DONE

NHS

B.E.R.T.
(bedside emergency response trolley)

Steve Jolly, Royal Cornwall Hospitals NHS Trust

What highlighted the improvement opportunity?

I noticed that during an average M.E.T call it was often the most senior nurse attending the patient that was having to leave and look for items. All items were stock on the wards but due to increasing dependency on non substantive nurses it was often the senior nurse that knew where equipment was situated. The purpose of BERT was that vital equipment was immediately available and be restocked into BERT at a quieter time. Equipment necessary included simple items for example venturi valves, blood bottles, nebuliser masks etc. In audits of MET calls our ITU outreach nurse sumised that on average we would save up to 23% of time looking for equipment which during for example the golden hour of sepsis proved the worth of BERT.

What did you want to achieve?

Improving acute patient care at the bedside and allowing patient not to be left when they were critically unwell.

What did you do to implement the change/improvement?

Developed the trolley on my ward from 2012 and standardised contents. Was recognised by ITU outreach team from 2017 who saw the potential in BERT and drove for it to be used trust wide. They made no changes to BERT except adding some documentation. I then had to join them as a guest speaker in a KSS framework presentation for BERT and again is now used in one form or another in other trusts

Have you had any feedback?

I developed the trolley in 2012 in my last trust which was successfully been implemented trust wide, also taken up by the patient safety collaborative and discussed in the KSS framework conference in approximatelty 2018 in Surrey. It is now used in Southampton, Brighton, Durham and New Zealand! Initially wards were concerned that it would take up too much space and not be used but after roll out wards were quick to see the benefits. There was also dubiousness of what the point was when we have a cardiac arrest trolley but again once rolled out and used reqularly benefits seen. (Also still in use in Surrey six years later.)

How will/did you know that there has been an improvement?

23% of time saved looking for items in the average MET call. Also the fact that the trolley is still in use trust wide after 6 years proves it's worth

If you would like to know more about this improvement please email rcht.qihub@nhs.net