

Requirements

Facilitator

Usually an experienced nurse or doctor who was involved in the event, ideally not the Event Manager

Documenter

A separate person to the meeting facilitator

Team

- MDT that were involved in the event
- Include team from other areas

ACE document and guide

Quiet room

Ideally close to the clinical setting



About 10 minutes

Closing the ACE review meeting:

Thank the team for participating

- Assign Datix completion if appropriate
- Facilitator follows local process for notification e.g. notifies Charge Nurse, Nurse Unit Manager or Service Clinical Director that ACE review has occurred.
- This will ensure
 - Identified issues are actioned
 - Identified individuals are supported
- The ACE documenter leaves a copy of the form with the Charge Nurse and the Nurse Unit Manager from the area of the critical event for their information / follow-up / action.
- Review occurs locally and within the Clinical Excellence programme.

Maintain confidentiality

Remind team that de-identified information will be used to improve team performance and patient safety

ACE Review (After Critical Event)

Users Guide

What is an ACE review?

- A quick reflective process for team based learning following a critical clinical event
- De-identified feedback informs safe care
- Occurs as soon as possible following the critical event

The ACE review facilitates learning from the experience

- It does not require external 'experts'
- It is used to improve team performance and patient safety

When to use and why

The ACE review is best used to:

- Acknowledge team and thank them for participation, say that these can be upsetting events
- Acknowledge this is not an emotional debrief but that understanding of the medical facts of the case often provides reassurance and perspective
- Highlight what worked well
- Discover surprises
- Reflect on aspects of care that did not go as planned, identify frustrations or things that may have obstructed care
- Discuss how care could be improved and allow team to offer suggestions for change

ACE Criteria

Did the event meet criteria for ACE review?

- BMV outside ICU, Theatre or CED
- CPR
- Code blue, pink, orange
- Respiratory arrest
- Trauma call
- A clinical situation where an unexpected outcome occurred
- Unit specific triggers e.g. chest opening in PICU

Some areas already debrief following critical events. The ACE review allows for wider dissemination of good catches and practice improvements, which all result in safer patient care.

Are you ready to start?

Find a quiet non clinical space close to the area where the event occurred:

- Identify and alert team to time and place
- Facilitator assigns a documenter and provides the ACE review document
- Documenter prepares the 'before' meeting section of document and monitors time (~10 mins)
- Facilitator opens the meeting using phrases at the top of the ACE review document
- Ask the event manager to outline the medical facts of the case
- Seek questions on the medical facts to ensure the team have a common understanding
- Documenter records concepts discussed and ensures omission of individuals names

Ask the 3 questions below:

Question 1

What went well?

Question 2

Were there any surprises? Did anything unexpected happen? Were there frustrations or things that obstructed care?

Question 3

Were there aspects of care that didn't go as intended? What were the contributing factors? What are the potential solutions?

Conversation starters

- Looking after each other and reorganising the workload is the most important thing you can do post event
- A code call like this can be distressing for those involved – this is a normal response
- Staff can feel emotionally upset and can find themselves going over the situation questioning themselves
- If you think your team would like some additional support following this and a chance to talk things through, let your CN/ CD/senior nurse/clinician know and they will arrange this
- Some people feel more comfortable seeing someone by themselves. EAP (Employee Assistance Program) is available for free confidential support to all ADHB staff on 0800 SELF HELP (0800 735343) or info@eapworks.co.nz

Tips for success

- Seat people in a circle and encourage participation and reflection
- Do not force people to talk
- Focus on issues that are relevant to future care
- Do not get bogged down with unnecessary detail
- Explore disagreements
- Note the recommendations of the team