

June 8, 2018

This week's Departmental Acknowledgement is provided by our DPS Rob Barnes. Read carefully as it's a wonderful example of team work. I would also like to remind everyone that this weekly 'pulpit' and its email list is available if you feel someone is worthy of a DA shout-out'.

*For a Departmental Acknowledgement, I would like to offer my thanks and recognition to a large number of colleagues who responded to an urgent call for help back on Tuesday, May 1.*

*Our seasonal bed closure was underway, and we always get a little nervous predicting in advance when the reduced demand will permit us to save our resources for the much busier viral season. Most days so far, we have been OK, or at least no worse (by occasionally bumping up against our ceiling) than what is commonplace in the winter.*

*On that Tuesday, however, "Surge happened." Our wards were completely full, and we had many inpatients stalled in the Emergency Department for far longer than anyone would want. The Bed Management team figured out a way to reopen and staff some additional beds. It was all looking reassuring until physician availability became an acute issue to absorb a sudden bolus of admissions all at once. On a Tuesday afternoon. With protected teaching for our trainees already reducing the size of our teams. It was a perfect storm of Surge.*

*So the SOS call went out. Our inpatient pediatricians have a messaging system for the entire group, and I signed off on an appeal to any available physician with previous ward/SSU experience to assist with an admission or two, to set the child and family up on the ward with an admission H&P and with initial orders until the usual teams could absorb all cases safely. When we find ourselves on that steep slope of the grief curve, every little bit helps so much more.*

*And that's where so many valuable colleagues came through! So much so that, by the time Dr Li and I were free to see how we could help a bit later that afternoon, we were turned away because everything was under control. After reviewing with Drs. Di Genova & Dandavino, I have the following list of colleagues (at least the ones that I know of!) who are worthy of mention and appreciation:*

***Drs. Korah & Nolin*** for being the superstar inpatient team pediatrician leaders at the time, rolling through discharges and admissions as safely as possible with their teams, coping with the surge in demand.

***Every pediatrician on the Inpatient Service*** for quickly responding to the call for help to identify where they were and whether they could be of assistance.

***Drs. Bretholz, Karatzios and Zavalkoff*** for responding to the call with concern and support despite being tied up with other commitments at that moment.

***Drs. Dandavino and Di Genova*** as well as ***Cindy McCartney and Josie Revuelta*** (and many other Patient Flow participants) for their ongoing creativity and flexibility in categorizing and preparing for surge events. And for their same-day hurry-up work to open up capacity to serve our sick patients.

***Drs. Dandavino, Di Genova & Patel*** for responding to the SOS call, pitching in with an admission or two on such short notice.

***Dr. Li*** who joined me in actually offering to help once freed up, only to learn that all was ok.

*I fear there are likely other names, unknown to me at the moment, who also deserve a shout out and thanks.*

*Dr. Dandavino has shared that "Surge readiness" remains a preoccupation for the inpatient service and ideas continue to be considered and implemented, particularly for those Tuesday afternoons when our teams are thin, so we may protect the dual objectives of excellent patient care and high-quality education for our trainees.*

*But for that Tuesday, all in all, what began as a stressful acute problem that had the makings of an overwhelming crisis... turned into a shining example of why I absolutely love working here with such fabulous and dedicated professionals.*

*--Robert Barnes, ADPS, MCH*

Have a great weekend everyone!

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