

# **Objective**

To identify reasons why Patients remain in the Unstable Phase for more than 3 days, and to ensure the Phase is ended appropriately.

#### Rationale

- Identify incorrect use of phase definitions
- Determine if clinical notes provide evidence for:
  - Phase allocation or phase change
  - Appropriate and timely follow up reflective of unstable phase
- Identify areas for education.

#### **Instructions**

- 1. Work in pairs or as a team. Print/open the 'Unstable Phase for more than 3 days' page of the 'Supplementary Info' Excel spreadsheet.
- 2. Select <u>up to ten</u> patients from the spreadsheet and obtain their medical records and progress notes.
- 3. Using the table overleaf, enter their Patient ID into the box (1) then place a tick for yes/cross for no in response to Question #1. Complete each of the questions for the first patient before repeating for each of the (up to) ten patients.
- 4. Tally the number of ticks for each question and use this information to help inform feedback, including the following guidance if you received:
  - Mainly yes answers this shows that although the plan of care was reviewed and changed to address the needs of the patient in a timely manner, the phase may not have been reassessed in a timely manner to correspond with the plan of care;
  - A mix of yes and no answers there is a need to review both documentation and clinical care guidelines in response to the care of the patient in the unstable phase;
  - Mainly no answers changes to the protocols/clinical guidelines and education around the appropriate urgent response and review of the patient in the unstable phase may be warranted.

### Summary of findings, and action plan for improvement

1.	Can you identify a quality improvement action/change in processes that would help to address
	your findings?

2. How do you plan to provide feedback to staff?

## **Records management**

Date/time of case review:

Case review completed by (Name/Positon):

	Patient ID										
Question	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	Total # Yes
Documented evidence in the medical records there was at least one problem/symptom in the severe range for the entire period of time the patient remained in the unstable phase?											
Documented evidence of an intervention in response to a severe problem/symptom score?											
3. Documented evidence that the effectiveness of the intervention was assessed?											
4. Were patients in the unstable phase reviewed within 24 hours?											
5. Was the care plan reviewed by the appropriate person for each 24 hours the person was unstable?											
6. Was there document improvement in the severity of symptoms/problems?											



# **Key points for feedback**

• Unstable phase ends if there is a clear indication the plan of care is working, even though the crisis/problem may not yet be fully resolved