Shock Treatment and Resuscitation Team (START)
Ambulatory Care Division

PURPOSE
To provide guidelines and immediate response to patients with deteriorating conditions and/or individuals who have experienced a medical emergency in the Ambulatory Care Division (ACD). START will provide basic life support until Emergency Medical Services (EMS) arrives.

The roll of START will be to:
A. assess
B. stabilize
C. assist with communication
D. educate and support
E. assist with transfer as necessary

POLICY

1. Each clinic will be educated prior to the initiation of the START. Education will be performed annually after initial instruction. Once education is performed, each clinic will have access to criteria and pager number.

2. The clinic and/or department staff in which the medical emergency occurs shall be responsible for initiating Basic Life Support and starting emergency response procedures until START arrives to the clinic.

See Adult Criteria on Page 2.

See Pediatric Criteria on Page 3.

See Notification of START Team on Page 4 for:
Ambulatory Care Clinics (ACC) and Women and Children’s Center (WCC)
Endoscopy
Family Medicine Clinics
Viral Disease (VDC)
Feist-Weiller Cancer Center (FWCC)
ADULT CRITERIA

5. If an adult patient meets any of the criteria below, staff will notify START.

A. Systolic blood pressure
   Less than 90 mmHg

B. Heart rate
   Less than 45 or greater than 130

C. Respiratory Rate
   Less than 10 or greater than 30

D. Acute Change in O2sat
   Less than 90% or FIO2 greater than 50%

E. Urinary Output
   Less than 50 cc for the past 4 hours

F. Acute Mental Status Changes

G. Failure to respond to treatment

H. Nurse or physician discretion
6. **If a pediatric patient meets any of the criteria below, staff will notify START.**

   A. Staff is concerned about patient
   B. Acute change in heart rate
   C. Acute change in systolic blood pressure
   D. Acute change in respiratory rate and/or respiratory effort
   E. Acute change in neurological status
   F. Patient fails to respond to treatment
   G. In addition, the following objective measures of clinical instability are provided as a general reference guide. Please note that the numerical values DO NOT need to be reached or exceeded before requesting a Pediatric START consultation. The most important activation criteria remains staff/family concern or intuition.

Please note that the following numerical values **DO NOT HAVE TO BE OBTAINED or EXCEEDED** before requesting the START.

<table>
<thead>
<tr>
<th>Age</th>
<th>Abnormal Heart Rate</th>
<th>Abnormal Respiratory Rate</th>
<th>Abnormal Systolic BP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neonate</td>
<td>Less than 80</td>
<td>Less than 20</td>
<td>Less than 50</td>
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<tr>
<td></td>
<td>Greater than 200</td>
<td>Greater than 75</td>
<td></td>
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<tr>
<td>Infant (6 months)</td>
<td>Less than 80</td>
<td>Less than 20</td>
<td>Less than 60</td>
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<td></td>
<td>Greater than 200</td>
<td>Greater than 70</td>
<td></td>
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<tr>
<td>Toddler (2 yrs)</td>
<td>Less than 65</td>
<td>Less than 16</td>
<td>Less than 65</td>
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<tr>
<td></td>
<td>Greater than 180</td>
<td>Greater than 60</td>
<td></td>
</tr>
<tr>
<td>Pre-school (5 yrs)</td>
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<td>Less than 70</td>
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<tr>
<td></td>
<td>Greater than 160</td>
<td></td>
<td></td>
</tr>
<tr>
<td>School age (7 yrs)</td>
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<td>Greater than 45</td>
<td>Less than 75</td>
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<tr>
<td></td>
<td>Greater than 150</td>
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<tr>
<td>Adolescent</td>
<td>Less than 40</td>
<td>Greater than 40</td>
<td>Less than 85</td>
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<td></td>
<td>Greater than 140</td>
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</tbody>
</table>
1. START shall include qualified staff consisting of 2 Registered Nurses (one experienced in adult care and one experienced in pediatric care) and staff from Cardiopulmonary Services.

2. To notify the START in ACC and WCC, staff will follow the protocol below:

   A. To access START, the staff shall utilize the pager system as follows:
      - Dial ext. 5-7007 to access START.
      - Enter Beeper Number 0221
      - Enter Security Code 5555
      - Enter call back number to area

   B. The ACC and WCC will utilize overhead paging.
      1) Initiate an overhead page. Dial ext. 3-1025 for Ambulatory Care Clinics (ACC) and ext. 5-8795 for Women’s and Children (WCC)
      2) Dial 00 and clearly announce START and the location (include floor and clinic).
      3) Repeat the announcement 3 times.

   C. Immediately notify Shreveport EMS at 911 and provide the exact location of the individual including ACC at 1606 Kings Highway or WCC at 1602 Kings Highway utilizing the rear entrance of the building.

   D. Report a brief description of the individual's condition to Shreveport EMS.

   E. Notify UPD at ext 5-6165/3-2247 regarding the emergency and location. UPD shall direct Shreveport EMS to the location on arrival.

   F. Notify LSUHSC Emergency Department at ext. 5-4569 of pending arrival of patient. Please inform Emergency Department that patient is being transferred from an on-site location.

   G. The clinic/department and response team shall continue Basic Life Support until transfer of care to Shreveport EMS.

   The following lists the responsibilities of the START RN and START RT.

   H. START RN
      1) Wears the START pager during the shift.
      2) Assures pager is in working order at the beginning of the shift.
      3) Calls all numbers back within 5 minutes of pager sounding.
      4) Obtains patient information and patient location.
      5) Responds to patient location within 10 minutes.
      6) Assesses patient with the assistance of primary nurse.
      7) Collaborates with START RT, primary nurse, primary physician, and assists to develop a plan for rapid care of the patient.
      8) Assists in stabilization until EMS arrives.
      9) Reports current plan of care to EMS upon arrival.
     10) Completes START Record.
     11) Gives copy of Start record to EMS for transport.
I. START RT
   1) Wears the START pager during shift.
   2) Assures pager in working order at beginning at shift.
   3) Calls all numbers back within 5 minutes of pager sounding
   4) Obtains patient information and patient location.
   5) Responds to patient location within 10 minutes.
   6) Assesses patient with the assistance of START RN and primary nurse.
   7) Collaborates with START RN, primary nurse, primary physician, and assists to develop a plan for rapid care of the patient.
   8) Assists with stabilization until EMS arrives.
   9) Assists with completion of START Record.

ENDOSCOPY, COMPREHENSIVE CARE/FAMILY PCC, FAMILY MEDICINE FACULTY, AND FAMILY PRACTICE CLINICS IN “A” BUILDING

To notify START in “A” Building, staff will follow the inpatient policy: Hospital Policy 5.45, Shock Treatment and Resuscitation Team (START).

See Hospital Policy 5.12, Code Blue Resuscitation Team.

VIRAL DISEASE CLINIC

1. START shall include qualified staff consisting of 2 Registered Nurses.

2. To notify START in Viral Disease Clinic, staff will follow the protocol below:
   A. Call out for help and clearly announce START and the location of the patient. Repeat the announcement 3 times.
   B. Immediately notify Shreveport EMS at 911 and provide the exact location of the individual including VDC, 6680 St. Vincent Avenue.
   C. Report a brief description of the individual’s condition to the Shreveport EMS.
   D. Notify UPD at ext 5-6165 of the emergency and location.
   F. Notify LSUHSC Emergency Department at ext. 5-4569 of pending arrival of patient. Please inform the Emergency Department that the patient is being transferred from an on-site location.
1. START shall include qualified staff consisting of 2 Registered Nurses and a FWCC physician.

2. To notify START in FWCC, staff will follow the protocol below:

If the patient meets the START criteria, the RN/designee will implement the START process:

A. Use the LSU pager system #0360. Overhead page and announce 3 times the location of the patient.

B. A member of START will return the call within 5 minutes and obtain the patient’s location and condition.

C. START will respond to the patient’s location within 10 minutes.

D. START will then assess the patient and collaborate with the primary physician in the clinic area and develop a plan for rapid care of the patient. If care is needed outside the clinic area, START will collaborate and plan care for the patient.

F. If the physician or START deems transport necessary, notify Shreveport EMS @ 911.

G. Notify UPD @ 5-6165.

H. Member of patient’s Primary Physician Team/ Intern/Resident/Attending
   1) Answer overhead page.
   2) Respond to the patient’s location within 15 minutes.
   3) Discuss and collaborate patient care with the START member.

I. Primary Care RN Responsibilities
   1) Assess START criteria.
   2) Contacts START, if patient meets START criteria.
   3) Is available for collaboration with START regarding patient’s plan of care.
   4) Completes START contact form.
   5) Continues to care for patient until EMS arrives for transport.
   6) Completes START evaluation form.

J. START RN Responsibilities
   If there is no Primary RN, the START RN will perform the following:
   1) Wear the START pager during shift.
   2) Obtain patient information and patient location.
   3) Call all numbers back within 5 minutes of pager sounding.
   4) Assess patient with the assistance of primary nurse.
   5) Collaborate with primary nurse and primary physician to assist and develop a plan for rapid care of the patient.