

Patient Safety Debrief

June 2023

Hot List and Clinical Escalation

The Patient Story

A patient with a CRT-D device (defibrillator) called into the Cardiology Clinic with complaints that their defibrillator had shocked them. Defibrillator shocks were not on the hot list of symptoms that require clinical escalation. The patient was scheduled for a visit a few days later. When the patient arrived in clinic for their appointment, they were very ill and emergency response was initiated.

What We Learned

The **Hot List** did not list the symptom of defibrillator shocks under symptoms that require clinical escalation.

Our Plan

Device shock was added to the Hotlist for clinical escalation with instructions to:

- For **one shock** in 24 hours, transfer to RN triage.
- For **two or more shocks** in 24 hours, **call 911**.

Key Safety Takeaways

The Hotlist is a tool that non-clinical staff use that lists symptoms that could indicate the patient is very ill and needs medical attention.

Staff in the Patient Resource Center and non-clinical staff in the clinics should **ALWAYS** refer to the Hotlist to ensure that a patient with symptoms that require clinical escalation get the right care quickly and are triaged by a Nurse.

References:

1. [Implantable Cardioverter-Defibrillator \(ICD\) Shock Triage Job Aid](#)
2. [Policy 2046.00 Telephone and In-Person Triage Protocol](#)