

Outstanding Team

CODE Orange (Internal Disaster Team)

Description of the Team

- CODE Orange or “Internal Disaster Team”, is a team composed of
 - CEO
 - COO (The Leader)
 - Program director (Nursing)
 - Department Head (Respiratory, Safety)
 - Operation Supervisor (Respiratory)
 - On-Call Supervisor (Respiratory, Safety)
 - Designated staff members as per the disaster plan from each related department.
 - This team is designed to be activated during any internal problem that compromise patient , staff or organization safety.
 - Each department who are primarily involved in safety have their own disaster plan and sub-plan to be followed.

What Happened?

Smoke, possible fire in Coronary Care Unit as a result of:

1. Using telephone charger that was not applicable to use with hospital outlet by one of our patient's family member.
2. Detected leakage in the Oxygen outlet in patient's room resulted from:
 1. Additional weight of shut off valves
 2. Double Oxygen flow meters
 3. Heavy aerosol bottles.
 4. Resuscitation bag and mask on top of the flowmeter

Such additional weight damaged the rubber seals inside wall outlet setup

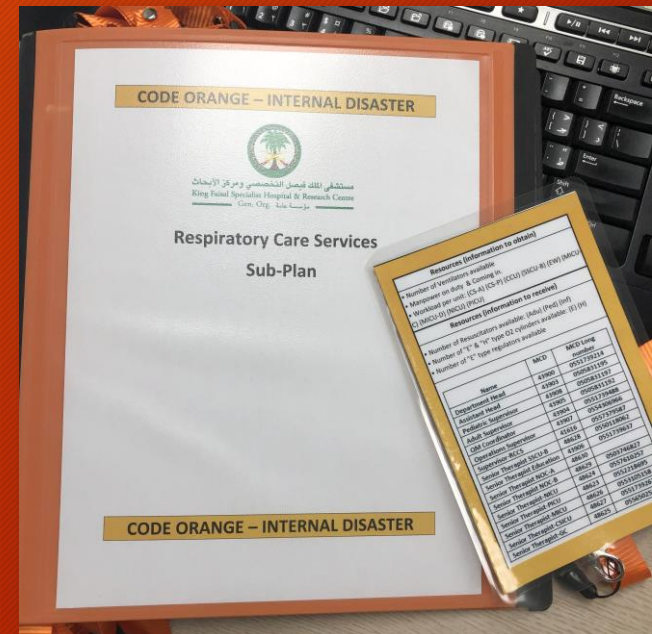
All of the above factors together caused the smoke in patient room, which eventually will cause fire



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- The patient's daughter realized there is something wrong when she was pulling the charger plug, she felt that the wall was warm and there was a smell of smoke.
 - She informed the bedside nurse who immediately informed the safety officer and activated Fire Alarm.
 - The activation of both CODE Red "Fire", and CODE Orange "Internal Disaster" was necessary because the smoke with Oxygen leakage from the wall outlet might lead to explosion since all patients rooms have Oxygen outlet.

Why The Team was Outstanding?

- At first the nurse contacted the Fire marshal and he activated the Fire Alarm “CODE Red”
- The team immediately activated CODE Orange "Internal Disaster"
- Each department has their own sub-plan to be followed in such case.
- Staff carrying fire drill MCDs received messages/calls about smoke, responded and assessed the situation.
- COO “Leader” and the rest of the disaster team arrived in less than 20 minutes.
- COO assumed his role immediately by following the disaster plan guidelines and ensuring the correct workflow and facilitating the move.



- Fire marshal in collaboration with Respiratory Care team immediately Shut off the medical gas supply
- All patients was evacuated from the affected are in less than 20 minutes.
- Patients were placed on portable Oxygen Cylinders after move to safe place (D or E Cylinder) .
- Conflict happened between 2 staff members, when one of them start yelling at his colleague in the middle of the disaster situation when everyone under stress. The COO immediately stepped in and remind both employees about their current situation and the importance of being a team to save our patients' lives.
- The COO asked the Nursing director to separate both employees and to change the assignment to ensure patient safety and the smoothness of the current workflow.



- Amazing team work resulted in successful evacuation in no time and with “ZERO HARM”.

- There was an incredible harmony and team work among the teams (Physicians, Nurses, Respiratory Therapist and safety marshal)

- After complete evacuation, other specialized team members inspect the wall and saw that the wires were melted and the smoke increased which might cause explosion if we did not shut of the medical gas supply.

- The Team main focus was “Patient Safety”

COO recognized everyone's work and he give a very quick pep-talk to the whole team.



Dimensions of the Team's success

- Each team member knows their task clearly as they have very clear guidelines for each type of disaster.
- Each team member was trained to such an incident and how to act exactly.
- There was close loop communication among the team in general
- The leader was following up each move and leading the team to the right direction as needed. He ensured the tasks are clear to all.
- There was ongoing training over the year, which is one of the reasons of the success of this team.
- All staff who are selected to be part of any disaster team are experienced staff members.

Supervisor(s) Clinical Care RCS, or Designee

Role
Receives Code Orange activation call. Reports on duty to the Head, RCS Department

Responsibilities

- 1) Initiates RCS Disaster Call-Back procedure for Second line call
- 2) Liaises with the Head and Operations Supervisor, RCS to assess and coordinate logistics and manpower resource allocation for all patient care areas.
- 3) Informs Senior Respiratory Therapists to initiate RCS staff members recall as designated by Department Head on the Departmental Recall List.

Function
Liaises with the Head and Operations Supervisor of Respiratory Care Services to assess and coordinate resource allocation.

Important Contact Numbers:

- RCP main hospital: 49710, Office: 23901
- Emergency Ext: Main (887) East Wing (842)
- RCA: 49292, 49282, 49182, 48182
- Transport RT: 48022, 44547, 44549

TPP

- *Task:*

COO the leader was the driver for the CODE Orange situation. He was monitoring, facilitating the workflow as per the disaster plan.

He was ensuring that all guidelines, rules, tasks and objectives are met and covered by the team.

- *Process:*

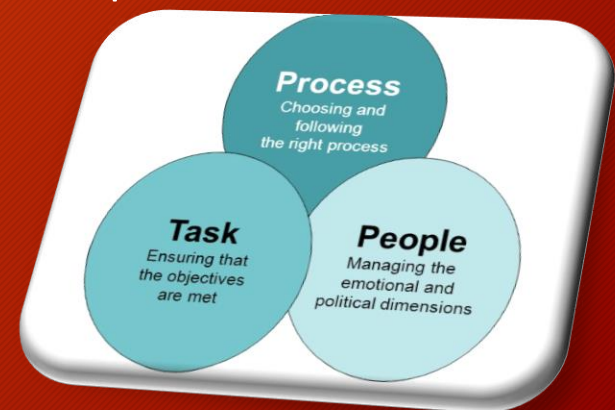
Evacuating the patients from the affected area to safer area by following the plan and guideline of disaster situation.

Make sure to have enough portable oxygen cylinders to cover all patients' need.

- *People:*

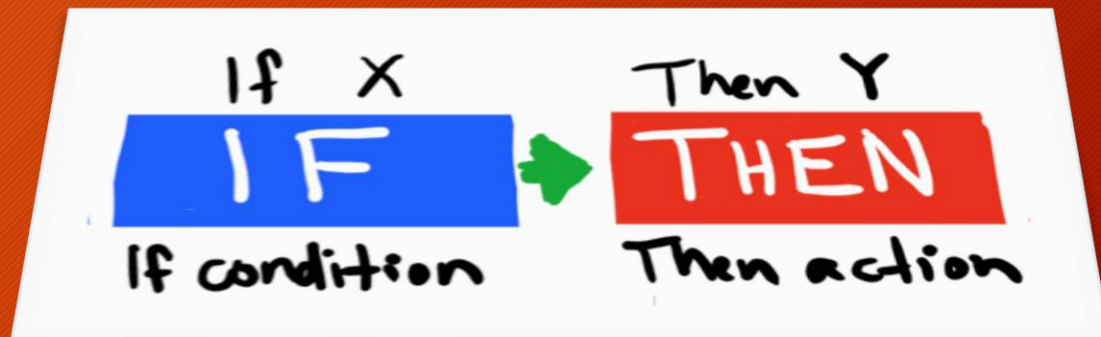
Managing the emotional and political dimensions.

The COO ensured that his team are supported step by step



If-Then Planning

- If there is Fire in the hospital, then we will activate CODE Red and CODE Orange
- If we failed to train enough staff to run the disaster situation, then we must ensure to have the only trained staff on duty by fixing their weekly schedule
- If an explosion happen, then CODE Orange must be activated
- If we are unable to evacuate the patients' quickly, then will isolate them in safe area until extra help arrives.



Leadership skills

- Our COO is a role model and inspire others by his personality and the way he runs the disaster.
- Developed a clear, shared purpose
- Make tough decisions in dangerous situation
- He is excellent in solving conflict especially during disaster. As he was able to dish out the tension during between the staff.
- Active listener
- Sharing information and updates (Transparency)
- Recognizing the team for the job well done



Reflection on what other teams can implement from our analysis

- This team is different than any other team because this team's focus and goal was on saving lives, I would say it is similar to Shackleton case when his goal was saving his men's life's and get them home safe.
- Other teams can learn from this team:
 - Close loop communication
 - Delivering Clear instructions
 - Continues extensive training over the year
 - Pre designed plan (If-Then Planning strategy)

Advice on additional things
this team could do
additionally / differently.



- All our staff must be familiar with area medical gas zone valves, as there is no time in panicking situations for searching around.
- We suggest that at the beginning of every shift, to ask the question:
What do I have/need to handle emergencies?
- Our department will prepare short presentation on common locations of zone valves and on our role in fire situations, and include it in our new staff orientation.
- Conduct annual refresher

Thank You