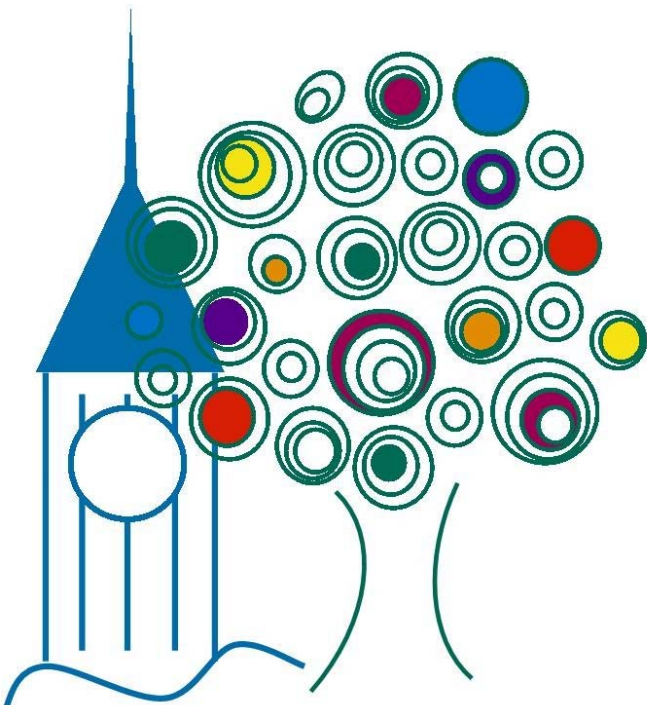


# Health Care professionals' perceptions of the impact of Outreach services within in a District General Hospital



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Melissa Balcorta, Shibu Chacko,  
Catherine Plowright

## Aim of presentation

To present the results of an audit undertaken in 2011 which evaluated staffs' perception of the Critical Care Outreach Team (CCOT) at a DGH.

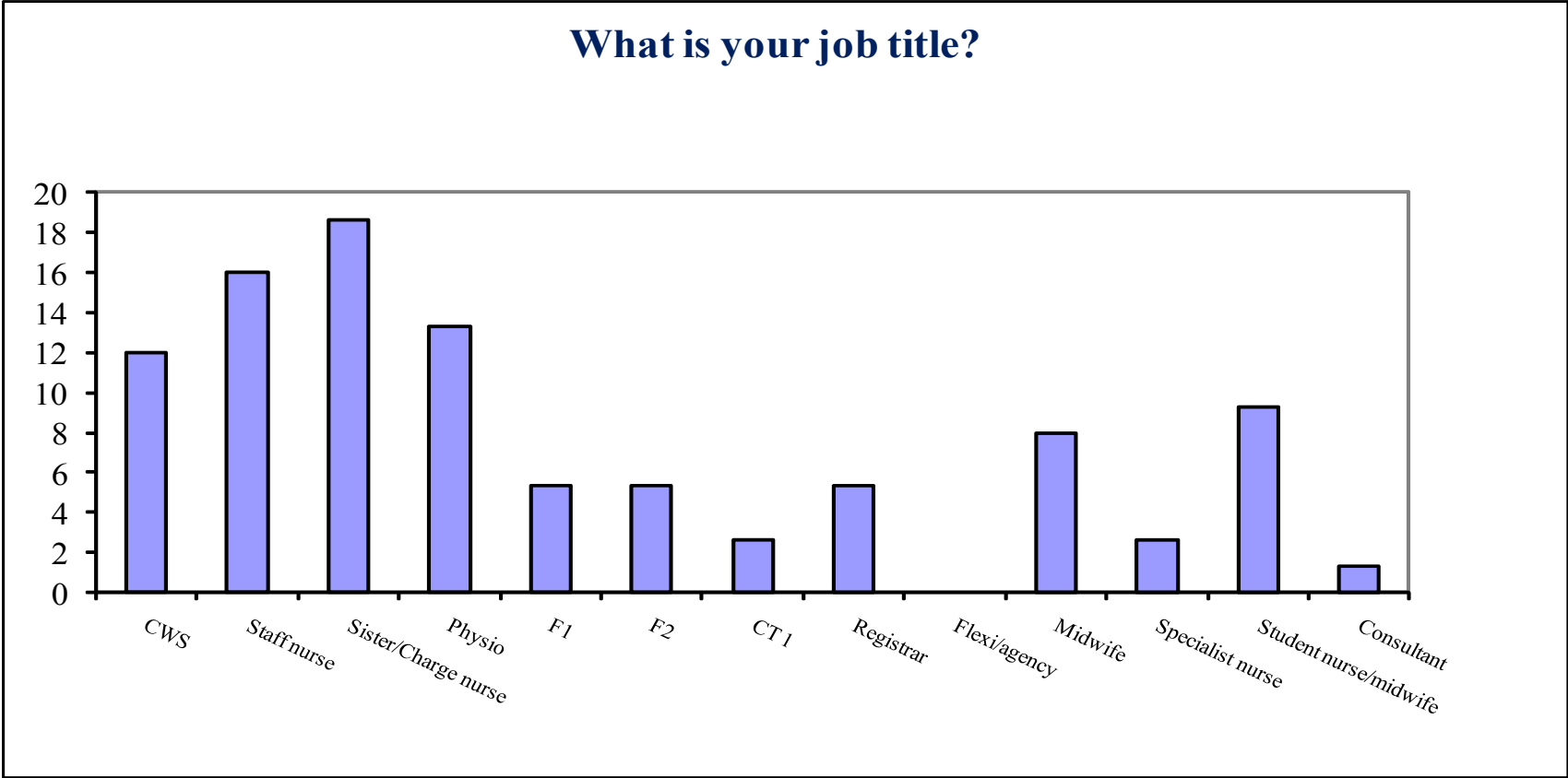
## Background

- 500 beds (approx.) general DGH
- 4.0 WTE CCOT nurses
  - Input from Consultant Nurse
- 7 days a week
  - 08.00-20.00 (currently)
- All adult specialities including A&E and obstetrics

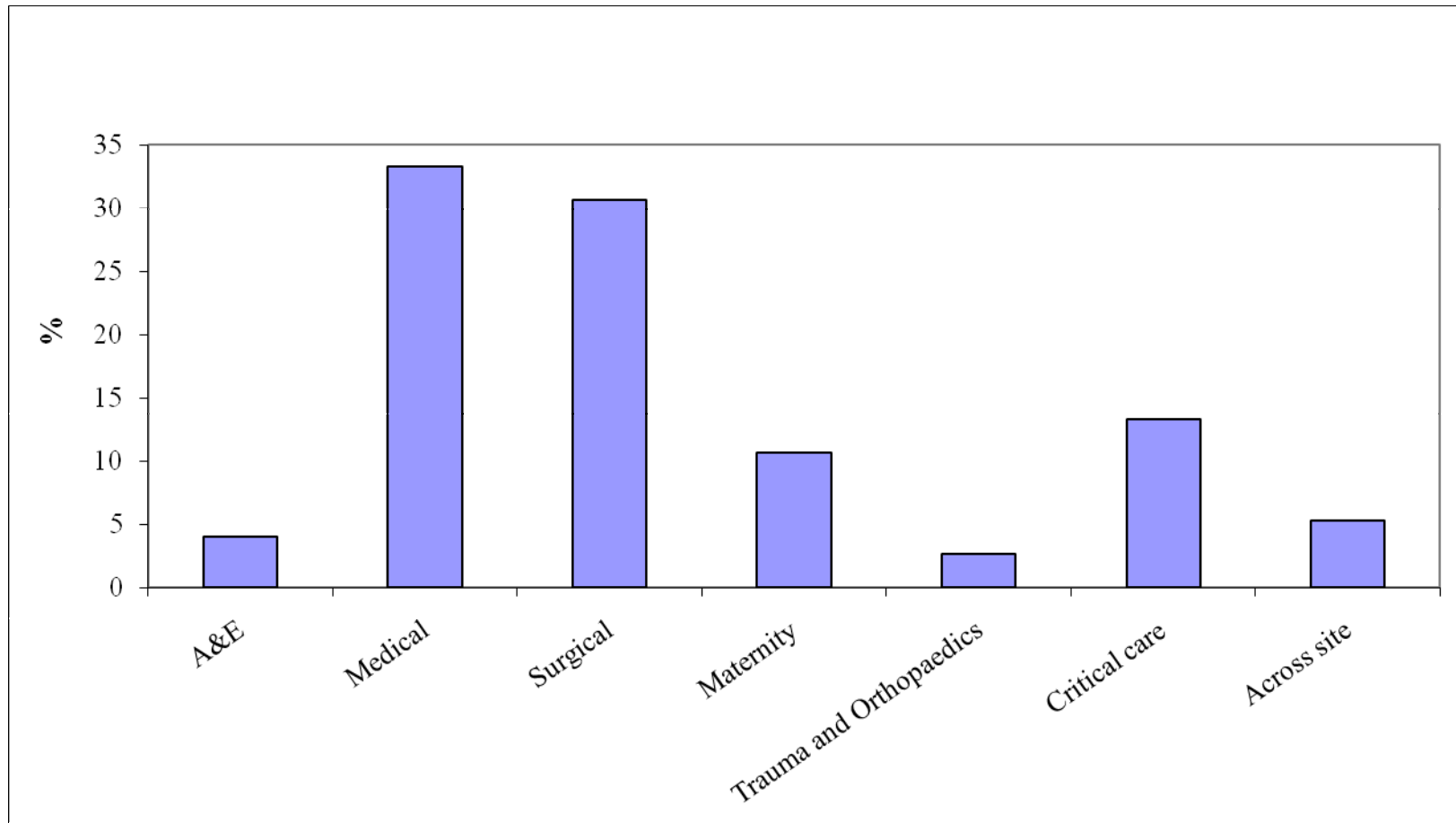
# Methodology

- Ethics and audit approval sought but not required as considered to be a survey
- 100 questionnaires distributed
  - 22 questions asked
- Randomly selected staff from the multi disciplinary team
- Distributed in May
- 75% return rate

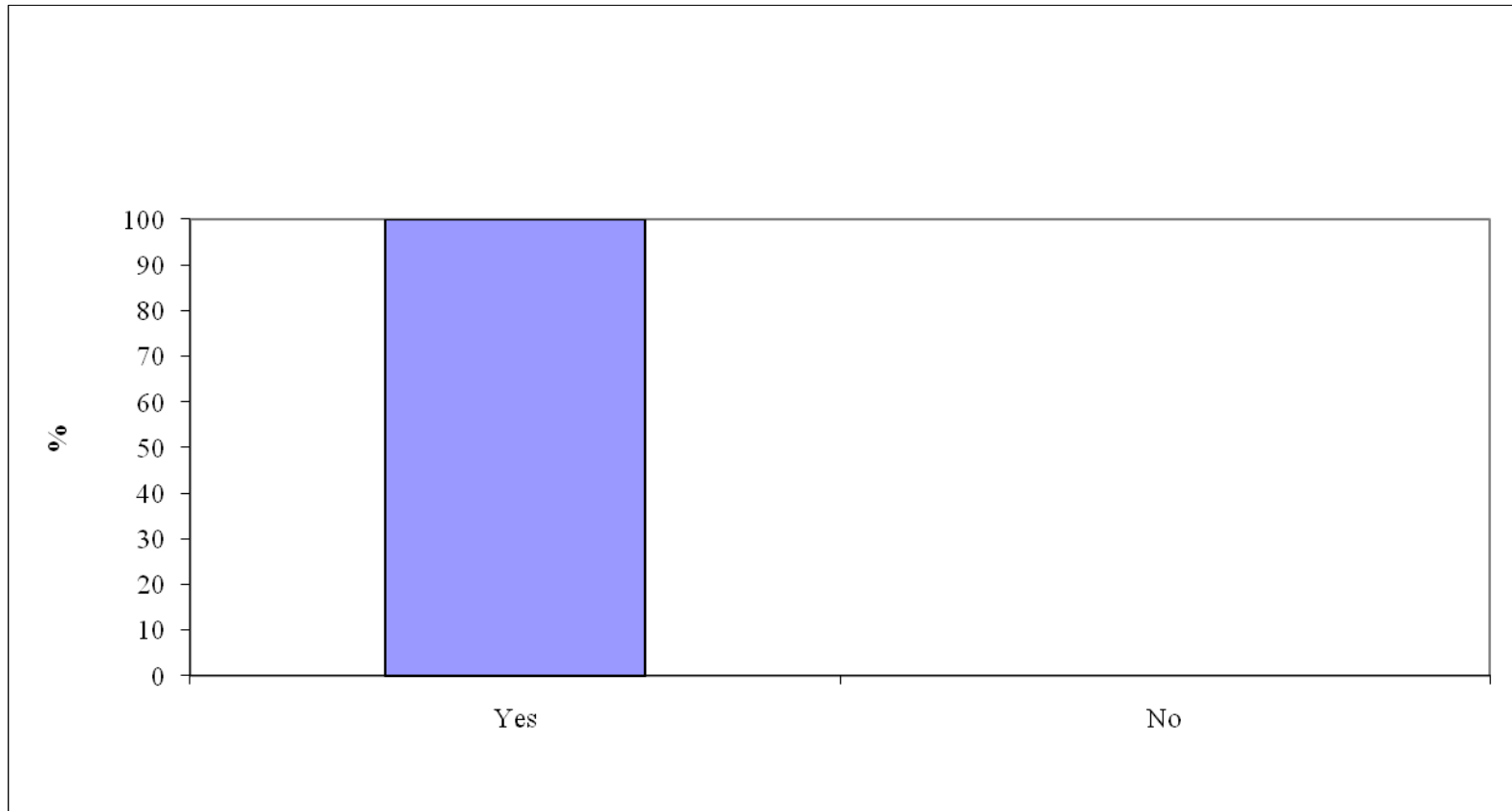
# Results



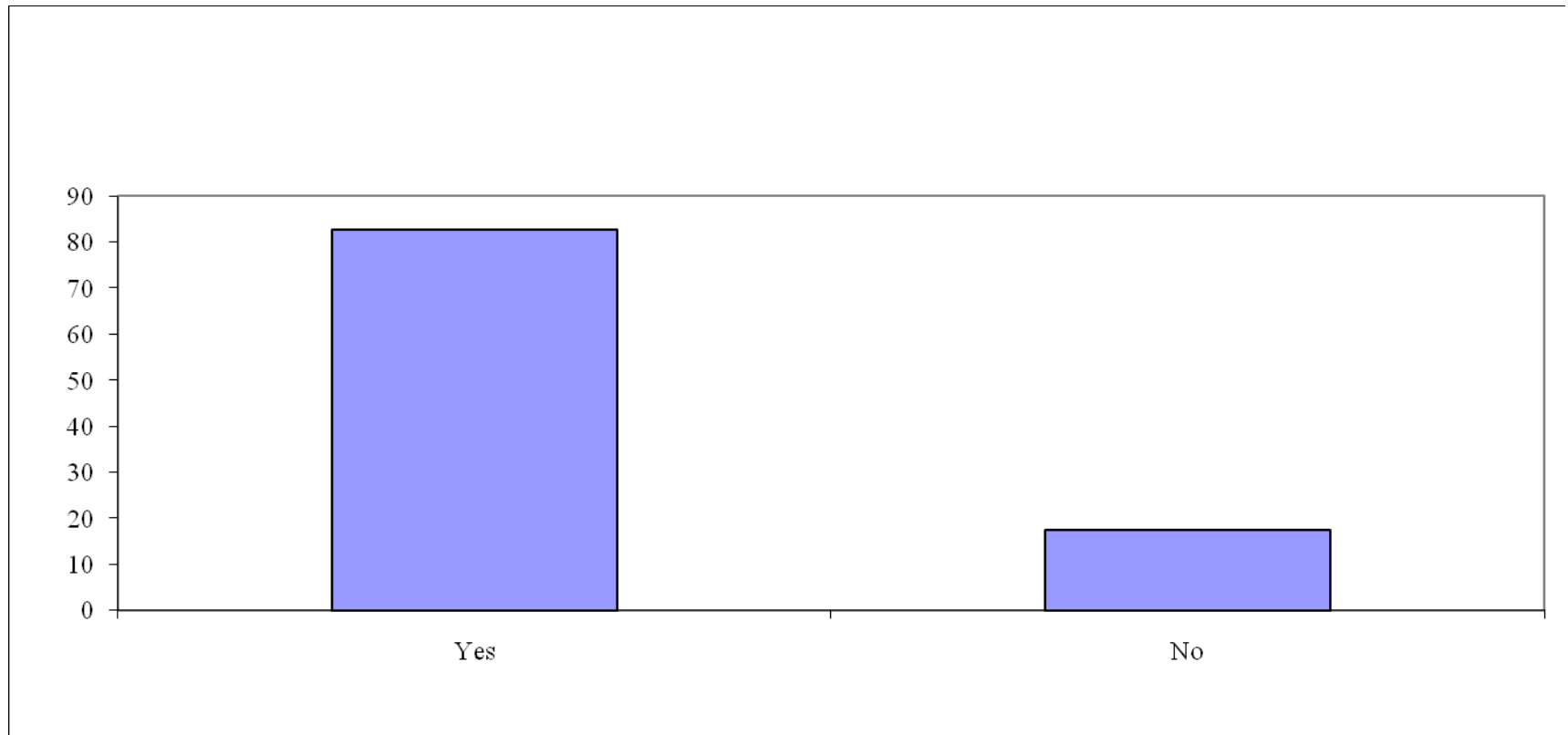
# Where they work



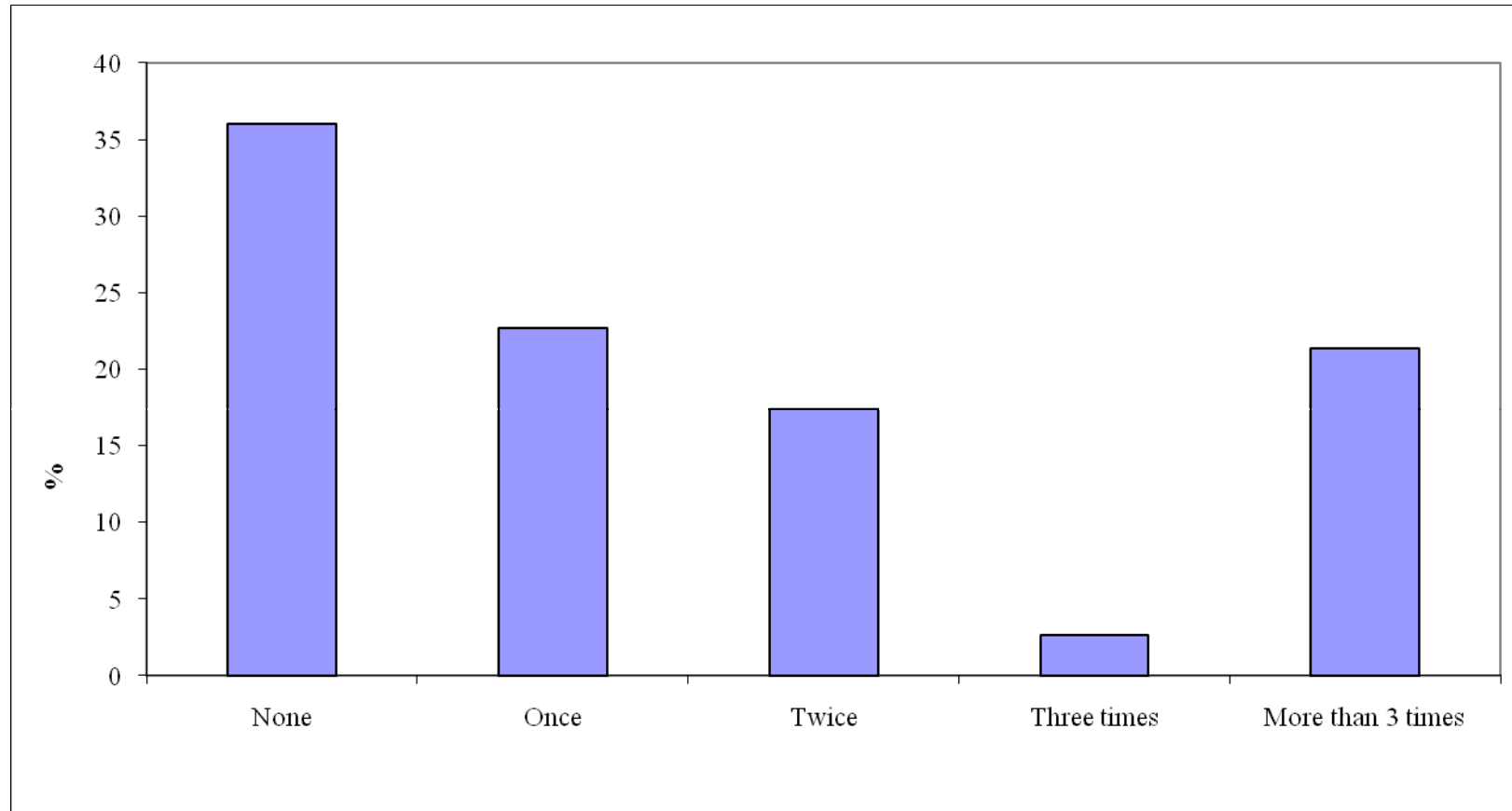
# Are they aware of CCOT



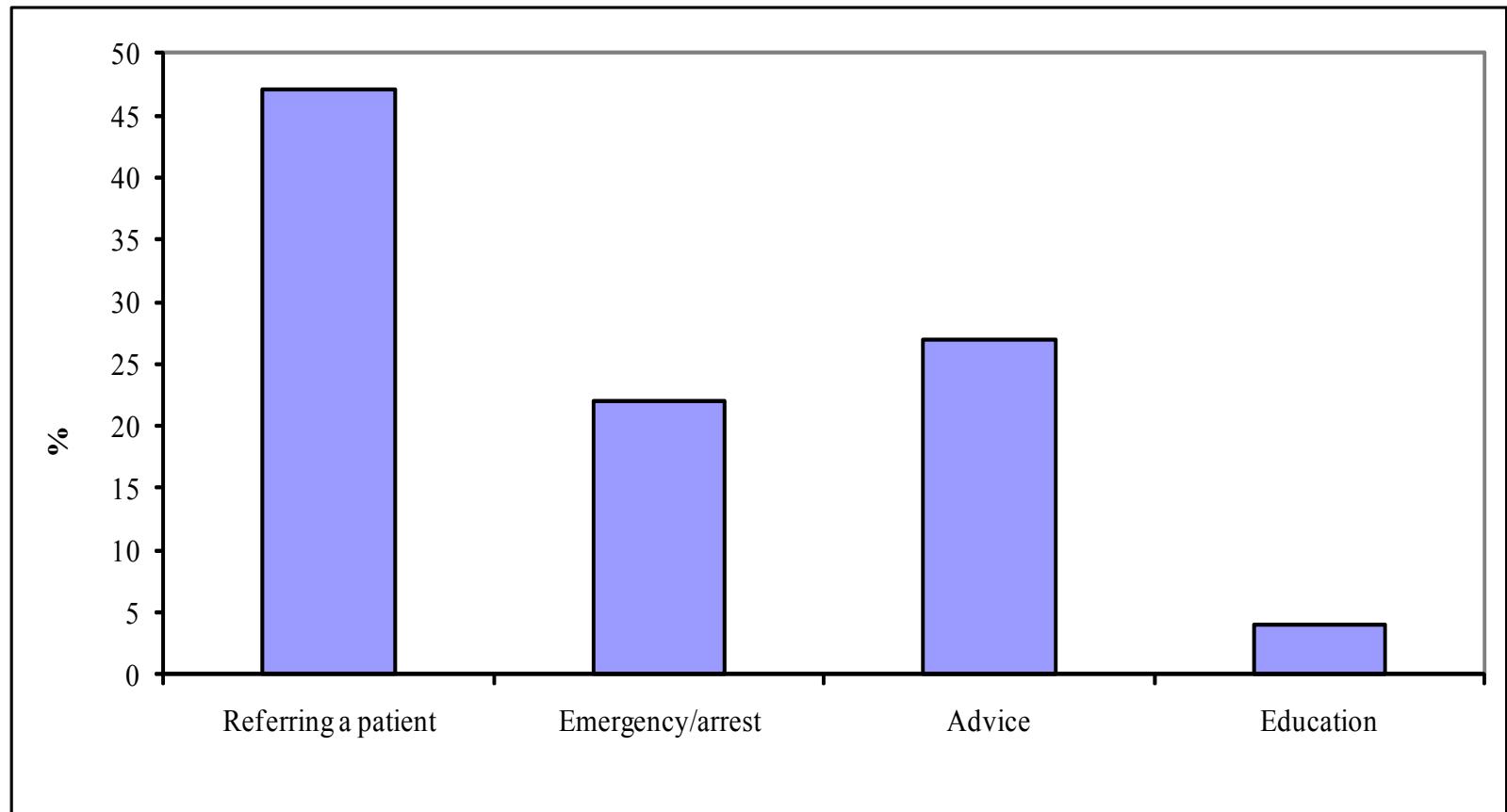
# Have they ever contacted CCOT



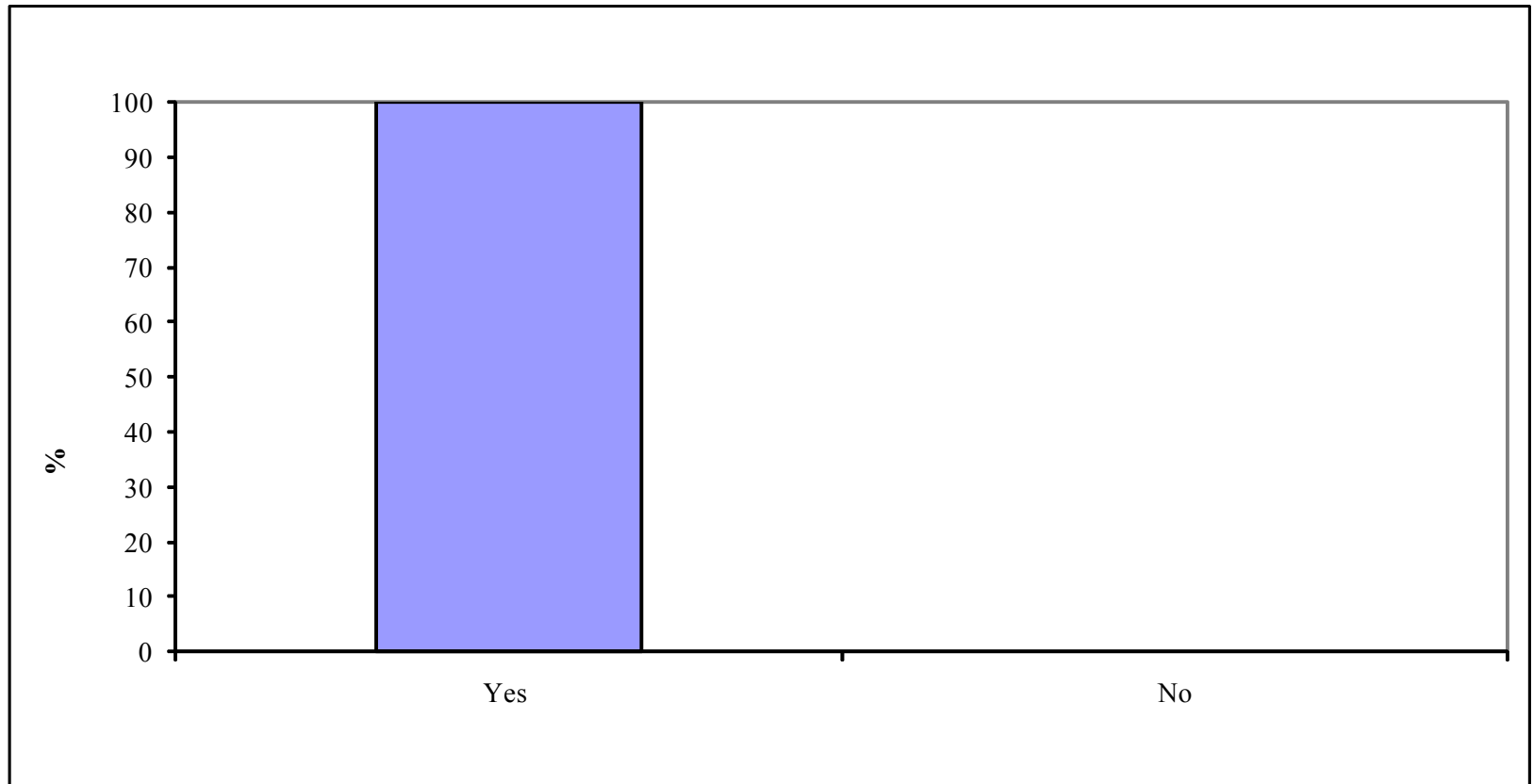
# How often contacted in the last month



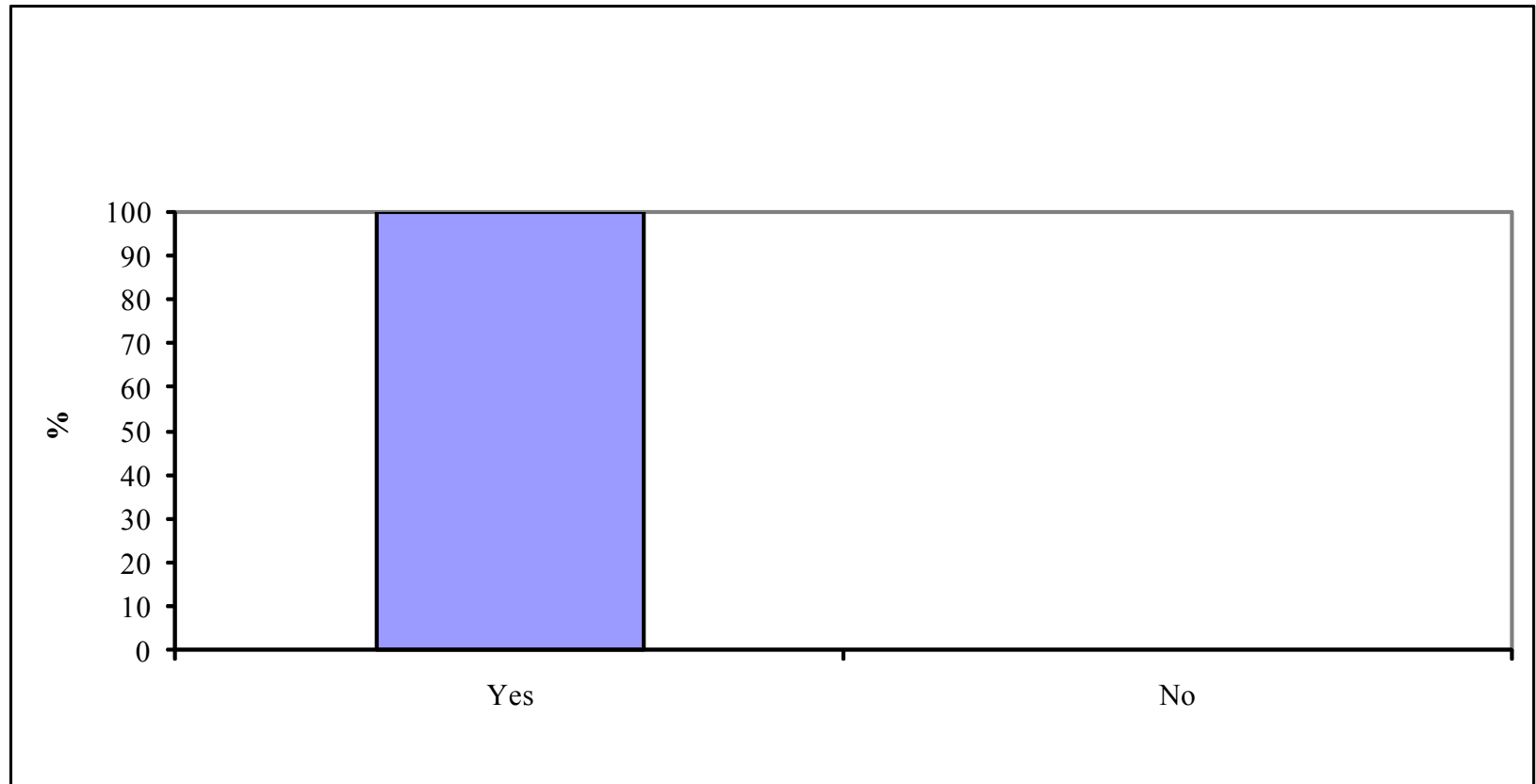
# Why they contacted CCOT



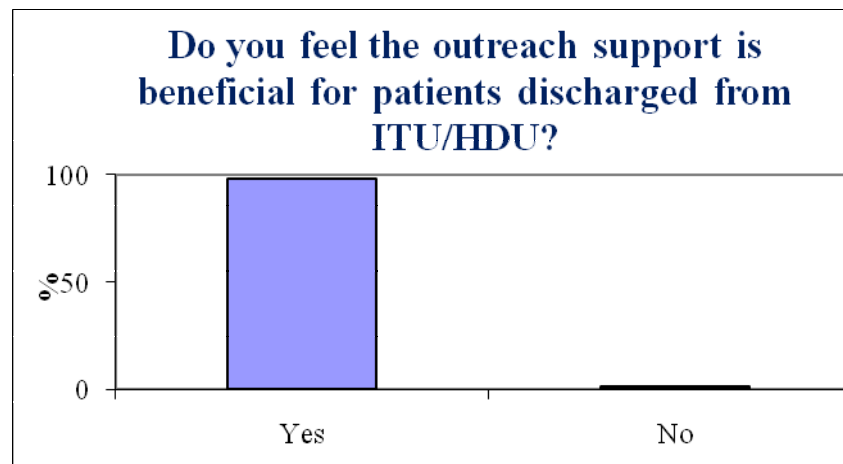
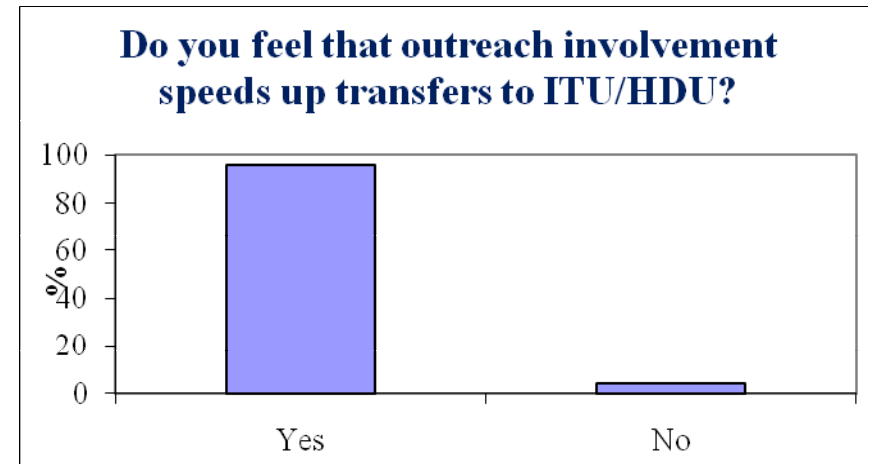
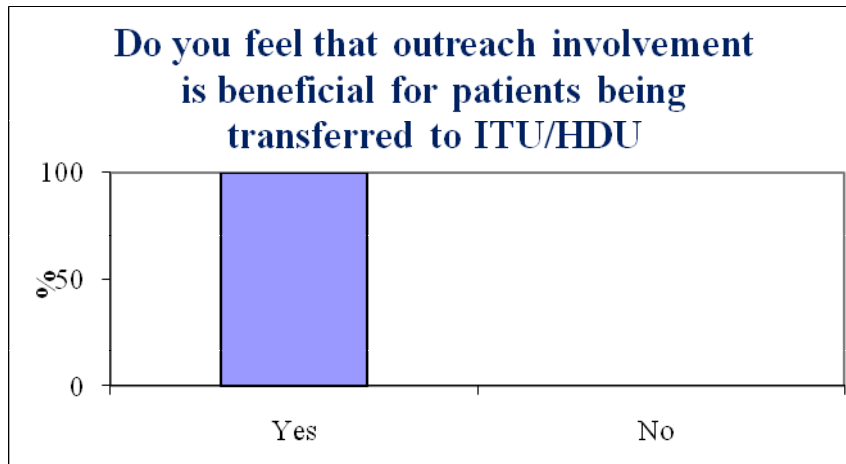
# Did CCOT have a positive effect on patient care



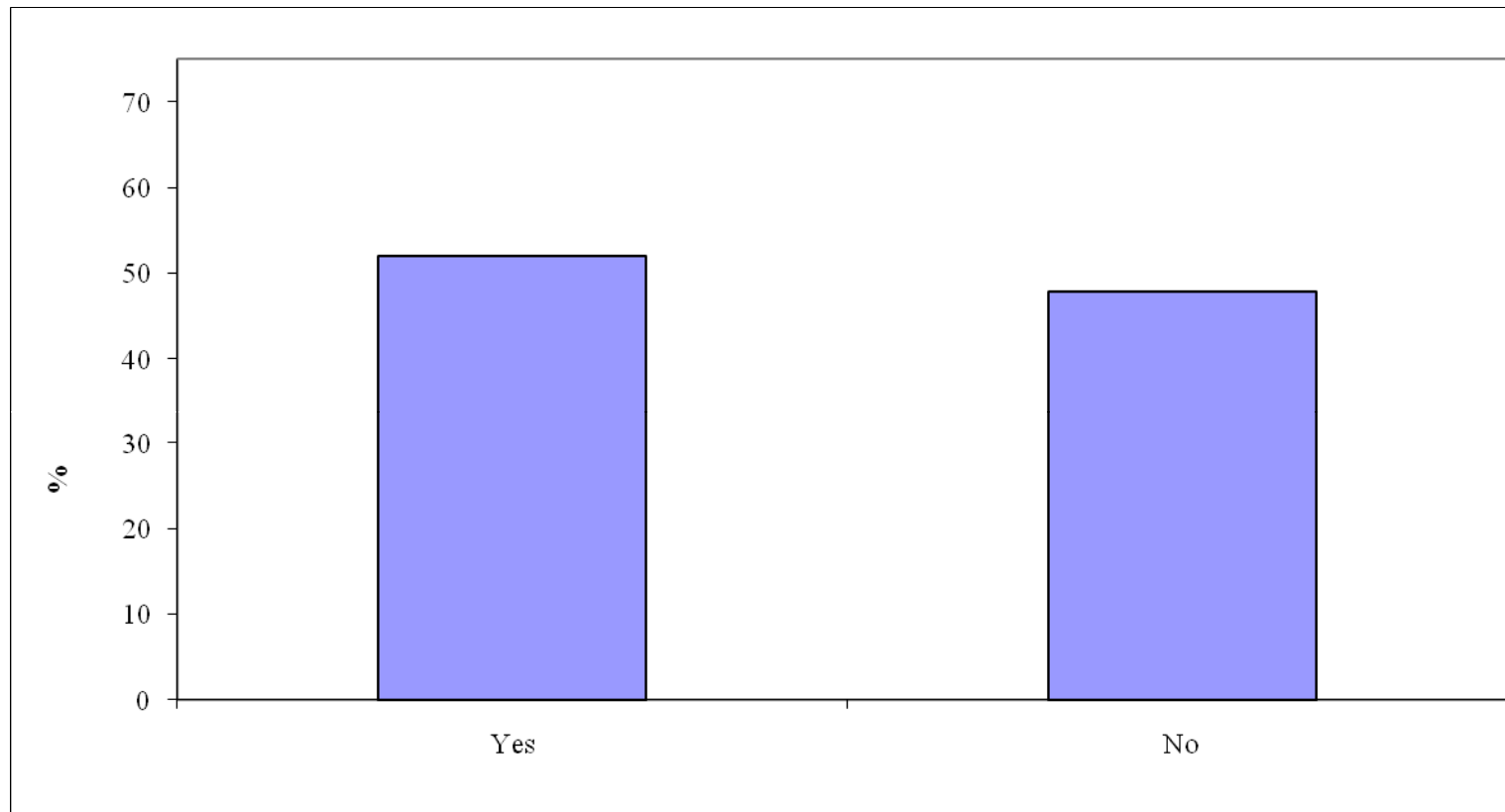
# Were members of CCOT polite & helpful

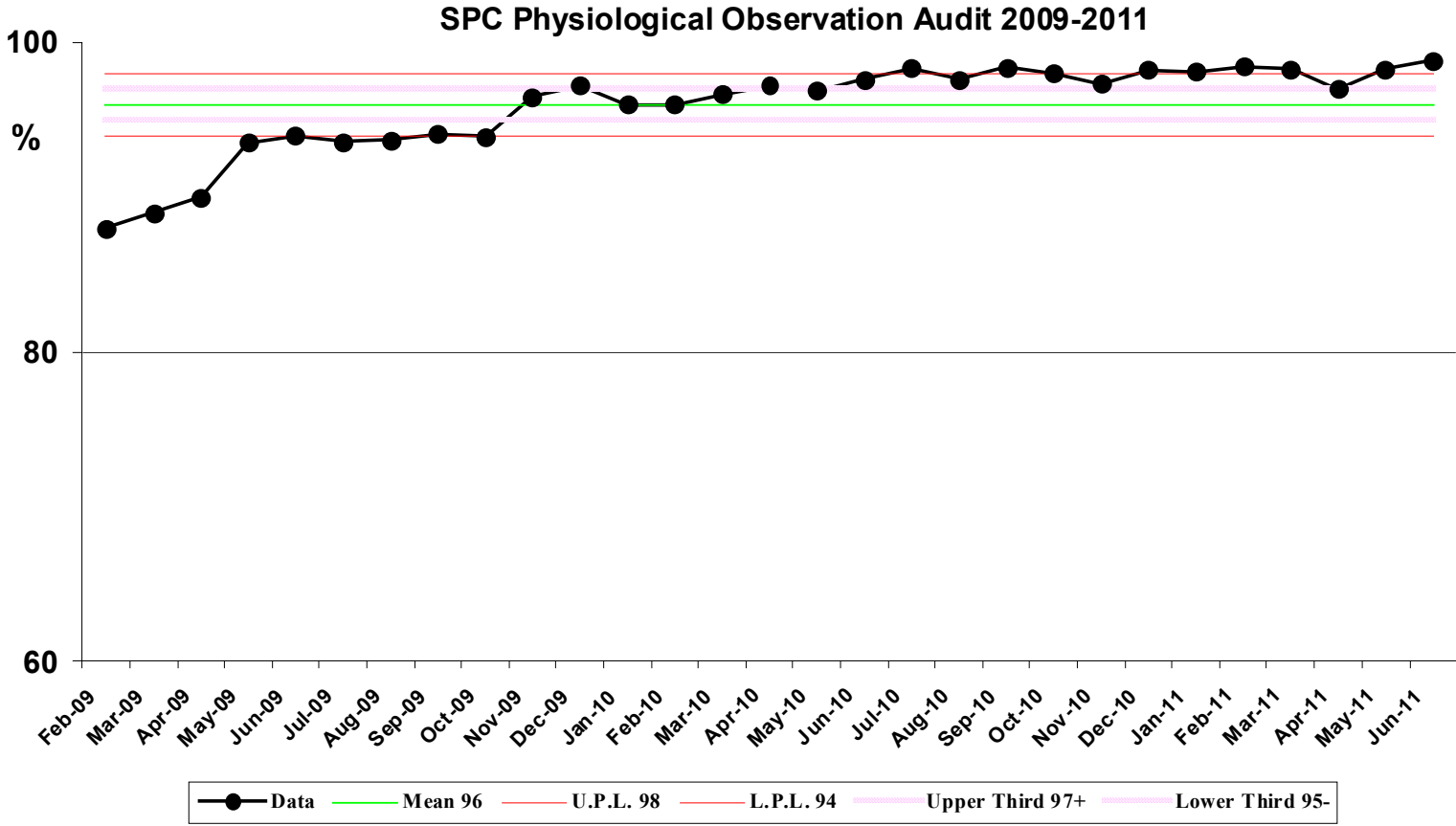


# CCOT & Critical Care



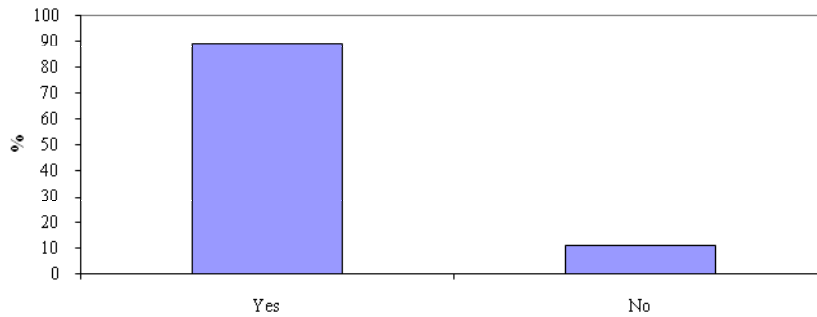
# Awareness of observations chart audit



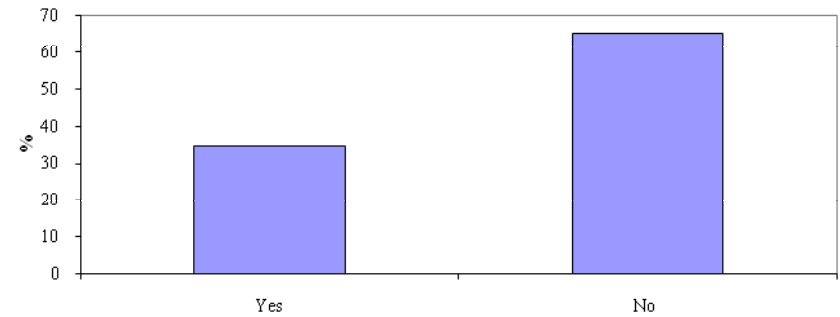


# SBAR

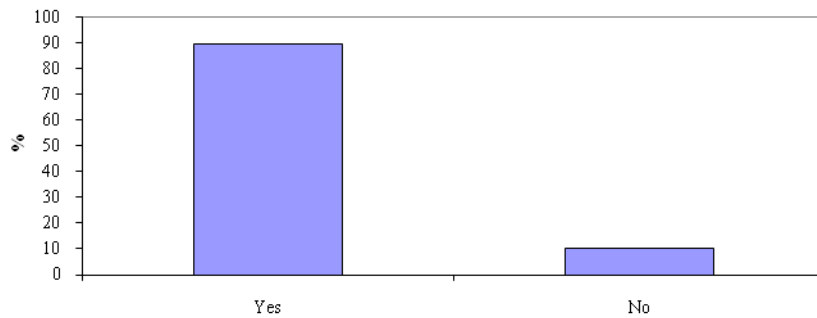
Have you heard of SBAR communication tool?



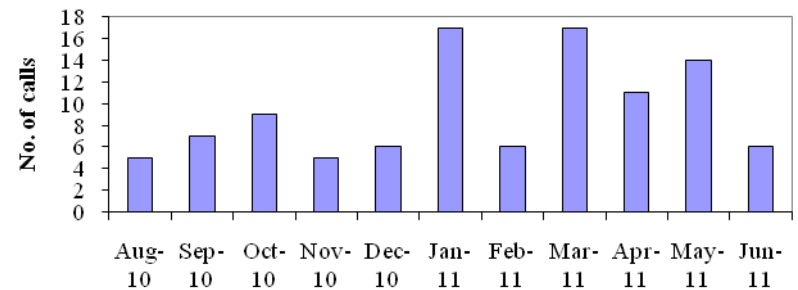
Have you made an SBAR call to escalate care?



Did you find it helpful?

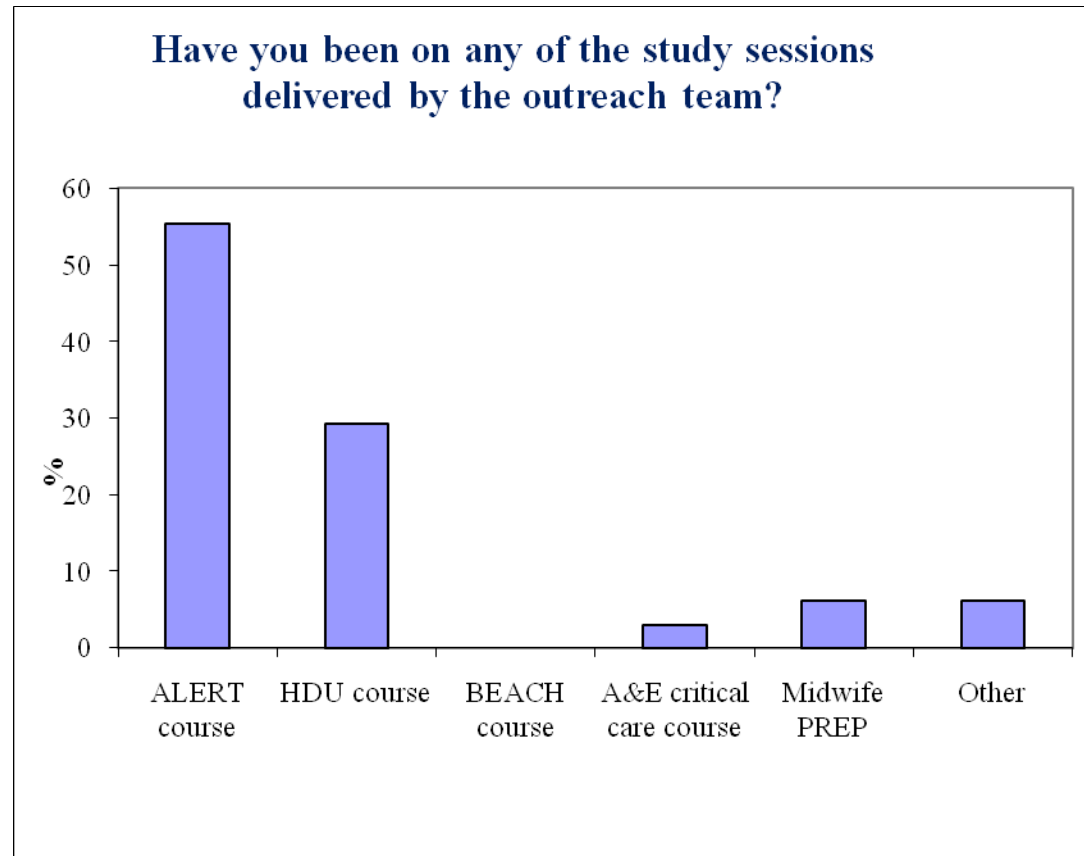


SBAR calls to CCOT



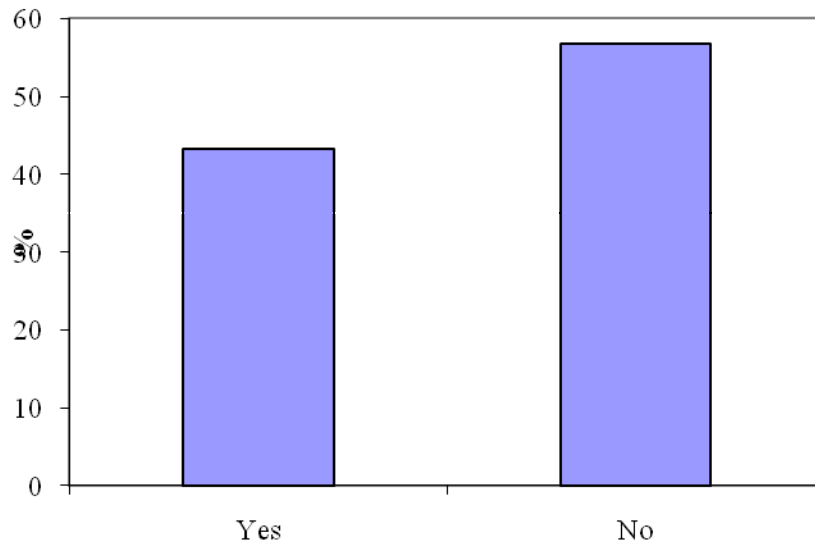
# Education & CCOT

- In 2010
  - 889 people
- 2011 (up to end of June)
  - 344 people

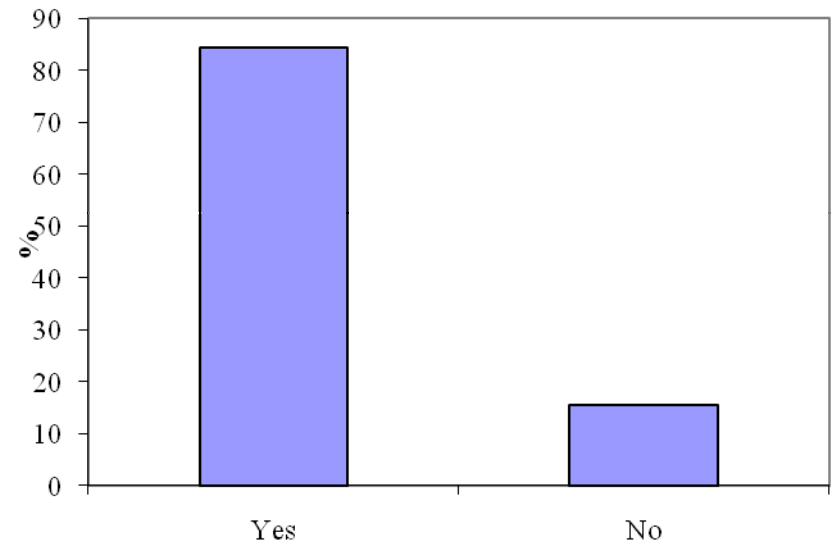


# Working with CCOT

**Have you had the opportunity to work with the outreach team?**



**Would you like to?**



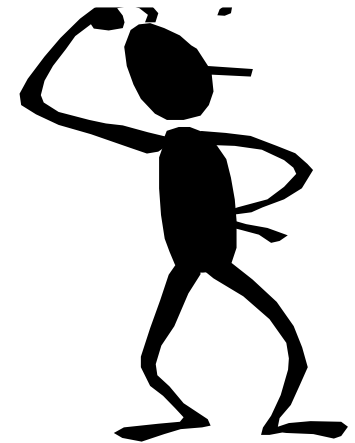
## Future work

- Increase awareness of all staff regarding observation charts audits
- Facilitate staff who want to work with CCOT to do so
- Continue to encourage the use of SBAR tool for communication

## Conclusions

- CCOT well established and used in Trust
- Those staff who would like to work with CCOT should be encouraged to do so
- Education by CCOT staff to continue
- SBAR as a tool to aid communication to be encouraged

# Any questions?



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