May 11, 2016

Center for the Urban Child Memo

WorkFlow/Workgroup for INTERNAL CODE and/or transfer to higher level of care

Present:

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1. Please refer to previous workflow for identification of patient who may need higher level care (2/19/16)
2. Physician/PNP determines acuity of patient, level of care needed (i.e. code vs Rapid response).
   1. Provider calls ED or 80
3. MA working with provider/patient gets charge RN at bedside
4. MA informs Raul/greeter with specifics of patient location and issue
5. Raul informs security team and social work of rapid response/code w/ location
   1. Designated social worker deployed to sit with family and help explain what is happening
6. Raul sends group text to management team informing of critical issue w/ location
7. Charge RN announces rapid response/code via CUC Intercom system\*\*
8. Raul/greeter work with security in waiting room/outside of patient room to ensure crowd control
9. Transport team arrives to take patient to ED or ambulance (adult)
10. RN/provider discuss realtime feedback with management team, decide who will report to safety hotline x 6777 or ESRM.

\*\*Intercom should only be used if appropriate team is not yet present with patient