



From Good to Gold: Medical Emergency Team Process Improvement



Froedtert Hospital

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Overview

Froedtert Hospital's resuscitation team has worked to improve patient outcomes and excellence in cardiac arrest response. Primary focus areas include communication, consistent team roles and education, and an overall increase in quality. As a result, we have adapted to our rapidly growing organization and improved our patient outcomes consistently since 2017.

Objectives

- Describe two interventions that improved consistency in medical emergency team responses to in-house cardiac arrest.
- Identify two ways medical emergency events are reviewed to identify gaps in care and improvement opportunities.

Key Takeaways

- Standardization of roles and responsibilities
- Cold debriefs of all codes to identify trends
- Coach role to support team leader

Future Directions

- Mock Codes (*in situ* and formal simulation)
- Extensive Team Leader education
- Finalization of a team member back-up system

Interventions

Communication

Implementation of **vests** to identify team members and improve crowd control

Development of **Code Timeout** that standardizes handoff from primary team to MERT

Team Member Roles and Education

Appointment of **permanent roles and responsibilities** for each MERT member

Standardization of **education and orientation** that is role-specific

Quality Role

Designation of a **quality role** to coach our resident level team leader in AHA and ACLS best practice guidelines

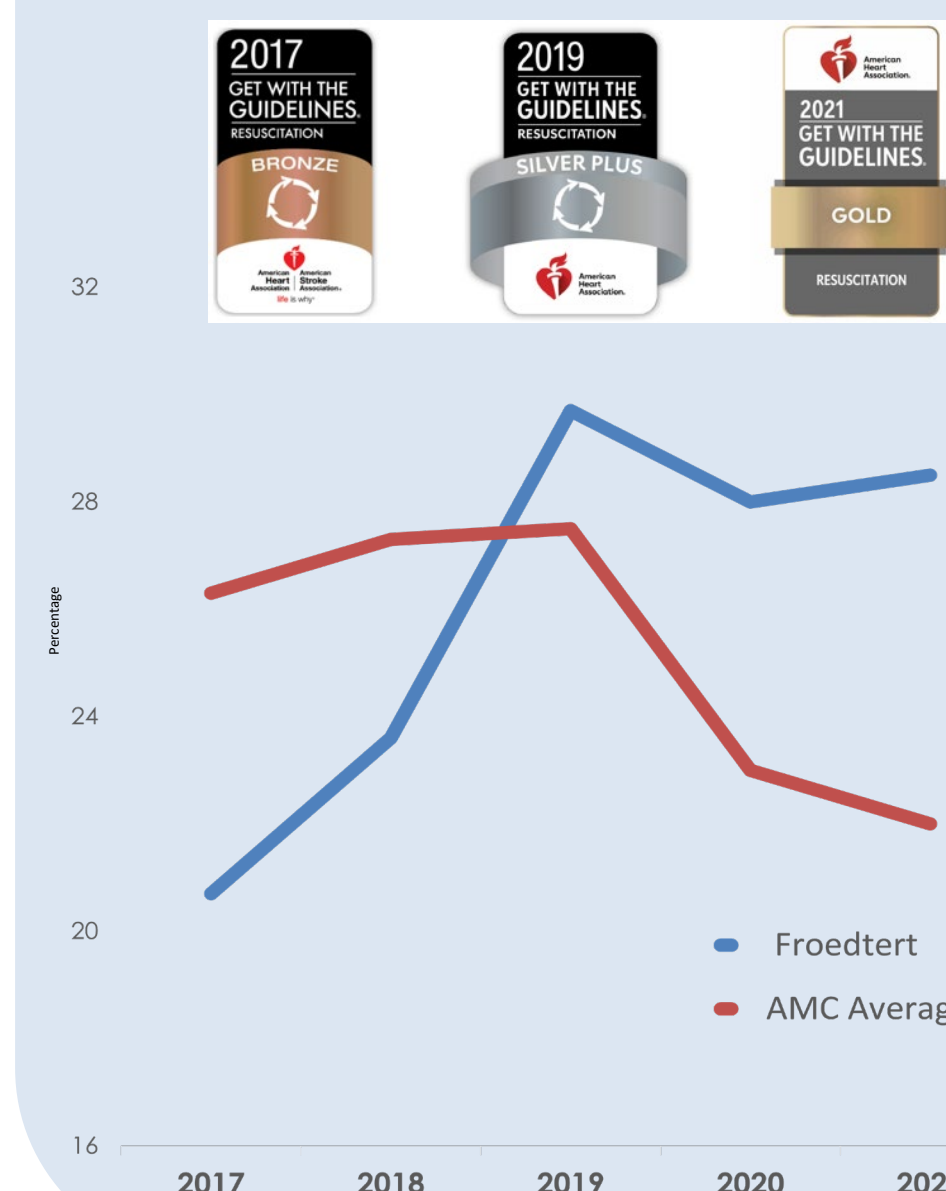
Review Process

Initiation of **hot debriefs** immediately after events

Sharing of quality findings in a weekly, multidisciplinary **cold debrief**

Outcomes

Froedtert Hospital Survival to Discharge Outcomes Better than National Averages



Froedtert Hospital Consistently Above Get with the Guidelines Resuscitation Standards

