

# PATIENT EXPERIENCE WEEK INITIATIVES

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CALLING FOR HELP PROGRAM



PATIENT EXPERIENCE WEEK (PXW)

Community Conversation & Leadership Breakfast

Perth WA | April 27-28 2017

#hccpxw #WhatMatters2U



## Our Patient Experience initiative is...

Early recognition and response to patient deterioration in hospital improves outcomes. Successful management of the deteriorating patient hinges on rapid identification and reporting, yet the deteriorating patient is often not recognised or responded to in a timely way. The consequence of failing to recognise and respond by escalating care increases the risk of avoidable adverse events. Worldwide, systems have been implemented to facilitate early recognition and response to the deteriorating patient. A key feature of many systems is the empowerment to summon help without deferring to the traditional hospital hierarchical system. The ability to summon help is now being extended to families. Family involvement in recognising and responding to clinical deterioration is particularly relevant in the paediatric setting. With parents frequently at the child's bedside they are well positioned to notice their child's condition is worsening or not improving and communicate their concerns to health professionals. Such an approach has the potential to shorten the time to treatment and reduce the mortality associated with delays in activating rapid response systems. Despite recommendations from Australian and international organisations family involvement in recognising and responding to the deteriorating patient has not been widely implemented.

A process for involving parents in escalating care of the deteriorating child was implemented at Princess Margaret Hospital for Children (Calling for Help). To date there have been no reports of parents' preferences or health professionals' views in the literature. It was opportune to apply knowledge translation and implementation science methodologies to evaluate the implementation to ensure its sustainability in the future. We have specifically examined the ways in which parents choose to be involved and sought the perspectives of young people and health professionals to develop a comprehensive understanding of factors that influence implementation.

## What difference has this made?

- We found a very low level of parent awareness
- We identified key barriers and enablers to effective implementation of Calling for Help
- Using this knowledge the Calling for Help process was reimplemented in 2016
- Following reimplementation the level of parent awareness increased but not all parents whose child is an inpatient at Princess Margaret Hospital are aware or feel able to participate



## A lesson that can help others...

The implementation of a policy i.e. the process for parents to be able to escalate care for clinical deterioration sounds straightforward. In the children's hospital setting it is closely aligned with the philosophy and practice of patient and family centred care. Our research has identified some of the challenges of implementing policy into practice.

One lesson to learn is to carefully plan the implementation so that it is designed for the local context to overcome anticipated barriers and optimise enablers. Involving all stakeholders throughout the process is key to success. It is important to include evaluation to understand how effective the implementation has been and to be able to refine the process for it to be sustainable and become normal business.