

# Family Initiated Escalation of Care

Deteriorating Patient Governance Committee  
July 2022

**People know themselves  
and their family members best.**

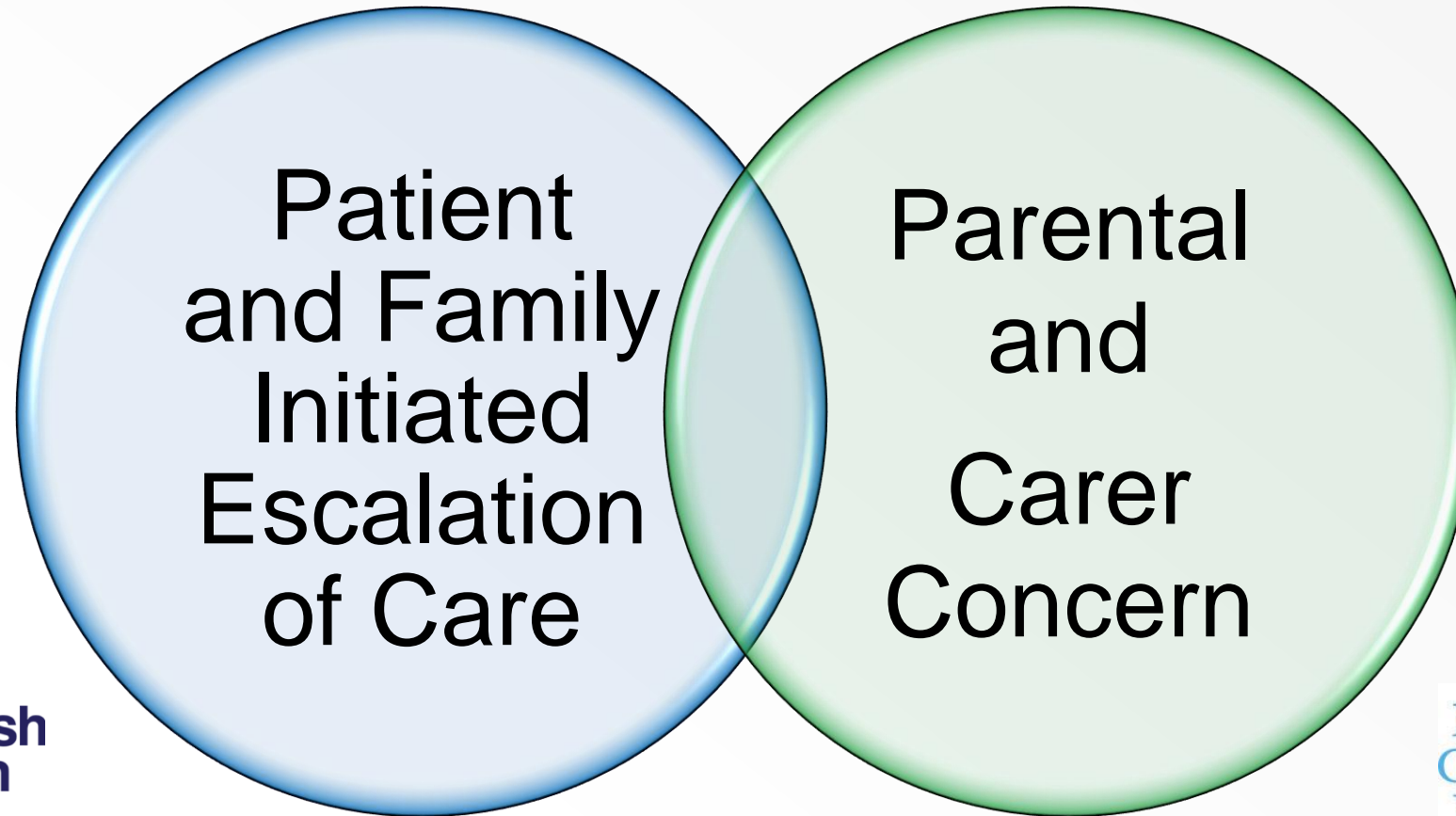
**Sometimes, they notice a change  
in themselves or their loved one's condition  
before we do.**



**A patient and family-initiated  
escalation of care is a process  
where a patient or family member  
can raise concerns with  
healthcare professionals**



# Monash Health's Family Escalation





# Patient & Family Escalation of Care

- In February 2021, Monash Health re-developed the process for family escalation of care
- The Family Initiated Escalation of Care Procedure on PROMPT was updated with detailed processes for escalation for ED patients, inpatients & community
- Posters were developed to be used across Monash Health
- The posters are available in 12 languages which can be accessed by scanning the QR code on the posters displayed



# 3 Step Process

1

- **Escalation to bedside nurse or treating doctor**
- Review within 30 minutes
- Listen to and clarify the reason for concern.
- Assess the patient and document as per procedure

2

- **Escalation to the nurse in charge**
- Review within 30 minutes
- Listen to and clarify the reason for concern.
- Assess the patient and document as per procedure

3

- **Escalation to Nursing Co-ordinator by calling xxxx xxxx (site specific) at any time**
- Review within 30 minutes in conjunction with the treating unit
- NCO to document escalation and outcome on RiskMan



# Family Escalation Posters

 **Feeling worse? Has something changed? Talk to us.**

You know yourself and your family member best and may notice changes before we do.  
If you notice a change, are feeling worse, or are worried, tell us immediately and we will help.  
If you need an interpreter, ask us and we will arrange one.

**1 Tell a nurse or doctor.**  
They will complete an assessment and respond to your concern.

▼ If you are still worried:

**2 Ask to speak to the nurse in charge wearing the red and white badge.**  
They will complete an assessment with a senior doctor and respond to your concern.

▼ If you are still worried:

**3 Call 9594 2717 (Clayton) at any time.**  
A senior member of the hospital will provide assistance to address your concern.

 If you need urgent help, press the emergency buzzer

 Scan your phone here to read in your language



 **Monash Health**

Reviewed January 2021  
Consumer Reviewed

PERSIAN

 آیا حالتان بدتر شده است؟ آیا چیزی تغییر کرده است؟ با ما صحبت کنید.

شما خود و اعضای خانواده تان را از هر کسی بهتر می شناسید و ممکن است قبل از ما متوجه تغییرات شوید.  
اگر متوجه تغییری شدید، حالتان بدتر شد یا دگران شدید، فوراً به ما اطلاع دهید تا به شما کمک کنیم.

**1 با پرستار یا دکتر صحبت کنید.**  
آنها ارزیابی را انجام می دهند و پاسخگوی نگرانی شما هستند.

اگر به مترجم نیاز دارید، از ما درخواست نمایید تا برایتان هماهنگ کنیم.

▼ اگر همچنان نگران هستید:

**2 درخواست نمایید تا با پرستار مسئول دارای نشان قرمز و سفید صحبت کنید.**  
آنها ارزیابی را به کمک پزشک ارشد انجام داده و پاسخگوی نگرانی شما هستند.

▼ اگر همچنان نگران هستید:

**3 می توانید با شماره 95942717 (Clayton) در هر زمانی تماس بگیرید.**  
یکی از کارکنان ارشد بیمارستان در رابطه با نگرانی تان به شما کمک خواهد کرد.

 اگر به کمک فوری نیاز دارید، دکمه اضطراری را فشار دهید

 جهت خواندن مطلب به زبان خود، موبایل تان را در اینجا اسکن کنید



 **Monash Health**

Reviewed January 2021  
Consumer Reviewed

 **Feeling worse? Has something changed? Talk to us.**

You know yourself, your family member or the person you care for best and may notice changes before we do.  
If you notice a change, are feeling worse, or are worried, tell us immediately and we will help.  
If you need an interpreter, ask us and we will arrange one.

**If you need urgent help, call out for assistance.**

**1 Tell someone or speak to the person you have come to see.**  
If you feel something is wrong speak with a staff member or ask someone near you to get help.

▼ If you are still worried:

**2 If there is no-one around to speak to and you are concerned or if you have something life threatening call 000.**  
Tell them the name of the community centre and where in the building you are. (for example, waiting room, level 2).

 For interpreting services call 131 450 TIS National

 Scan your phone here to read in your language



 **Monash Health**

Reviewed June 2021  
Consumer Reviewed



# Parental and Carer Concern

*A recurring theme in paediatric sentinel event reviews and coroner's investigations is that the parents say:*

**“We knew something was wrong but nobody would listen”**





# Parental and Carer Concern

- Started as an ED project and has developed into a SCV secondment led by Dr Erin Mills
- *“Are you worried your child is getting worse?”*
- Asked with every set of obs in the ED and on the Paediatric wards
- Documented in EMR - located in iView at the top of the vital signs
- Escalated as per the Family Initiated Escalation of Care Procedure

# The Data

## Data Considerations

- *Data for adult family initiated escalation of care is only available for Step 3 of the escalation process as a RiskMan is completed by the NCO*

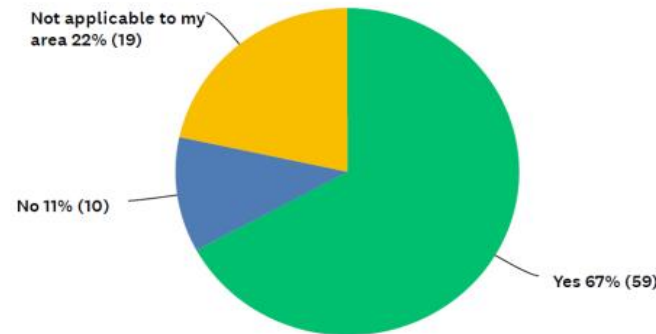


# Partnering with Consumers Annual Survey

Standard 2 – June 2022

## Family Escalation of Care Procedure “Feeling worse”?

Are you aware of the Family Escalation of Care Procedure “Feeling worse? Has something changed? Talk to us”



### Comments

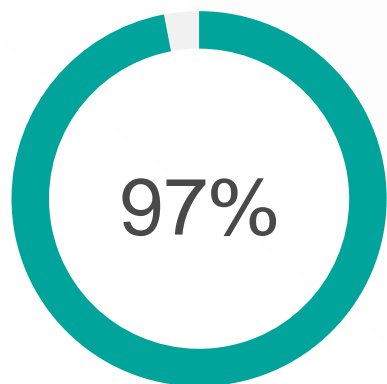
- In patient information packs
- Prominently displayed posters in clinical/waiting area
- Verbally inform patients on admission
- On admission to the ward shown the information in ward information booklet
- Brochure given to patients
- Business card with phone number given to patient on admission
- Notice boards in waiting rooms and consulting rooms
- Triage nurse/clerk verbally explain this to patients on arrival
- Bedside information booklet and displayed on Welcome to Ward board
- There are posters on display in high-traffic areas across the site

Sent via email to all nurse managers  
Answered: 88  
Skipped: 40



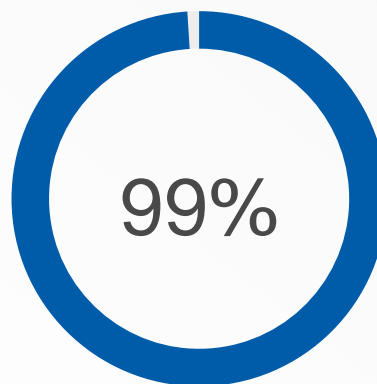
# Point of Care audit results

Summary data from April – June (Quarter 2) 2022  
n=1369



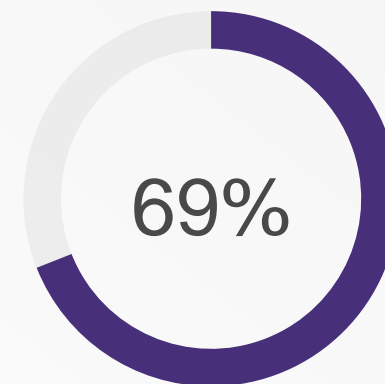
Patients know how to ask for help

% of patients who understood how to ask for help if they were becoming more unwell



Patients, family or carers know how to ask for help

% of patients, family or carers who understand how to ask for help if the patient was becoming more unwell



Patients, family or carers who have seen poster

% of patients, family or carers have seen the poster / brochure for family-initiated escalation of care



# VHIMS data: Family Escalation of Care

Summary data from 2021-2022 financial year

30

This raw data has not  
been drilled down to a  
RiskMan level

## Casey

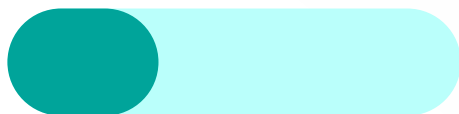
% of incidents 43.33%



11 remained in  
current setting  
1 transferred to ICU  
1 transferred to HDU

## MMC Clayton

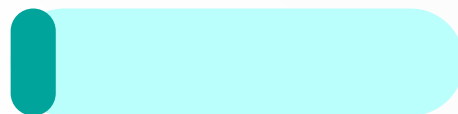
% of incidents 33.33%



7 remained in current  
setting  
1 call cancelled  
1 expected death  
1 home

## Dandenong

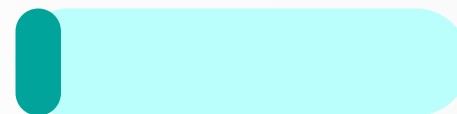
% of incidents 10%



3 remained in current  
setting

## Kingston

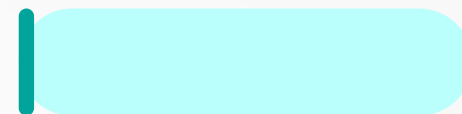
% of incidents 10%



3 remained in current  
setting

## Unallocated

% of incidents 3.33%



1 remained in current  
setting

Data obtained from BI  
30/6/2022 @ 1230hrs





# Are you worried your child is getting worse?

Proactive assessment of caregiver concern in Paediatrics – The Data  
(Dr Erin Mills)

- Asked nearly 100 000 times to >14 000 families
- If the carers were ever concerned their child was getting worse –
- The child was **9 times** more likely to go to ICU
  - The child was **2.3 times** more likely to be admitted to the hospital  
(And stayed for **1.7 days longer**)
  - The child was **3 times** more likely to have observations in MET criteria
  - The child was **5.6 times** more likely to have a diagnosis of sepsis or septic shock



# Where to from here?

- Review procedure and processes
  - Do the NCO's feel adequately trained to respond to the escalation?
  - Benchmark with other organisations
  - Safer Care Victoria 'Hear Me' pilot trial
  - Current passive process for adults
  - Looking to introduce active process similar to Paediatrics
- Review data collection & reporting
- Refine processes as required
- Communicate any changes to all staff

