

# ESCALATION System Version 5 Education Resource

Updated

Paediatric Acute Recognition and Response Observation Tool (PARROT v5)









Equity



For more NSQHS Standard resources please refer to the CAHS Information Hub

Prepared by: CAHS Nursing Education in conjunction with PCH Escalation v5 Working Group

Endorsed by: PCH/N Standard 8 Committee

Last Review: Feb 2025

Next Review Date: Feb 2027



Accountability



# ESCALATION System Version 5 **Education Resource**

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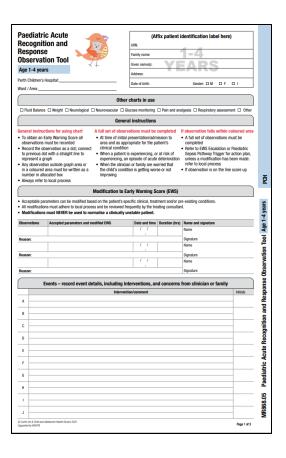


### **Escalation System Version 5 (PARROT)**

The following education resource has been created to highlight updates to the **Escalation PARROT v5** and <u>Observation, Monitoring and Paediatric Acute Recognition and Response Observation Tool (PARROT) procedure.</u>

### **Learning Outcomes:**

- Discuss targeted specific questions when assessing family concern
- Discuss new variable in recognising and responding to acute deterioration
  - Changing Behaviour
  - New Confusion
- Recognise possible underlying pathophysiology, condition or cause for Changing Behaviour/ New Confusion
- Discuss key aspects of identifying changing behaviour and assessment
- Watch video and complete case study of Changing Behaviour in children < 12 months</li>
- Discuss key aspects of identifying new confusion and assessment
- Watch video and complete case study New Confusion in children > 1 year of age
- Identify updates and discuss responsibility of Senior Nurse Review in recognising and responding to acute deterioration



### **Escalation – PARROT v5**

The following education resource has been created to highlight updates to the **Escalation PARROT v5** and <u>Observation, Monitoring and Paediatric Acute Recognition and Response Observation Tool</u> (PARROT) procedure.

Version 5 of the PARROT chart applies to all PCH inpatient areas, ED, HITH, PACU and outpatients use.

### **Key changes**

Targeted specific questions when assessing family concern to increase clarity and consistency

Addition of \*NEW\* variable under Disability when assessing Level of Consciousness. New variable assessed in conjunction with (AVPU and UMSS)

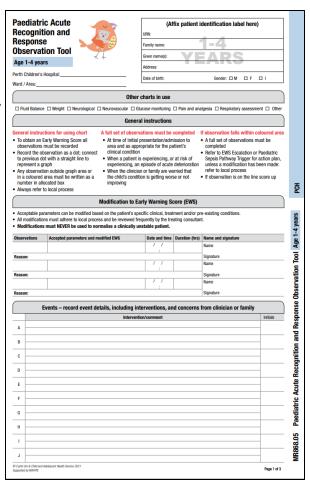
- < 1year of age Changing behaviour</li>
- > 1 year of age New confusion
- Changes to "Responding to Pain" in AVPU now scores 3

#### Formatting updates

- Grey background to some of the headings and rounded corners
- Removal of asterisks
- Updated wording under General Instructions and Patients of concern

#### Additional instruction and wording changes

- Early Warning Score Escalation Pathway information & Senior Nursing Review
- <u>Paediatric Sepsis Pathway Trigger information</u>



### **Assessing Family Concerns**

Family or caregiver concern is highly predictive of paediatric patient deterioration, and is a weighted variable when undertaking patient assessment with the PARROT chart.

### Involve the family

ASK – How do you think your child is doing?

ASK – Has anything changed?

ASK – Are you worried your child is getting worse?

Targeted and specific questions

To support staff when assessing family concern (Family/ Clinician concern variable) the below questions have been revised in PARROT v5

Involve the family by asking

- "How do you feel your child is doing?"
- "Has anything changed?"
- "Are you worried your child is getting worse?"

### Remember it is important to:

- Acknowledge and validate their concerns, even if observations appear stable
- Provide clear information about what you are observing
- Always document concerns/changes and escalate according to Escalation Pathway



# **Assessing Family Concerns**

The following video demonstrates the NEW targeted questions to support the clinician with identifying family concern.



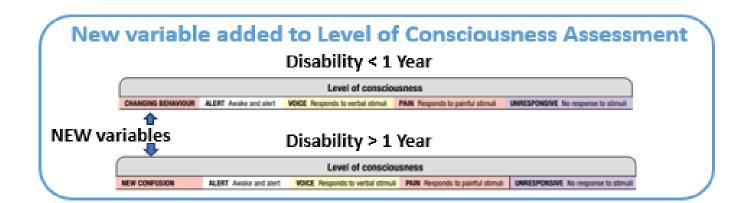


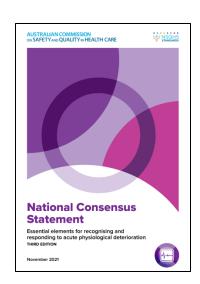
### New Variable: "Changing behaviour" and "New confusion"

Recognising and responding to acute deterioration is governed by the <u>Australian Commission on Safety and Quality in Health Care – clinical care standards on recognising and responding to acute physiological deterioration.</u>

This standard recommends, monitoring and observation plans should include:

- Respiratory Rate
- Oxygen Saturation
- Heart Rate
- Blood Pressure
- Temperature
- Level of Consciousness; AVPU and/or UMSS
- \*NEW VARIBLE \* New Confusion or Changing Behaviour





### Changing behaviour and New confusion

The addition of New Confusion or Changing Behaviour has been added under Level of Consciousness and must be assessed in addition to the assessment of AVPU on the Paediatric Acute Recognition and Response Observation Tool (PARROT). The new variables are age-dependent, and ages and stages of development need to be considered.

When scoring under both **New Confusion or Changing Behaviour** and AVPU the scores are cumulative.

Both variables need to be graphically represented as connected dots.

DISABILITY		lf n	ot ale	rt, com	plete	a full r	eurolog	gical a	ssessn	nent
77.00	7-10	2					1			
Pain scale	4-6	1								
	0-3	0	0	0	-0					
Levelor	New confusion	3			0	•				
Level of —	Alert	0		-		-				
consciousness —	Voice	1								
If necessary, wake —	Pain	3					12.0	100		-
patient before scoring	Unresponsive	6	7770			100	12.00	NAME OF	-	1
Blood glucose level		- 38								

#### Assessing Changing behaviour / New Confusion on the PARROT Chart

Changing behaviour (assessed in children < 1 year)	3	Changing behaviour. Refers to a noticeable deviation from an infant's typical patterns of action, expression, or response.  Examples of Changing behaviour in an infant may include (but not limited to): 16,17  • Not making eye contact with caregiver • Underactive or hyperactive when awake • Less than usual words / vocal sounds • Inconsolable / irritable cry • Restless
New confusion (assessed in children > 1 year)	3	New confusion. Refers to new onset disorientation, or cognitive impairment, where previously their mental state was normal for their developmental age – this may be subtle. The patient may respond to questions coherently, but there is some confusion, disorientation and/or agitation.  Examples of New confusion may include (but not limited to): 16,17,18.  Disorientation  Reduced awareness  Disorganised thinking  Non purposeful actions (e.g. repetitive movements)  Impaired speech  Agitated, inconsolable, or restless

#### Assessing AVPU on the PARROT chart

A	0	Alert. The patient is alert and interactive.  If the patient is acutely confused, a Glasgow Coma Score must be obtained, and the Clinical Emergency Response System should be activated.
v	1	Voice. The patient responds to voice.  If the patient is abnormally drowsy assess the patients Glasgow Coma Score (GCS). If this is a sudden change in conscious state activate a MET Review or CODE BLUE
P	3	Pain. The patient responds only to central pain.  If the patient responds only to pain, assess the patients Glasgow Coma Score (GCS) and reassess regularly. If this is a sudden change in neurological status, then activate a MET Review or CODE BLUE immediately.
U	E	Unresponsive. The patient is unresponsive. A CODE BLUE must be activated. A Glasgow Coma Score must be obtained.

# Causes for Changing Behaviour/ New Confusion



**Changing behaviour** (assessed in < 12 months old) or **New confusion** (assessed in > 1 year old) can be an indicator of a significant change resulting in acute clinical deterioration which may require early escalation.

There are many underlying conditions and causes. The most vital role is to assess, **identify early, and escalate** for further management.

Possible underlying pathophysiology, condition or cause						
Infection – e.g., sepsis, meningitis	Electrolyte imbalances - e.g., hyponatremia, hypercalcemia					
Hypotension (low blood pressure)	Hypoxia (low oxygen levels)					
Hypercapnia (elevated carbon dioxide levels)						
Side effects of medication – e.g., sedatives, anticholinergics, or opioids						
Hypoglycaemia or hyperglycaemia (low or elevated glucose levels)						
Neurological conditions – e.g., stroke, traumatic brain injury, seizure						
Withdrawal syndromes – e.g., drug or alcohol withdrawal						
Delirium: for further information about delirium refer to the CAHS Policy on Rec	ognising and Responding to Acute Deterioration and the PCH PCC policy on					

Delirium: for further information about delirium refer to the CAHS Policy on <u>Recognising and Responding to Acute Deterioration</u> and the PCH PCC policy on <u>Delirium Assessment and Management</u>

### **Identifying Changing Behaviour in children < 12 months**





Changing behaviour will be assessed on both the 3 month and < 1 year PARROT charts

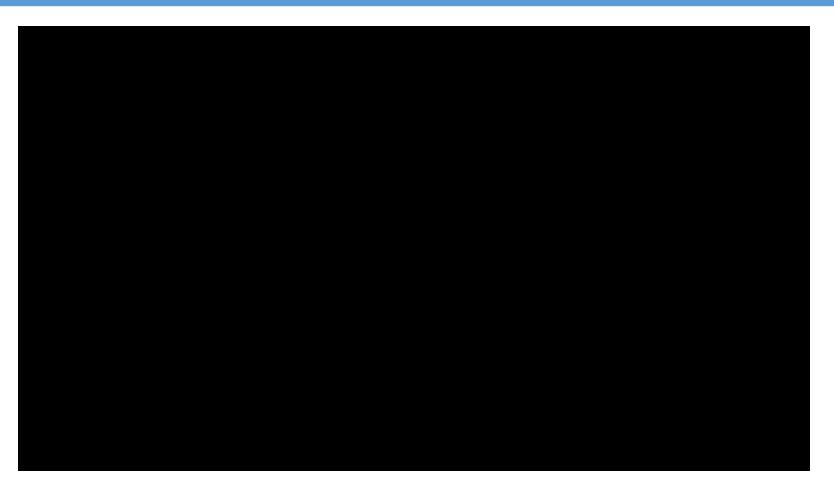
Changing Behaviour, in infants < 12 months of age, refers to a noticeable deviation from an infant's typical patterns of action, expression, or response. Identification of new confusion in this age group is difficult to distinguish and is a sign of potentially serious clinical deterioration.

When assessing for **changing behaviour**, it is important to discuss with parents/caregivers, as they know their child best and can recognise changes that may indicate early signs of deterioration.

Questions to aid assessment Cornell Assessment of Paediatric Delirium Tool (CAPD)	Examples of Development Anchors in an Infant < 1year of age			
1. Does the child make eye contact with the caregiver?	Refer to Appendix 3: <b>Developmental Anchors</b> <u>Delirium</u>			
2. Are the child's actions purposeful?	Assessment and Management for a description of typical behavior for the newborn, 4 weeks, 6 weeks, 8 weeks, 28 weeks,			
3. Is the child aware of his/her surroundings?	and the 1-year-old.			
4. Does the child communicate needs and wants?	Examples of Changing Behaviour in an infant may include (but not limited to):			
5. Is the child restless?	<ul> <li>Not making eye contact with a caregiver</li> <li>Underactive</li> </ul>			
6. Is the child inconsolable?	<ul> <li>Hyperactive when awake e.g. cycling legs or arms</li> <li>Inconsolable despite comfort and pain relief</li> </ul>			
7. Is the child underactive – very little movement whilst awake?	Restless/ Jittery			
8. Does it take the child a long time to respond to interactions?	<ul><li>Reflex present/ absent or abnormal</li><li>Disruptive sleep pattern</li></ul>			

# **Assessment of Changing Behaviour in children < 1year of age**

This video demonstrates the assessment and documentation using Changing Behaviour in infant < 12 months of age used by the clinician.

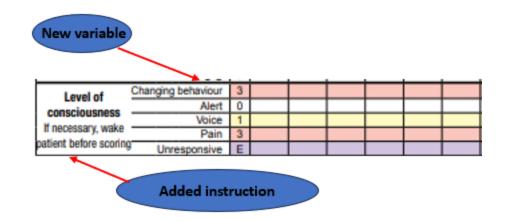




### **Assessment of**

### **Changing Behaviour in infants < 12 months of age**

- When assessing for *Changing behaviour*, consider the developmental norms appropriate for the infant's age, alongside what is typical for that individual infant.
- Remember to include the family in any assessment. They know their child the best and can recognise early signs of change.
- If Changing behaviour (assessed in infants < 12 months of age) is identified = score 3 on the PARROT</li>
- Ensure to escalate via the Escalation Pathway. Remember to document observations and escalation contemporaneously, and communicate the changes to the shift coordinator.



Level of consciousness - If necessary, wake - patient before scoring	Changing behaviour	3		. 0		
	Alert	0	4	-0		
	Volce	1				
	Pain	3				
	Unresponsive	0				
Blood glucose lev	el					110

# Case Study Changing Behaviour in Infant <12 Months

### **Time to Practice**

#### **Patient Details**

Name: Mia, 6 months old

Reason for Admission: Failure to Thrive, poor feeding, trending weight loss. Mia is needing to be woken for feeds and is feeding poorly.

#### Scenario

During your morning assessment, Mia's mother reports:

- Mia is "different today."
- She is underactive and not making eye contact with her mother and doesn't engage with her usual toys.
- She's less interested in feeding compared to her usual pattern.

#### **Observations**

Respiratory rate: 55 breaths per minute

Heart rate: 140 beats per minute

Blood Pressure: 95/70

Temperature: 38.2°C

Central refill time: 2 seconds.

AVPU: Alert

Noticed to be 'not her usual self'

#### **Actions**

- Assess Mia's vitals, behaviour and score using the PARROT V5 chart.
- 2. What would you ask Mia's Mother?
- Document your findings, including family concerns, and score "changing behaviour."
- Determine whether escalation is needed and describe your next steps.



# Identifying New Confusion in children > 1 year of age.







New confusion, is assessed in children > 1 year of age and refers to **new onset** disorientation, or cognitive impairment, where previously their mental state was normal for their developmental age – this may be subtle.

The patient may respond to questions coherently, but there is some confusion, disorientation and/or agitation.

Remember, when assessing for **new confusion**, it is essential to ask the family what is normal for their child as they know their child the best and can recognise changes that may indicate early signs of deterioration.

Questions to aid identification of New confusion (CAPD)	Examples of New confusion in Children may include (but not limited to):
1. Does the child make eye contact with the caregiver?	• Disorientation – e.g., to time, place, surroundings and/or caregiver
2. Are the child's actions purposeful?	<ul> <li>Reduced awareness – e.g., no eye contact, reduced focus on objects, doesn't remember what was said</li> </ul>
3. Is the child aware of his/her surroundings?	<ul> <li>Reduced or disruptive sleep patterns</li> <li>Disorganised thinking - e.g., confused words</li> </ul>
4. Does the child communicate needs and wants?	Non-purposeful actions e.g. repetitive movements, cycling
5. Is the child restless?	<ul> <li>movements</li> <li>Impaired speech – e.g., inappropriate words or incomprehensible</li> </ul>
6. Is the child inconsolable?	sounds
7. Is the child underactive – very little movement whilst awake?	<ul> <li>Agitated, inconsolable, or restless –not consoled by usual methods e.g., singing, holding, talking, reading or parental comfort actions/</li> </ul>
8. Does it take the child a long time to respond to interactions?	soothing.



# Assessment of New Confusion > 1 year of age

This video demonstrates of the assessment and documentation using New confusion in children > 1 year of age used by the clinician.

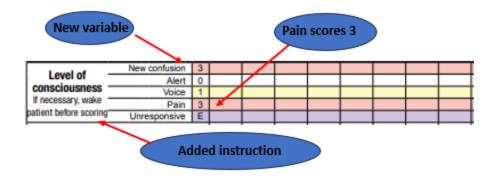




### **Assessment of**

## New confusion in children > 1 year of age

- When assessing for New confusion, consider the developmental norms appropriate for the child's age, alongside what is typical for that individual child.
- Remember to include the family in any assessment of clinical deterioration. They know their child the best and can recognise early signs of deterioration.
- New confusion (assessed in children > 1 year of age) is identified = score 3 on the PARROT.
- Ensure to escalate via the escalation pathway. Remember to document observations and escalation contemporaneously, and communicate the changes to the shift coordinator.



Level of consciousness — If necessary, wake — patient before scoring	New confusion	3	0	0	4	
	Alert	0	-			
	Voice	1				
	Pain	3	17			7-0
	Unresponsive	E				9
Blood glucose level						

### **Case Study 2: Adolescent**

### **Time to Practice**

#### **Patient Details**

Name: Mohammed, 14 years old

Reason for Admission: Post-operative recovery following an appendicectomy, you were informed the appendix had perforated prior surgery and he is on intravenous antibiotics, intravenous hydration, simple and opioid analgesia for pain.

#### **Scenario**

During your afternoon rounds, you notice:

- Mohammed is slower to respond to questions and seems disoriented.
- He incorrectly identifies his location as his home instead of the hospital.
- He has difficulty focusing on conversations and appears drowsy despite being awake.
- His parents report that he was "fine" this morning.

#### **Observations**

Respiratory rate: 18 breaths per minute

Heart rate: 95 beats per minute

Blood Pressure: 95/70

Temperature: 35.9°C

Capillary refill time: 3 seconds.

AVPU: Responds to voice

Noticed to be: Confused

#### **Actions**

- 1. Assess Mohammed's vital signs and AVPU and document it is using the PARROT V5 chart.
- 2. What would you ask Mohammed's parents?
- Identify whether Mohammed meets the criteria for "new confusion" and score accordingly.
- 4. Escalate care by outlining the steps you would take?



# **Updated Escalation Pathway & Senior Nursing Review**

Observation, Monitoring and Paediatric Acute Recognition and Response Observation Tool (PARROT) procedure

#### **Early Warning Score Escalation Pathway**

- Remain vigilant
- · Complete a full set of observations
- · Notify nurse in charge
- Ontimice treatment
- A plan must be documented
- · Reassess EWS after interventions

<ul> <li>Ensu</li> </ul>	re Treating Team are aware of deterioration
Score	Clinical response
1-3	Senior Nursing Review Increase frequency of observations Consider Medical Review
4–5	Timely Medical Review Request Treating Medical Team or STARS RMO to review within 30 mins Reassess EWS within 30 mins of review Request STARS CNS review
6–7	Urgent Treating Team Review Request Treating Medical Team or STARS Registrar to review within 15mins Reviewing doctor to notify Consultant (or Senior Registrar in ED overnight) Consider PCC referral Reassess EWS within 15 mins of review
8+	Rapid Response Review  ED: Request Consultant (or Registrar overnight) to review within 5 mins. Consider PCC referral  Ward: Request MET review within 5 mins.  MET to notify treating Consultant  Assess the patient and initiate appropriate clinical care  If no response within 5 mins or if clinically concerned place Code Blue Call
E	Immediate Code Blue Call • Initiate BLS and/or APLS as required
<ul><li>Airwa</li><li>Cardi arres</li><li>Apno</li><li>Seizu convi</li></ul>	Emergency Call for any of the following:  by threat

Senior Nursing Review Initiated for EWS 1-3

The senior nursing review should include the following ABCDE assessment								
AIRWAY	BREATHING	CIRCULATION	DISABILITY	EXPOSURE				
Assess patency-consider obstruction/compromise     Listen for airway noises, presence of cough     Assess artificial airways if present (NPA/tracheostomy)     Consider nasal +/- oral suction	Resp rate  SpO2  Auscultate  Assess for resp distress as per back of PARROT chart  Check NIV/ ventilation circuit if using	Heart rate     ECG rhythm if monitored     Pulse strength     Blood pressure     Central cap refill     Colour of skin and mucous membranes     Skin temperature and turgor     Urine output/ fluid balance	Changing behaviour 1yr, New confusion >1yr and APVU FNO Pain Sedation score Fontanelles Seizure activity BGL	Rashes     Skin integrity     Abdominal swelling     Inspect all invasive devices				

If the patient continues to deteriorate - Escalate, don't hesitate

Documentation

This nurse will apply their clinical judgement after they are asked to review

conducted by a registered nurse, in roles

A Senior Nursing Review can be

Clinical Nurse Manager

Staff Development Nurse Senior Registered Nurse

Shift Coordinator

Liaison Nurse

Clinical Nurse

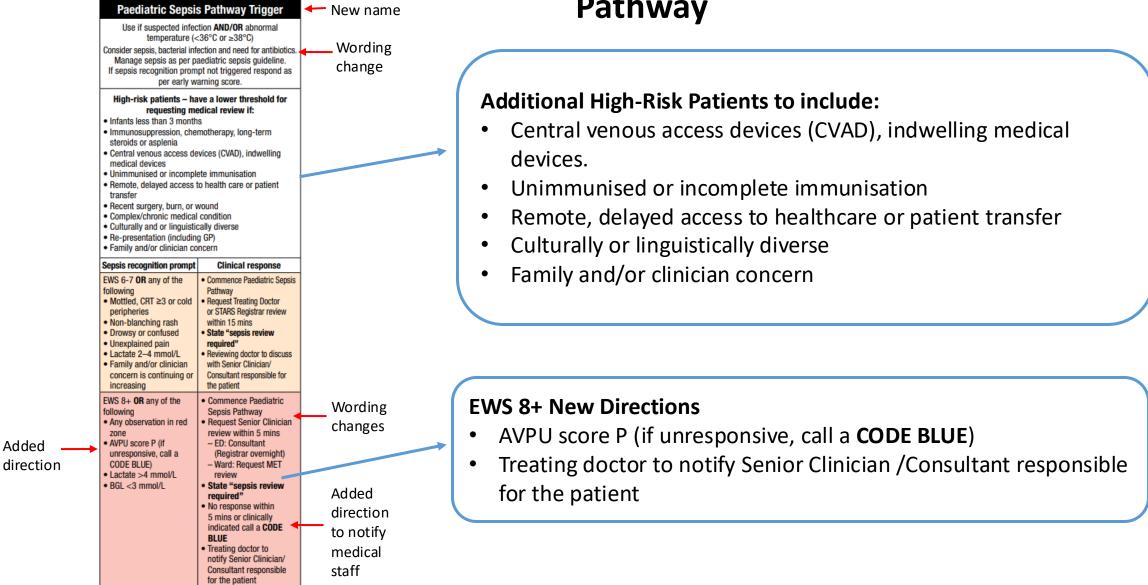
such as

a patient

This assessment may include any or all elements of the 'Decision making flowchart for a Senior Nursing Review'

**Documentation** of the assessment and escalation is an essential aspect of the senior nursing review

# Sepsis Pathway Trigger - has been renamed to align with Paediatric Sepsis Paediatric Sepsis Pathway Trigger New name Pathway



### **Key Chart & Assessment Changes to Version 5**

#### **General Updates and Design Changes General instructions** Recognition and Observation Tool General instructions for using chart A full set of observations must be completed If observation falls within coloured area . To obtain an Early Warning Score all · At time of initial presentation/admission to · A full set of observations must be observations must be recorded area and as appropriate for the patient's completed Record the observation as a dot: connect clinical condition · Refer to EWS Escalation or Paediatric to previous dot with a straight line to . When a patient is experiencing, or at risk of Sepsis Pathway Trigger for action plan, represent a graph experiencing, an episode of acute deterioration unless a modification has been made At time of initial presentation/admission to area and as appropriate for the patient's clinical condition. At full set of observations must be completed. To obtain an Early Warning Score all observations must be recorded Any observation outside graph area or . When the clinician or family are worried that refer to local process and as appropriate for the patient's completed all condition a patient is experiencing, or at risk of sepsis Pathway Trigger for action plan refercing, an episode of acute deterioration unless a modification has been made. in a coloured area must be written as a the child's condition is getting worse or not If observation is on the line score up When the clinician or family are worried that the child's condition is getting worse or not \* If observation is on the line score up number in allocated box improving Always refer to local process Modification to Early Warning Score (EWS) Additional If observation More comprehensive Change in title of **Instruction** falls on the line "Paediatric Sepsis instruction Pathway Trigger" score up Events - record event details, including interventions, and concerns from clinician or family Removal of asterisks Time Family/clinician concern Any airway threat escalate to MEDICAL EMERGENCY. If any increase in oxygen requirement, consider early escalation respiratory distress Mild 1

### Targeted and specific questioning. Family /Clinician concern first in patients of concern

#### Involve the family

. ASK - How do you think your child is doing?

gettting worse or not improving

Changes in circulation (e.g.mottled/pallor)

Increasing oxygen requirement

ASK – Has anything changed?

See back of chart

ASK – Are you worried your child is getting worse?

#### Family or clinician concern wording change and positioned as first point



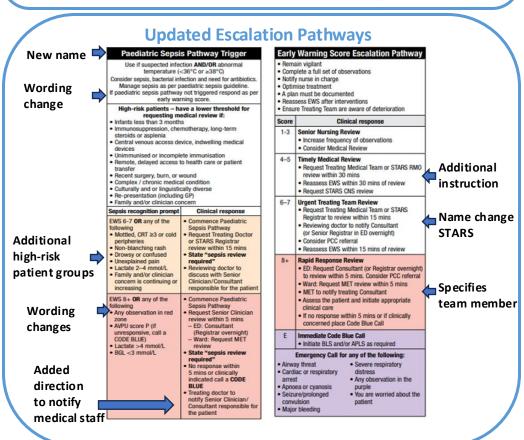
#### Patients of concern include those with

- Altered mental state · Greater than expected fluid loss
  - Reduced urine output (<1mL/kg/hr)</li>

  - · New, increasing or uncontrolled pain
- Blood glucose level ≤3mmol/L
- Changes to respiratory distress

#### New variable added to Level of Consciousness Assessment

















### **Next Steps**

- Familiarise yourself with the updated **PARROT Version 5 chart**.
- Review and adhere to local escalation pathways for children presenting with "new confusion" or "changing behaviour."
- Participate in the updated eLearning module to reinforce key skills.

### References

The Royal Children's Hospital Melbourne. Guideline: Altered conscious state. [Internet]. Retrieved 2025 Feb 4. Available from Clinical Practice Guidelines: Altered conscious state (rch.org.au)

Silver G, Kearney J, Traube C, Hertzig M. Delirium screening anchored in child development: the Cornell Assessment for Pediatric Delirium. Palliat Support Care. 2015 Aug;13(4):1005-11. doi: 10.1017/S1478951514000947. Epub 2014 Aug 15. PMID: 25127028; PMCID: PMC5031084.

### **Policy:**

Observation, Monitoring and Paediatric Acute Recognition and Response Observation Tool (PARROT)

Delirium Assessment and Management

Neurological Observations (health.wa.gov.au)