay with the victim until help arrives.

# Calling a Condition A

A Condition A should be called anytime a person is having a respiratory or cardiac arrest.





# Response Team for the Main Hospital, Bridges to Rangos or Faculty Pavilion, Outpatient Clinics in the Plaza Building (4<sup>th</sup> Floor) or AOB (3<sup>rd</sup> Floor)

The Condition A or C response team consists of:

- PICU Physician
- 2 PICU RNs - 1 CICU RN
- Pharmacist with drug box
- 2 Respiratory Therapists
- Pediatric Medical Residents
- Administrator on Duty as applicable
- Social Worker
- Public Safety Officer
- Transporter



# First Responder Duties

During a Condition A, the first responder will:

- Call verbally for someone to call 692-5151 and tell the operator you have a Condition A and provide the pertinent information (location, adult or child).
- If alone in a patient room, call for local help by using the code blue button. **THE CODE BLUE BUTTON DOES NOT ACTIVATE THE CONDITION A/C TEAM**
- Begin basic life support, including CPR.



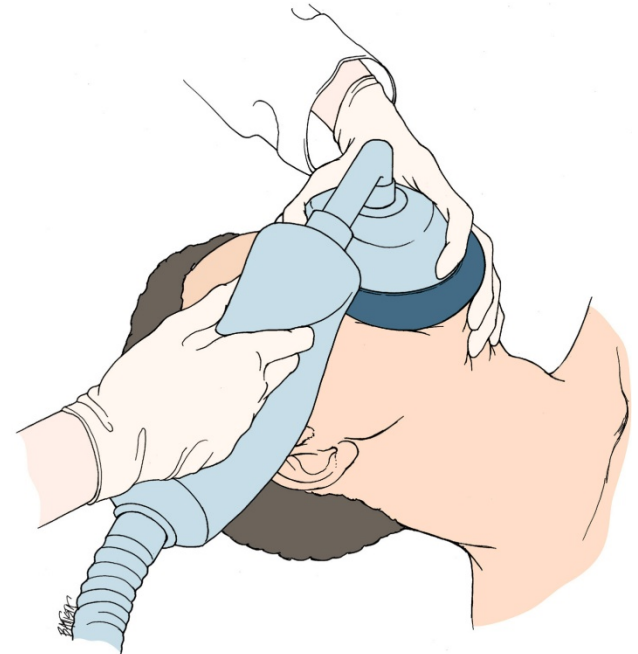
# First Responder in an area OTHER than the Main Hospital, bridges, or Plaza/AOB Clinics

During a Condition A the first responder will:

- Using the nearest phone, call 692-5191. Give location and state you need to activate an emergency response.
- Begin basic life support if needed.
- Consider using AED if available.
- Stay with the victim until help arrives.

# Tips for BLS-certified Staff

- Remove the Ambu bag, face mask, and O<sub>2</sub> flow adaptor from plexiglass storage unit on wall and connect to the O<sub>2</sub> outlet in the wall.
- Even if an oxygen source is not available, utilizing BVM when necessary, provides important ventilation to an apneic patient
- Select the correct size face mask for the patient. The mask should extend from the bridge of the nose to the cleft of the chin.
- If the patient is currently on O<sub>2</sub>, connect the Ambu bag to the flowmeter and adjust to 15 liters/minute.
- Assist the patient with bag-valve-mask ventilation as necessary.
- To administer blow by O<sub>2</sub>, place the end of the corrugated tubing to the patient's mouth/nose.
- Bags, valves, and masks (BVMs) and oxygen face masks are in plexiglass boxes located in all inpatient rooms and key public areas of the Main Hospital.
- Ensure the appropriate weight emergency drug sheet is utilized from the binder on the crash cart to calculate medication dosages.



# Things To Remember

During a Condition A/C Response:

- Stay calm.
- Call 692-5151 and give the operator all the information before hanging up.
- Start CPR if trained or BLS if certified as needed.

★ **HELP WILL BE COMING!**