

# BRIGHT LIGHTS AWARDS



2019

## **Continuous care: ensuring seamless transitions for patients across the continuum of care**

Sunnybrook Academic Family Health Team

### **Code Orange - The Colour of Collaboration**



Last year, Toronto residents were the victim of a vicious van attack. A man driving a white van along Yonge Street in North York deliberately aimed his van at pedestrians, killing 10 people and injuring 16 others.

Code Orange (mass casualties) incidents of this type are usually associated with hospitals in the public's mind, but primary care also has a role to play in assessing and attending to less critical patients. At the time of the attack, Sunnybrook Academic Family Health Team was on standby and team members discovered that their processes were not well integrated with the hospital's.

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Since that time, the FHT has done considerable work to update processes and integrate them with those of the emergency department (ED). In addition, the team has created an inventory of staff skills and supplies. They had ED and risk management staff review all its materials, and the hospital Patient and Family Advisory Committee (PFAC) was also involved in planning and reviewing the processes. The FHT is now on the hospital stand-by lists.

The team also began taking part in mock Code Orange exercises to get hands-on experience. The team now participates in all the hospital's Code Orange mock exercises and actual codes. At the last mock Code Orange, they were named the most important service to deal with a mass casualty, above all ICUs.

Sunnybrook is on the 24-hour notification system and has documented and practiced processes for business hours and is scheduled to practice processes for on-call hours. The next goal is to be involved in city-wide mock exercises and spread the model to other sites.

All these processes and documents are available to share with other teams. They offer some general options that teams can use to help the emergency services in their region.

## Key Facts:

- Primary care teams have an important role to play in Code Orange situations and need to be prepared.
- Team processes should be integrated with the local hospital's emergency department procedures and bonds should be forged.
- Paper expertise isn't enough; it's important to take part in mock Code Orange exercises in order to be prepared.