Improving the recognition of deteriorating patients through the implementation of the NEWS2
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1. Background
NEWS2 is the latest version of the National Early Warning Score (NEWS), first produced in 2012, which advocates a system to standardise the assessment and response to acute illness. The composite of NEWS is derived from a point system based on abnormal physiologic parameters, where a higher score reflects greater risk of clinical deterioration prompting medical review and escalation of care.

NEWS2 had been endorsed by NHS England and NHS Improvement as the single early warning score to be utilised by all acute hospitals and ambulance services, and it was anticipated that all NHS hospitals in England would be using NEWS2 by 2019.

Furthermore evidence has shown that NEWS2 is reliable in detecting deteriorating patients, triggering review, treatment and escalation of care where appropriate. NEWS2 has been an improvement on the original NEWS system, in use since 2012.

2. Aim
The aim of the project was to improve the recognition of deteriorating patients through a trust wide implementation of the National Early Warning Score 2 (NEWS2).

3. Project Approach
• A stakeholder analysis was undertaken in the formulation of a ‘Task and Finish’ Project Group.
• The model for improvement was utilised with the use of PDSA cycles.
• A Driver Diagram was used to explore drivers and measurements (Figure 1).
• PDSA cycles were used to test changes (Figure 2).

4. Results
Chart 1: Number of days since last serious harm incident
Chart 2: NEWS 2 Compliance Audit
Chart 3: BNH Outreach Calls
Chart 4: RHCH Outreach Calls

In conclusion we have seen a gradual improvement in the NEWS2 care process demonstrated in the compliance audit and an increase of the number of days between incidents. Further work remains underway to ensure NEWS2 is embedded across the organisation.

5. Learning and Moving Forward
Learning
The successful implementation of NEWS2 was attributed to the collaboration of different stakeholders within the organisation, which required on-going engagement. Adopting a quality improvement approach and also utilising the model for improvement (PDSA cycle) enabled us to track our progress and next steps.

Moving Forward
It is anticipated that the successful implementation of NEWS2 will have a positive impact on patient safety. Training and compliance audits remain in place as means of assurances. The successful implementation of NEWS2 has paved the way for the implementation of electronic observations.