

Learning Session 28-January 2020

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Meredith Rodriguez, PhD
Krystle Bartley, MA

ACKNOWLEDGEMENTS

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LEARNING SESSION DISCLOSURES

Note Faculty/Speakers and Planners for this learning session:

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have no conflicts of interest. Additionally, no commercial support has been received for this activity.

Should participants detect any bias in this presentation please note such on the evaluation or reach out to Diana Fendya, nurse planner for continuing education.



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- Sign into the webinar: name, email address and name of your facility.
- At the completion of the presentation a link will be provided which will take you to a short evaluation form which you will need to complete.
- The evaluation <u>must be completed within 2 weeks:</u>
 https://tch-redcap.texaschildrens.org/REDCap/surveys/?s=C3CHENDRY8
- Within 48 hours of receiving your evaluation, your certificate will be sent to you electronically.



AGENDA

28-JANUARY-2020 LEARNING SESSION



Creating Sustainability- 15"

Sujit Iyer, MD
The Longhorn Kids
Dell Children's Hospital, Austin TX



Aggregate Performance – 5"

PRQC Admin Team





WISPR LifesavERs REMINDER

Housekeeping – 5" Meredith Rodriguez



Investing in Community Pediatric Champions to Drive Improvement

Sujit Iyer, MD. FAAP, FACEP

Director, Pediatric ED Outreach, Seton Family of Hospitals

Assistant Medical Director, Dell Children's Medical Center Emergency Department

Associate Fellowship Director, UT Austin Dell Medical School, Pediatric Emergency Medicine Fellowship



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Faculty Disclosure

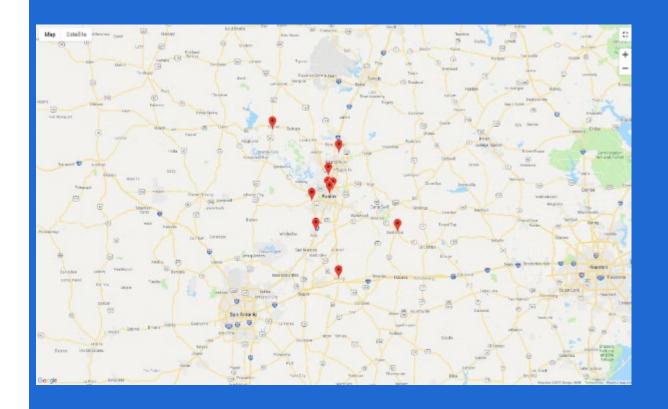
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Background

- Level 1 Pediatric Trauma Center (79K ED Visits)
- "Adult" Hospital Network
 - 10 community hospitals
 - Market: 149K Pediatric Visits
 - Community hospitals total
 - 70K Pediatric ED Visits
 - Small community hospital
 - 9,000 ED visits per year
 - Large Community Hospital
 - 300 Peds ED visits per year





Different Drivers

C-Suite

- Public Reputation
- Market Share
- ROI

ED Leaders

- Competing interests
- Staff training vs patient need (bang for the buck)
- Patient safety
- Staff resources

Bedside Staff

- Initiative of the month
- Perceived need for improvements
- Who are the local experts they trust

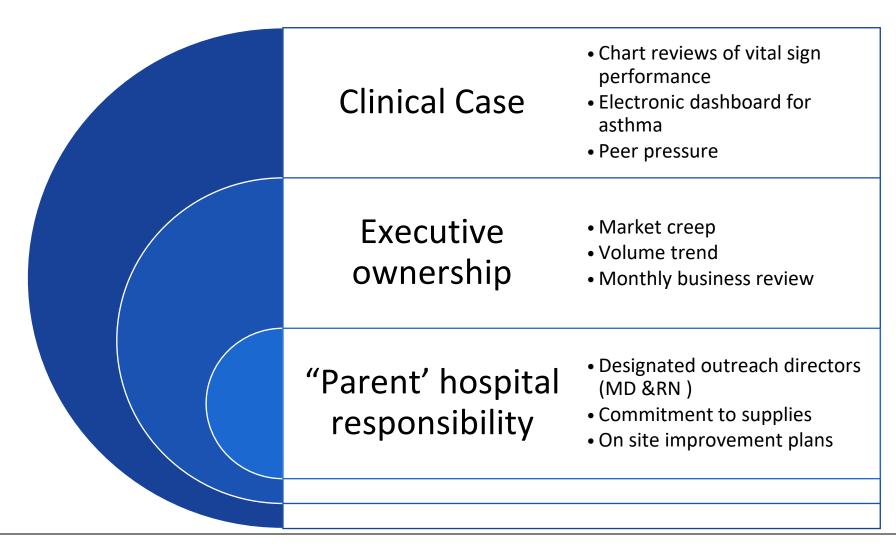


Why should we work on this?

Good enough **Improving Pediatric Care** for now No specific complaints Community Feedback Competing initiatives Market Share creep No evidence to suggest need for improvement Tangible benefits from Peds Readiness work Limited resources

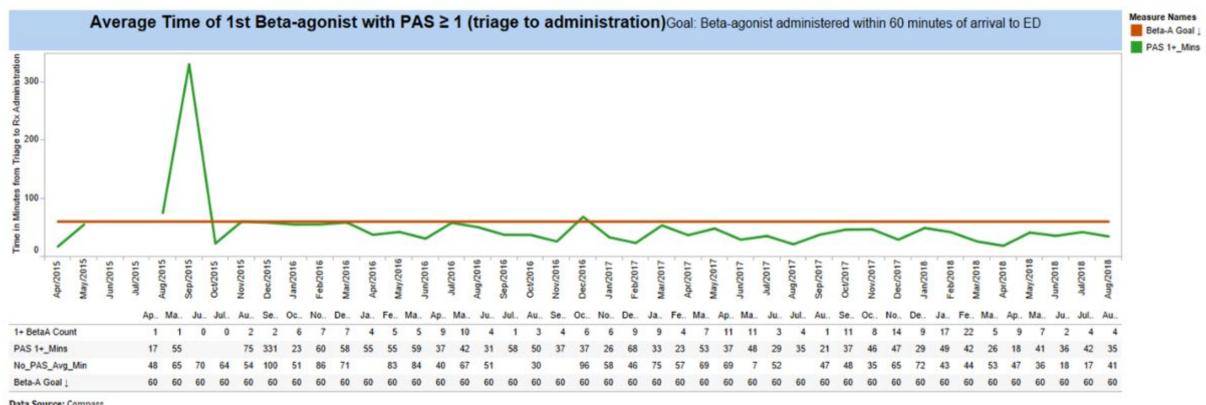


Prove the case for improvement





"Peer" pressure



Data Source: Compass

Albuterol metric met, beat DCMC many months



More than "pushing information"

Supplies

- Review checklist and fill in gaps
- Expired supply process
- On site training

Clinical training

- Cross trained personnel
- On site training
- Video training series

Data

- "Home" site reviews charts
- Develop monthly operational review
- Keep it simple

Advocate

- Present needs to c-suites
- Aim for success (not the stars)
- Praise the wins



Always help with the "easy"



- "Free" infant scale
- Take expired supplies
- "Pediatric cart:

Training

- "Hosting" at children's hospital
- Directed by sites multimodal

Access

- Back line office numbers
- Centralized protocols and information
- Case management



Keeping pediatrics on the radar

SSW, Pediatric ED Volume

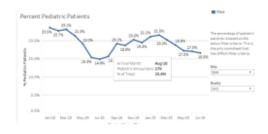
	5013	310	ЗUb	287	258	263	458	TRT					
SSW	2015	293	267	312	318	312	230	237	218	245	269	284	236
	2016	267	274	268	266	245	210	208	203	227	245	225	259
	2017	257	278	245	256	237	187	155	205	272	258	248	288
	2018	381	304	288	253	236	182	173	179	220	213	239	247
	2019	248	270	271	228	209	205	193					

8/27/2019

For additional information contact jgrantham@seton.or

Dell Children's Medical Center of Central Texas Proprietary and Confidentia

- Slight increase in last two months pediatric volumes to last year (193 v 173)
- Similar percent of total ED patients as pediatrics, 16% (range is usually 15-25%)
- LWBS rate of < 2%
- · Top 4 diagnosis groups:
 - · Traumatic injuries
 - · Wounds of head/neck
 - Lacerations/wounds
 - · GI complaints







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Metrics: Clinical Quality Review, July-August 2019

Metric	Goal	Jan-Mar 2019	April 2019	July-Aug 2019
% of children receiving LET gel (if needed)	> 95%	50%	85%	100%
% of children(<5 yo) receiving at least one intranasal medication	> 90%	12%	14%	75%
% of children receiving injectable lidocaine	< 5%	25%	28%	0%
"Appropriate" management	100%			100%

- · Pain Management/ Laceration Care Chart Audit Themes
 - · 20 cases meet review criteria, 16 charts audited (4 with no lac repair)
 - Great adoption of the use of LET gel
 - No one with inappropriate injectable lidocaine!
 - KUDOS: Duncan & Jackson (high adoption), Flores (complicated case)
 - · 4 kids on the border to consider intranasal. Ideas in 5-6 year old category?





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Momentum is hard

2013-14 Score	2015-16 Score	Last Listed	
		Champion	
60	100	Jennifer	
		Valencia	
N/A	99	David Indorf	
71	100	Jan Duich	
N/A	100	Anita Moran and	
		Laura Pittman	
60	74	Vickie Spaw and	
		Sherry Brown	
60	86	Sue Phillips and	
		Jessi Ray	
60	89	Rebecca Mull	
97	81	Bryony	
		Anderson	
		Melinda DeLong	
N/A	N/A		
100	100	Denita	
		Lyons/Kate	
		Remick	
	60 N/A 71 N/A 60 60 97 N/A	60 100 N/A 99 71 100 N/A 100 60 74 60 86 60 89 97 81 N/A N/A	



Metrics: Clinical Quality Review, April 2019

Metric	Goal	Jan-Mar 2019	April 2019
% of children receiving LET gel	> 95%	86%	80%
% of children receiving at least one intranasal medication	> 90%	7%	15%
% of children receiving injectable lidocaine	< 5%	20%	15%

- · Pain Management/ Laceration Care Chart Audit Themes
 - · 22 cases meet review criteria, 20 screened (2 had no lac repair done)
 - Paucity of intranasal use, even in very young patients. Some documentation in provider notes alluding to the fact the IN medication is sedation – not the case per Seton policy
 - All 3 children who had injectable lidocaine were very young (17 months and 3 year old).
 Good intranasal candidates and likely didn't need injectable lidocaine



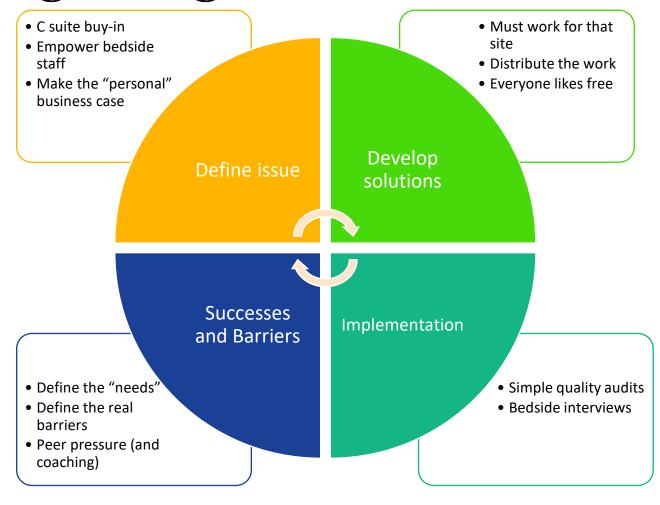


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Different strategies for different places?

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Pushing the right buttons









TEAM PRESENTATIONS

Team 12 - WISPR

- 14 original affiliate hospitals
- 11 active affiliate hospitals
- Mix of rural and urban
- 25 505 beds
- Peds volume: Low (<1,800), medium, (1,800-4,999) and medium high (5,000-9,999)

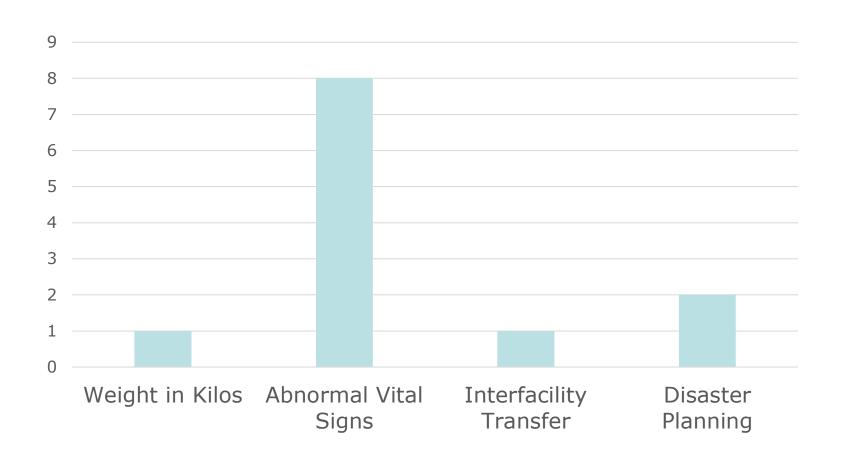


Team 12 - WISPR

- Crossing Rivers Health
- Sauk Prairie Healthcare
- Southwest Health Center
- Mile Bluff Medical Center
- UnityPoint Health Meriter
- Howard Young Medical Center
- Ascension Franklin
- Mercy Health Hospital and Medical Center - Walworth
- Mercy Health System and Trauma Center - Janesville

- Aurora Sheboygan Memorial Medical Center
- Marshfield Medical Center
- Training team
 - Lorin Browne, DO
 - Matt Pinsoneault, NRP
 - Michael K. Kim, MD
 - Ben Eithun, MSN, CRNP, RN, CPNP-AC, CCRN

Bundle Selection



WISPR Data Entry and PDSA Cycles

- 7 affiliate hospitals entering data
 - Total of **824** pediatric charts entered
 - 2 disaster planning drill completed
- 16 PDSA cycles completed
 - Crossing Rivers Health (4 cycles)
 - Ascension Franklin (2 cycles)
 - Aurora Sheboygan Memorial (6 cycles)
 - Mile Bluff Medical Center (3 cycles)
 - Sauk Prairie Hospital (1 cycle)

Challenges

- Delays in completing DUA
- Pediatric champion turnover
- Competing priorities at affiliate hospitals
- Current focus
 - Encourage hospitals to move from baseline data entry to PDSA cycles

Best Practices

- Monthly team meetings
- Regular communication between pediatric champions and training teams
- Utilize WI EMSC State Partnership Program Manager
- Monthly pulse-checks with team at EIIC



Pediatric Readiness

Marybeth Heise, RN, CEN, CPEN Drinka Marinkovic, BSN, RN



All abnormal vital signs on pediatric patients will be recognized and communicated to the ED provider (MD or APP) and documented using the provider communication tab.

Aim Statement



Pediatric Readiness

Process

- Needed to establish a standardized method for notifying the ED provider of abnormal vital signs in pediatric patients (pediatric being classified as anyone <18 years old).
- Use the provider communication tab in EPIC to document action of "notifying provider."
- Nursing judgement will determine if you have that face to face conversation or indicate the abnormality in comments section on the tracking board.
- Sampling strategy every 5th patient up to 30-35 charts.
- 21,000 visits annually, 3,000 pediatric visits annually.



Pediatric Readiness



Pediatric Vital Signs Reference Chart

This table, along with our detailed references can be found online at http://www.pedscases.com/pediatric-vital-signsreference-chart. For a more detailed approach to this topic, see our podcast on "Pediatric Vital Signs."

Hea	rt Rate		Respiratory Rate Normal Respiratory Rate by Age (breaths/minute)			
Normal Heart Rate Reference: PAL	S Guidelines	2015				
Age	Awake	Sleeping		S Guidelines, 2015 Normal Respiratory		
Neonate (<28 d)	100-205	90-160	Age	Rate		
Infant (1 mo-1 y)	100-190	90-160	Infants (<1 y)	30-53		
Toddler (1-2 y)	98-140	80-120	Toddler (1-2 v)	22-37		
Preschool (3-5 y)	80-120	65-100	Preschool (3-5 y)	20-28		
School-age (6-11 y)	75-118	58-90	School-age (6-11 y)	18-25		
Adolescent (12-15 y)	60-100	50-90	Adolescent (12-15 y)	12-20		
		Blood Pr	essure			
			are by Age (mm Hg) Guidelines, 2015			
Age	Systoli	c Pressure	Diastolic Pressure	Systolic Hypotension		
Birth (12 h, <1000 g)	3	9-59	16-36	<40-50		
Birth (12 h, 3 kg)	6	0-76	31-45	<50		
Neonate (96 h)	6	7-84	35-53	<60		
Infant (1-12 mo)	73	2-104	37-56	<70		
Toddler (1-2 y)	81	5-106	42-63	<70 + (age in years x		
Preschooler (3-5 y)	81	9-112	46-72	<70 + (age in years >		
School-age (6-9 y)	9	7-115	57-76	<70 + (age in years x 2		
Preadolescent (10-11 y)	10	2-120	61-80	<90		
Adolescent (12-15 y)		0-131	64-83	<90		
			e 2017 AAP guidelines Ta lent/early/2017/08/21/peds			
Temp	erature		Oxygen	Saturation		
Normal Temperatu Reference: CPS Po Temperature Measure Method	osition State ment in Pedi	ment on	Normal pediatric pulse	ovimatry (CDC)% value		
Rectal 36.6-38			have not yet been firm			
Ear 35.8-38		lower in the immediate newborn period. Beyond this period, a SPO2 of <92% should be a cause of				
Oral 35.5-37.5						
Axillary 36.5-37.5				concern and may suggest a respiratory disease o		
emperature ranges do impanic and temporal	not vary with	age. Axillary,	cyanotic heart disease.			

Developed by Dr. Chris Novak and Dr. Peter Gill for PedsCases.com. July 10, 2018.



measurement (unless contraindication).

Thresholds

Blood Pressure	Heartrate	Respiratory Rate	Temperature	SPO2
SBP ≥ 20 over DBP ≥ 10 over OR < 70 + (age in years x2)	≥ 20 over (in the absence of crying) OR ≤ 10 under	≥ 10 over OR ≥ 4 under	≥ 40°C (104) OR ≤ 36°C (96.8) PR or TA and ≤ 35.5 (95.9) PO >38°C (100.4) in an infant under 3 mo	<94%

Pediatric Readiness

Barriers

- Late data user agreement
- Entering data: 1. time format 2. no place in IV intervention for pre-hospital or undocumented in chart (time isn't accurate).
- Scheduling conflicts with learning sessions.
- Competing with other initiatives that require staff buy-in (sepsis and stroke protocol).

- EMR optimization: cannot change build in EPIC.



Pediatric Readiness

Best Practices

age-specific, to avoid "lumping" broad ranges.

-Will be including an expected timeframe for 1st set of vitals into triage policy.

-EDTs should make sure they are entering the time of vitals as the time actually taken.

-Staff reinforcement: vital signs including blood pressure on age 3 and up, and as appropriate for other ages.

-Adapted new vital sign parameters which are more -Revisiting ESCAPE screen with staff and discussing better strategies for assessing mental health/suicide on the pediatric population.





Pediatric Readiness

PEDIATRIC READINESS QUALITY COLLABORATIVE DATA



Ensuring Emergency Care for All Children Ashley Vossekuil, RN BSN

<u>PDSA Cycle # 1- Obtain Full set of Vital signs on</u> <u>every pediatric patient in the month of November</u>

Summary after our chart audits:

- 80% of chart did obtain a full set of vital signs.
- Blood pressure and Pain scale were the two missed documented vital signs.

Barriers

-Staff expressed it was difficulty to obtain a blood pressure on the younger pediatric patients and to assess pain.

Workflow change after doing chart audits:

- Education on abnormal vitals signs
- Implemented abnormal vital signs worksheet that are easy assessable for staff
- Positive feedback from patients and clinics



PSDA cycle #2

Recognition of abnormal vital signs on any pediatric patient and informing the provider.

After the triage nurse recognizes any abnormal vitals, they will need to inform the provider and document that in a new query we made in our computer database.

2 PDSA cycle= Recognition of abnormal vital signs/informing the provider

What do we need our staff to do?

Still need staff to obtain a full set of vitals on every pediatric patient that is 3-17 years of age, during the triage assessment.

This still includes doing vital signs on pediatric patient regardless if they are ER, URC, or fast-track.

Standard set of vital signs include:

Temperature
Heart Rate
Respiratory Rate
Pulse Oximetry
Blood Pressure
Pain



These are guidelines that our nurses use when recognize any abnormal vital signs:

小	T PE	DIATRIC	vitals -	***
AGE	WEIGHT (kg)	Heart rate range	RESP RATE	SYSTOLIC BP
Preterm newborn	<3 kg	120-160	40-60	40-60
Term newborn	3 kg	120-180	40-60	40-60
1 month	4 kg	110-185	40-60	40-60
6 months	8 kg	110-185	25-40	65-105
1 year	10 kg	110-170	20-30	70-110
2 years	12 kg	90-150	20-30	70-110
3 years	14 kg	75-135	20-30	80-110
4 years	16 kg	75-135	20-30	80-110
5 years	18 kg	65-135	20-30	80-110
6 years	20 kg	60-130	12-25	90-115
8 years	26 kg	60-120	12-25	90-115
10 years	32 kg	60-120	12-25	95-120
	42 kg	60-120	12-25	95-120
12 years	-	60-120	12-18	100-130
14 years	50 kg	T TO ASK ABOUT		V CT AT ICISS

Temperature: Contact MD if the following

3 year and under and is greater than 100.4 3 years and older and is greater than 101

Contact MD if Pulse oxygen sat is lower than 94%.

<u>Documentation that the Provider was notified of abnormal vital signs</u>

st, Harvey 1 97 M 02/22/1922 E ER E Allergy/Adv: No	V00003449 N00086 E0000067		
Respiratory Depth Respiratory Retraction Type O2 Set by Pulse Oximetry Oxygen Delivery Method	Tue Jan 7 00:31		
Oxygen Flow Rate (U/min) Pain Score Maximum Pain Score Pain Scale Used	○ Numeric (0-10) ○ Face (1-5) ○ FLACC (0-10) ○ Descriptive ○ Face (0-10) ○ Other:		
Descriptive Score Provider notified of abnormal vital signs	Mild Moderate Severe		

This new query was added to our computer database, for our staff to have an easy and fast way to document that they notified the provider. They will only check this box if there is an abnormal vital sign and have notified the provider.

Sauk Prairie Healthcare

Starting January 9th, 2020 staff will continue documenting a full set of vitals on any pediatric patients that are between the ages 3-17 years old. Regardless of their registration status-(ER or Urgent Care). After obtaining triage vitals, the nurse should recognize any abnormal vitals and document that they informed the Provider.

After January, chart audits will be done to recognize any barriers or areas for improvements.



Updates as of 01/09/2020

PRQC-PEDIATRIC READINESS QUALITY COLLABORATIVE

Pediatric 0-14 General: intervention

- Chief complaint of all pediatric patients should be "Pediatric o-14 General"
- This will prompt a pediatric vital sign intervention that is required documentation-within documentation is the question "do these vitals fall WNL for age of the pt", also a place to state provider was notified if the answer is no.
- Has been live in Meditech since 9/29/2019
- Laminated normal pediatric vital signs can be found throughout the ER-also linked into Meditech by clicking on the globe.

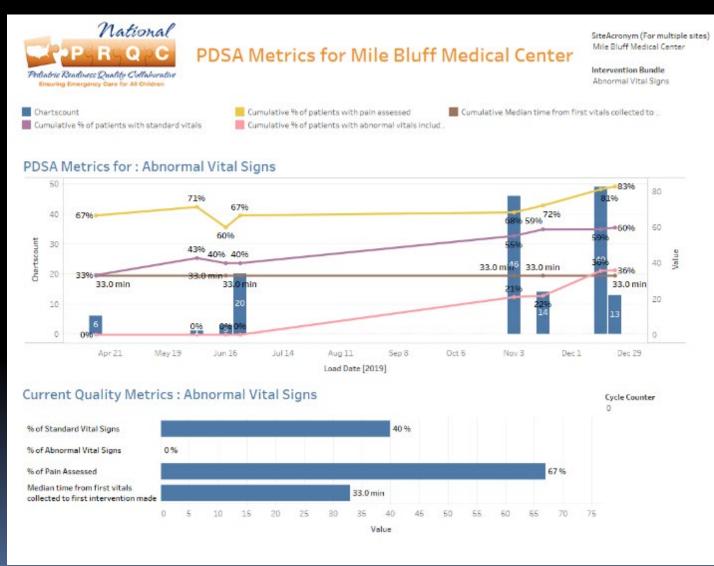
Chart audits

- 63 charts audited from 12/9/19-01/09/2020
- All peds visits with ESI levels 1, 2, 3 audited
- All visits that were ER with Peds general complaint audited (including ESI 4 and 5)
- There were a total of 97 pediatric ER visits from 12/9-01/9:36 of the 97 visits used the appropriate intervention (37%)
- 48.3% is an improvement from 29.6% from the last audit!!!!!!!
- 37% is a significant decline from the 48.3% of the charts that were correct in the last cycle.
- 20 of the 36 visits that used the appropriate complaint were used correctly (all documentation complete)-which is down from the 24 that were correct last audit

So what's next?

- 1st cycle of audits was looking for the documentation (completion of the appropriate interventions) Still improving!!
- 2nd cycle of audits will address if nursing staff is appropriately recognizing when pediatric vital signs are not within normal limits All vitals that were outside of normal limits except 2 were documented as outside of normal limits!
- 3rd cycle of audits will address proper physician notification Notification is still not being done even though nurses are recognizing the abnormal vitals.
- Feel free to find me/email me with any questions, comments, concerns!

Graphs



And the graphs mean??

- Our average time from first vitals being taken to intervention (meaning IV start etc) is 33
 minutes. (keep in mind that a majority of our peds patients don't get IVs and when they do its
 right before they transfer or are admitted)
- What we really need to be working on is the pink line. This shows in essence if the process was completed or not. (recognition → appropriately documented provider notification). We are at 36%--this number should ideally be 100%
- We have some work to do, improvements to be made. Although this project is nearing an end, I do intend on following these trends and educating appropriately.





SSMHealth Cardinal Glennon

Glennon Transport Team at SJ LSL



SSMHealth St. Joseph Hospital Lake St. Louis



LifesavERsTeam

SSM Health St. Joseph Hospital, Lake St. Louis St Charles Missouri

Timothy Staed, MD SJ LSL Physician Lead EMSC PRQC MJ Irwin, RN SJ LSL Nurse Champion EMSC PRQC Cherie Coletta, PNP SJ LSL Nurse Champion EMSC PRQC

LifesavERsTeam

SSMHealth St. Joseph Lake St. Louis
Update 1/28/2020

Lessons Learned

LifesavERs Team SSM Health St. Joseph Lake St. Louis

It takes a Team

- 1. Involve as many people as you can on your team
- 2. Not everyone is available all the time so encourage many people to participate
- 3. More participants = more buy-in from the hospital

LifesavERs Team SSM Health St. Joseph Lake St. Louis

Drive fast AND Look at your Dashboard

- 1. Your Dashboard is your friend to assess how well you are meeting your goals
- 2. Getting data in quickly to increase number of PDSA cycles improves chances of seeing significant improvement

LifesavERsTeam

SSM Health St. Joseph Lake St. Louis

REPORT to Administrators

- 1. Tell the people who are NOT part of the project what progress you are making
- 2. They will more likely support changes you want to make

LifesavERsTeam

SSM Health St. Joseph Lake St. Louis

Celebrate victories and say Thank You

- 1. Each step forward is a victory that takes hard work and someone's time
- 2. Participants are giving up their most valuable resource their TIME. And not necessarily being reimbursed. Tell them how much you appreciate their contribution.



AGGREGATE PERFORMANCE

Data deep dives are coming

Over 6,200 charts entered



Process and Outcome Measures

Team Name

SiteAcronym

All

Intervention Bundle

All

Overall Process/Outcome Measures Information

Intervention Bundle	Sum of Sites Participating	Max Current Cycle	Total # of Charts Entered	Measure Name	Average Measure Value
Weight in Kilograms	40	7	2,154	OM1 - % of Dosing Errors	43%
				PM1 - % with Weights Documented in Kilos Only	83%
Abnormal Vital Signs	62	7	3,781	PM1 - % of Patients with standard vitals	60%
				PM2 - % of Patients with abnormal vitals included in notification process	45%
				PM3 - % of Patients with pain assessed	76%
				PM4 - Median time from recognition of abnormal vital signs/pain to first intervention	34.5 min
Interfacility Transfer	11	1	283	PM1 - Median time from arrival to transport	235.5 min
				OM1 - % of Transferred patients who were discharged from ED at receiving center	2%
				PM2 - % of Transfers met minimum criteria	85%
				PM3 - % of Families that received transfer packet	0%



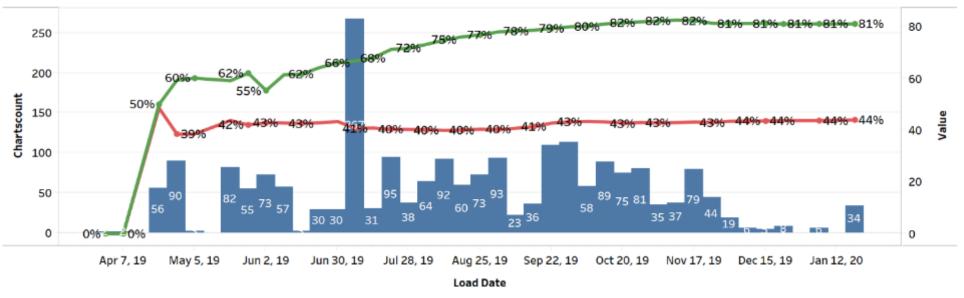
PDSA Metrics for All in All

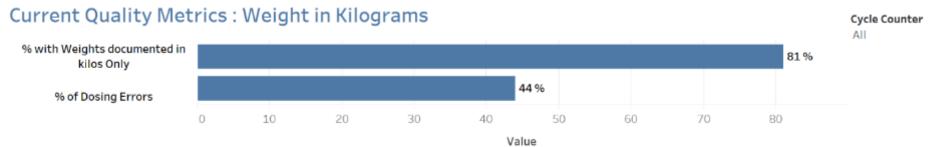
All
Site Acronym
All
Intervention Bundle
Weight in Kilograms

Team Name



PDSA Metrics for: Weight in Kilograms

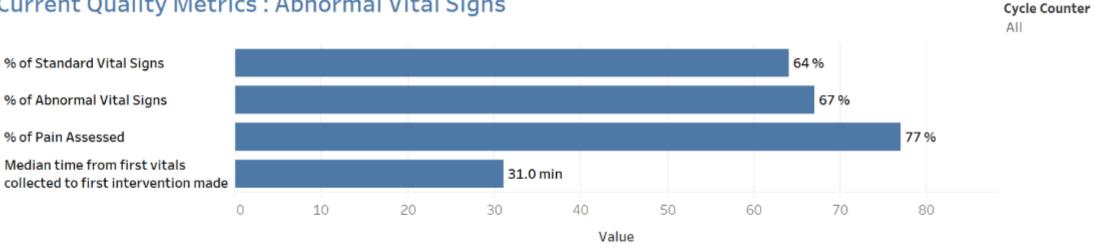




PDSA Metrics for : Abnormal Vital Signs







Median Time from Arrival to Transport

% of Families that received transfer packet

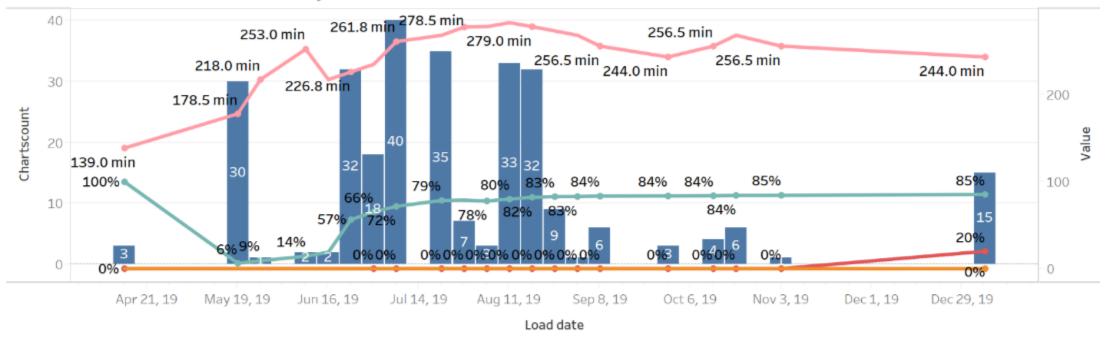
% of Transfers met minimum criteria

Cycle Counter

Cumulative % of families that received transfer packet

Cumulative % of transferred patients who were discharged ..

PDSA Metrics for : Interfacility Transfer



Current Quality Metrics: Interfacility Transfer

256 min 85 % 0% % of Transferred patients who were discharged from ED at receiving center 20 % 50 0 100 150 200 250 300 Value

Overall Structural & Process Measures Information

Drill Domain	Sum of Sit es Particip ating	Total # of Records Entered	Measure Name	Measure Value (My Site/Median All Sites)
Pediatric Disaster Coordination	5	0	SM1 - A disaster plan that includes pediatric-specific needs	2.0
			SM2 - A disaster plan that outlines the number of pediatric patients that must be involved in a disaster drill	0.0
			SM3 - Hospital disaster committee with pediatric representation	5.0
Domain 2 - Coalition Building (Internal)	3	9	PM1 - % of internal departments that are mobilized during a disaster drill	
Domain 2 - Coalition Building (Regional)	1	1	PM2 - Median time to recruitment of internal departments during a disaster drill	
			PM3 - % of external entities involved in a disaster drill SM1 - Emergency department participation in a regional disaster coalition	
			SM2 - A catalog of entities that participate in a regional disaster coalition1	
Domain 3 - Pediatric Surge Capacity (External)	2	2	SM1 - Determination of external pediatric surge capacity for region	
Domain 3 - Pediatric Surge Capacity (Internal)	1	1	PM1 - Median time to determination of emergency department surge capacity services	
			PM2 - Median time to determination of surgical services surge capacity	
			PM3 - Median time to determination of inpatient services surge capacity	
Domain 4 - Essential Pediatric Resources	1	1	PM1 - Median time to determination of essential pediatric equipment and supplies	



HOUSEKEEPING

All Teach, All Learn Culture



- All working together
- Share what works!
- Get help and advice from others

Consider Sharing Resources Policies & Procedures PowerPoint **Presentations** Charts & Badge Buddies Newsletters

Close of Collaborative: NPRP Assessment



- April 1-30th
- PRQC-specific website
- Issues: email Meredith (mrodrqu@bcm.edu)

2020 Peds Ready Assessment



- Assessment opens June 1st
- www.PedsReady.org

Close of Collaborative

- Final site visits:
 - Redcap Survey to be sent soon
 - Reflect on progress
- Final team presentations-April
- Certificate of Appreciation signed by HRSA
- Poll: Would you continue to use the DES?
- PRQC V2 will be coming



2020 Learning Sessions

- March 3, 2019
 - Team updates
 - Sustainability planning

- April 7, 2019 & April 28, 2019
 - Final presentations
 - Invite hospital leadership!

Key Information

CNE Link: https://tch-redcap.texaschildrens.org/REDCap/surveys/?s=C3CHENDRY8

Google: EMSC PRQC (Password also)

Email: qeca@texaschildrens.org dcc_prqcsupport@hsc.utah.edu

