

SOP Title	Management of unwell patients in ED		
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Approved by			
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V1	14 March 2018	Chamika Mapatuna		
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V5	12 June 2018		Final	Discussed & agreed at QI Forum

SOP Objectives	To provide guidance for the timely care, treatment and ongoing review of patients requiring resuscitation.
Scope	
Performance Measures	Monthly Mortality Reviews assessing Quality of Care delivered
Related Documents	February 2018 Mortality Review of Patients died in ED

Work Instruction – Management of unwell patients in ED		
No.	Action	Responsibility
1	All patients with immediate needs must be greeted by a registered nurse and have an initial assessment and triage.	Nursing Staff
2	Patients should be reviewed by a doctor/ACP in a timely manner as dictated by their triage category. Appropriate investigations and treatments must be ordered and initiated immediately after review.	ED Dr/ ACP /Nursing Staff
3	Doctor/ACP to communicate the required treatments to the nursing staff and these to be completed as soon as possible.	ED Dr/ ACP & Nursing Staff
4	All patients requiring ongoing resuscitation should be reviewed by a Senior ED Clinician as soon as practical after the initial assessment	ED Dr/ ACP
5	All patients requiring ongoing resuscitation should be regularly (hourly) reassessed and action plans documented until the patient either no longer requires resuscitation or is transferred to another clinical setting.	ED Dr/ ACP
6	All patients with NEWS \geq 5 / PAWS \geq 5, must be discussed with the appropriate Specialty Senior Clinician as soon as practical after initial assessment and this referral and discussion outcome documented. The decision regarding speciality review in the ED within 30 minutes or transfer lies with the speciality senior doctor.	ED Dr/ ACP/Nursing Staff
7	Use SBAR hand over when contacting Specialty Senior Clinicians to ensure clarity of communication & convey important messages. Ensure Speciality Clinician is clear why the patient requires review in ED e.g ongoing resuscitation needs, high NEWS/PAWS score, infections requiring admission to side room, needs cross-site transfer.	ED Dr/ ACP
8	Named Nurse must hand over patient to ward nursing staff using SBAR and adhere to the transfer policy.	Nursing Staff