

REACH

Recognise, Engage, Act, Call, Help is on the way

This LOP is developed to guide clinical practice at the Royal Hospital for Women. Individual patient circumstances may mean that practice diverges from this LOP.

1. AIM

- To activate the REACH process whereby a patient, family member and/or carer can escalate concerns about a deteriorating patient

2. PATIENT

- Any inpatient within the Royal Hospital for Women

3. STAFF

- Medical, nursing and midwifery staff
- Allied health

4. EQUIPMENT

- Bedside telephone
- Mobile telephone

5. CLINICAL PRACTICE

- Register concern about patient by following REACH poster (Appendix 1)
- Activate a REACH Call by dialling:
 - **2222** from bedside telephone or
 - **02 93826111** from a mobile telephoneOnce activated, the switch operator will page Nurse Unit Manager (NUM)/Midwifery Unit Manager (MUM) (in hours) of where the patient is located, or After Hours Nurse Manager (AHNM) (out of hours) to review the patient within 30 minutes
- Page the treating team's registrar if the patient, their family members or carers remain worried or concerns are not met. This is carried out by the NUM/MUM or AHNM. The treating team's registrar must review the patient within 30 minutes
- Discuss assessment findings, treatment plan and actions with the patient, their family member or carer in addition to documentation in medical record

6. DOCUMENTATION

- RHW Switchboard Emergency Incident Notification Form
- PACE Notification Form
- Medical Record

7. EDUCATIONAL NOTES

- REACH is a program where patients, family members and/or carers are encouraged to:
 - **Recognise** changes of concern
 - **Engage** with the Primary Care Team
 - and **Act** by requesting a clinical review.

REACH cont'd
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8. RELATED POLICIES / PROCEDURES / CLINICAL PRACTICE LOP

- Patient (adult) with acute condition for escalation (PACE) criteria and escalation
- Patient with acute condition for escalation (PACE) management of the deteriorating neonatal inpatient in maternity services and nursery

9. RISK RATING

- Low

10. NATIONAL STANDARD

- Standard 8

11. REFERENCES

1. SESLHD 'Patient with Acute Condition for Escalation (PACE): Management of the Deteriorating ADULT and MATERNITY inpatient' SESLHDPR/283
2. NSW Ministry of Health 'Recognition and Management of Patients who are Clinically Deteriorating' PD2013_049
3. Australian Commission for Safety and Quality in Health Care (ACSQHC) National Safety and Quality Health Service Standards, Standard 8: Enabling patients, families and carers to initiate an escalation of care response 2019
4. Clinical Excellence Commission. (2013). REACH – Patient and Family Escalation <http://www.cec.health.nsw.gov.au/quality-improvement/people-and-culture/reach>

REVISION & APPROVAL HISTORY

Endorsed Maternity Services LOPs 7/5/19

FOR REVIEW : APRIL 2024

Are you worried

about a recent **change** in your **condition**
or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

- R** You may recognise a worrying change in your condition or in the person you care for.
- E** **1** Engage (talk) with the nurse or doctor. Tell them your concerns.
- A** **2** Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.
- C** **3** If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.
- H** Call REACH on **2222**
Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.



R.E.A.C.H out to us
Because together we make a great team.

The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.