

Manitoba Health, Seniors and Active Living (MHSAL) supports reporting and learning from patient safety events. The focus of a patient safety review is to closely look at the health care system that surrounds and interacts with those giving and receiving care. The goal is to identify risks to patient safety and recommend the most effective ways to minimize risk and improve the delivery of healthcare.

Patient Safety Learning Advisory

Delay in Treatment

Summary:

A patient presented to the Emergency Department after being referred from a remote community due to low blood pressure and suspected pancreatitis. After 24 hours in the Emergency Department, the patient was transferred to the special care unit. They were diagnosed with bilateral pneumonia and possible Tylenol overdose.

Once the patient's condition was stabilized, the patient was transferred to an inpatient unit. The patient was then treated for alcohol withdrawal and pneumonia.

Two days later, the patient began to deteriorate rapidly. The attending physician was not contacted in a timely manner. The patient was later transferred back to the special care unit. Subsequently, the patient was intubated and sent by Lifeflight to a tertiary care center.

Keywords:

Delay in treatment

Findings of the Review:

Staff were not aware of the Special Care Unit & Rapid Response Physician (SCU/RRP) Policy.

Chart review found insufficient documentation; documentation standards were not followed consistently

Relevant clinical information was not shared with the consulting physician making it difficult to have a clear understanding of the patient's status.

System Learning:

Develop a plan to ensure Special Care Unit & Rapid Response Physician (SCU/RRP) policy is implemented regionally.

Develop a process for the Chief of Staff in each site to perform regular chart audits to ensure documentation and standards of care are being met.

Develop regional education for nursing staff in using the SBAR tool to assist in every consultation with physicians to ensure relevant information is communicated during consultations.

Date of Posting: October 2018