

## 2009 Family/Patient Initiated Rapid Response Calls Banner Good Samaritan Medical Center

- The following information will be included in the patient handbook:

*While in the hospital, professional caregivers are available around the clock to care for your loved one. But we also know that family, and even friends who know someone well, are able to see small changes in the patient's condition. These changes – such as a change in breathing or unusual confusion or thinking problems – may be important signs that something is wrong, or that their condition is about to become more serious. Please be sure to talk to your nurse if you feel something is not right. If you feel your concerns have not been addressed, you may ask for a Rapid Response Team assessment by dialing 1-6666 from the patient phone.*

- Family education will emphasize the importance of discussing concerns with **bedside providers first**. Families will be told about the RRT by nursing staff when admitted to the unit. There will be information displayed in each room (placed by housekeeping) discussing how and why to notify the nurse of a change in patient condition and then to call for a RRT assessment if they feel their concerns were not addressed.
- Families will be encouraged to report to the nurse changes in patient condition such as:
  - When something just does not look right about the patient
  - Changes in breathing or difficulty breathing occurs
  - Confusion or thinking changes: patient does not recognize family or friends or does not know where they are
- It is the responsibility of the nurse, if appropriate, to initiate a RRT call. If not and the family is still concerned they may call 1-6666 from the patient phone.
- If the patient is in the **Intensive Care Unit**, (RRT will not be called overhead) the nurse should address the patient/family concerns and if appropriate notify the attending physicians and the nursing supervisor for intervention and support.