

# rapid response system staff knowledge and satisfaction survey

A narrow window of opportunity exists to provide the treatments necessary to reverse or reduce the amount of physiological damage associated with severe clinical deterioration. A key role of any acute care facility in Australia is to provide systems that enable patients with severe clinical deterioration to receive immediate and appropriate emergency assistance.

Rapid response providers may be an individual or team of health professionals with expertise in providing rapid assessment and intervention for patients who are clinically deteriorating. The rapid response is activated by clinicians at the patient's bedside. To be effective these systems need to be well integrated and operate as an extension of the care provided by attending medical officers and health care teams.

One of the most important measures of the success of a rapid response system is the utilisation of the system by clinical areas. Numerous clinical studies have reported problems with the uptake of rapid response systems, placing patients at risk of adverse events and increased mortality and morbidity. If these systems are to work effectively, ongoing education of staff and continuous evaluation are essential.

The following survey was developed by the Australian Commission on Safety and Quality in Health Care to provide acute care facilities with a tool for evaluating staff perceptions of the rapid response system. The survey is designed to evaluate:

- factors that are known to inhibit effective activation and use of rapid response systems
- perceived effectiveness of the rapid response system in responding to and managing clinical deterioration
- perceived effectiveness of teamwork and communication during rapid response system calls.

The survey can be adapted to suit local requirements.



## ABOUT THIS TOOL

This tool is available as a Portable Document Format (PDF) file which can be saved to your desktop for direct electronic data entry or printed for use.

It has been designed for use in conjunction with the Australian Commission on Safety and Quality in Health Care publication *A Guide to Implementation of the National Consensus Statement: Essential Elements for Recognising and Responding to Clinical Deterioration* (2012).

This tool and further information about recognition and response systems can be downloaded from:

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## references

1. Jones L, King L, & Wilson C. A literature review: Factors that impact on nurses' effective use of the Medical Emergency Team (MET). *Journal of Clinical Nursing* 2009; 18:3379-3390.
2. Jones D, Baldwin I, McIntyre T, Story D, Mercer I, et al. Nurses' attitudes to a medical emergency team service in a teaching hospital. *Quality and Safety in Health Care* 2006;15:427-432.
3. Green A & Allison W. Staff experiences of an early warning indicator for unstable patients in Australia. *Nursing in critical care* 2006;11(3):118-127.

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<b>Clinical area:</b>					
<b>Discipline:</b>	<input type="checkbox"/> Medical <input type="checkbox"/> Nursing <input type="checkbox"/> Other _____				
<b>Years of clinical experience:</b>	<input type="checkbox"/> Less than 1 <input type="checkbox"/> 1 to 3 <input type="checkbox"/> 4 to 5 <input type="checkbox"/> 6 to 10 <input type="checkbox"/> more than 10				
<b>I have received education related to our rapid response system in the last 12 months</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No				
<b>I have a good understanding of the abnormal observations that require me to activate the rapid response system</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No				
<b>PLEASE CONSIDER THE STATEMENTS BELOW AND CIRCLE YOUR RESPONSE. THERE IS SPACE TO WRITE ANY COMMENTS OR SUGGESTIONS YOU HAVE ABOUT THE RAPID RESPONSE SYSTEM AT THE END OF THE SURVEY.</b>					
<b>Patients in the hospital have complex medical problems</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Patients receive effective emergency assistance from the rapid response team</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>I feel confident activating the rapid response system</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response system allows me to seek help for my patients when I am worried about them</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response system is not helpful in managing sick patients on the ward</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>When one of my patients is sick I call the covering doctor before calling the rapid response team</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>If I cannot contact the covering doctor about my sick patient I activate the rapid response system</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>I am reluctant to activate the rapid response system for my patients because I will be criticised if they are not that unwell</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Rapid response system calls are required because the management of the patient by the doctors has been inadequate</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Rapid response system calls are required because the management of the patient by the nurses has been inadequate</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>

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<b>I would activate the rapid response system for a patient I am worried about even if their vital signs are normal</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>If my patient meets rapid response system calling criteria but does not look unwell I would not make a rapid response call</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Junior doctors support my decision to call a rapid response</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Senior doctors support my decision to call a rapid response</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Ward/unit nurses support my decision to call a rapid response</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Senior nurses support my decision to call a rapid response</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Using the rapid response system increases my work load when caring for a sick patient</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>I understand my role during rapid response calls</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response system reduces my skills in managing sick patients</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>Rapid response system calls teach me how to better manage sick patients in my ward</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response team respond to calls in an appropriate timeframe</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response team encourage effective teamwork</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The rapid response team communicate effectively</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>
<b>The ongoing plan for the patient is clearly documented after a rapid response call</b>	Strongly disagree <input type="radio"/>	Disagree <input type="radio"/>	Uncertain <input type="radio"/>	Agree <input type="radio"/>	Strongly agree <input type="radio"/>

**Additional comments:**