



# Big Feelings, Gentle Care: Reducing Nurses' Fear of Incivility in Pediatric Escalations

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April 2026

## Background and Problem Statement:

At Children's Hospital Colorado, Colorado Springs, a Rapid Response Team (RRT) system has been in place since the hospital's opening in 2019. However, problems have arisen relating to communication between the Medical-Surgical and Pediatric Intensive Care Unit (PICU) care teams during these events. Discord has led to delayed RRT activations and poor patient outcomes. A standardized script is an evidence-based intervention to manage expectations and improve communication in escalation of care events, thereby reducing fear of incivility.

## Project AIM:

In rapid response team activations, does the use of a standardized communication tool improve rapid response team communication compared to the use of no tool?

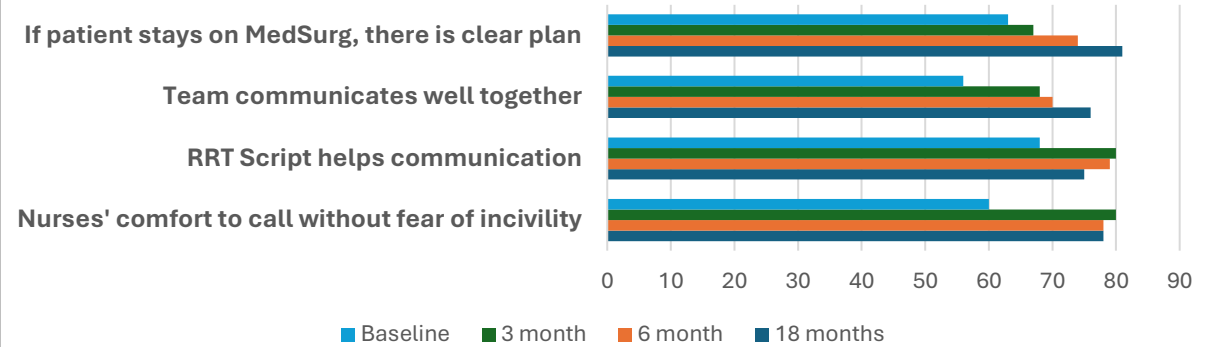
## Key Drivers and Interventions

- Baseline communication and RRT feedback survey completed by MedSurg staff
- Literature review of script use and RRT best practices
- Script built with MedSurg and PICU team feedback
- Education to RRT activators and responders on use of the script
- Use of the script during RRT began and ended with PICU charge RN to increase compliance
- Outcome data measures include post-intervention communication and RRT feedback surveys, number of RRT activations, and critical deterioration events

Key Measures	Definitions	Baseline (Oct '22-Apr '23)	Progress (Dec '23)	Progress (Apr '24)	Progress (Aug '25)
<b>Outcome</b>	Survey MedSurg Nurse: "I feel comfortable escalating the needs of MedSurg patients using RRT/code activation without fear of incivility from other team members/RRT."	60%	80%	78%	78%
<b>Outcome</b>	Survey MedSurg Nurse: "The Rapid Response Team and MedSurg staff communicate well together."	56%	72%	70%	76%
<b>Outcome</b>	Critical Deterioration Events % of total number of RRT activations	25.2% (26/103)	21.2% (23/108)	17% (7/41)	14% (32/225)
<b>Process</b>	Use of Script during RRT activation (of survey completion)	0%	84% (81/97)	100% (27/27)	NA
<b>Balancing</b>	Number of RRT activations	103	108	41	225

## Results

### Survey Results (in percentages)



## Standardize/Sustain Strategy

- Process data of actual script use was measured
- Allowed for RRT and script use feedback in real-time from all team members
- Over time RRT script was owned by bedside MedSurg RN, in lieu of PICU charge
- Now MedSurg bedside owns the process

## Challenges and Barriers:

- Initial relationship between teams and cultural concerns
- Previous script ineffective due to lack of all teams' voices
- Integration of script into escalation of care events
- Accessibility and timeliness of RRT feedback
- Less likely to use script during high acuity/stress situations

## Lessons Learned:

- Role clarity and definitions are helpful
- Family included and RRT in presence of patient and family
- Bedside RN role presents patient
- Education to all new hires (RN/RT/Providers) on RRT script
- Every team member with dedicated speaking role
- Standardization of communication uncovered cultural concern

