

Awareness of patient, family and carer escalation

IDENTIFYING AND DEFINITIONAL ATTRIBUTES

SHORT NAME:	Awareness of patient, family and carer escalation
DESCRIPTION:	The proportion of patients, family and carers that can describe the patient, family carer escalation system
TYPE OF QUALITY MEASURE:	Process measure
RATIONALE:	Successful operation and use of the patient, family and carer escalation system is closely linked to patients, family and carers understanding of when and how to activate the system. High levels of awareness suggest that the system has been well integrated within a facility
DEFINITIONS:	<p>Admitted patient: any patient for whom the hospital accepts responsibility for the provision of inpatient care and/or treatment. Admission follows a clinical decision based upon specified criteria that a patient requires same day or overnight care or treatment</p> <p>Patient, family and carer escalation: system that provides assistance to a patient when concerns about clinical deterioration, care or treatment exist. The system is triggered by the patient, family or carer resulting in the attendance of an individual, or team of individuals who are capable of assessing the patient, undertaking initial therapeutic intervention and escalating care to a health professional with advanced life support skills (if required)</p>

COLLECTION AND USAGE ATTRIBUTES

POPULATION:	Admitted patients, visiting family members and carers who consent to provide information
COMPUTATION:	<p>Percentage of patients, family members and carers aware of the patient, family and carer escalation system</p> $\frac{\text{Numerator}}{\text{Denominator}} \times 100$
NUMERATOR:	Number of patients, family and carers surveyed who are aware of the patient, family and carer escalation system
DENOMINATOR:	Number of patients, family and carers in the sample

COMMENTS

COMMENTS:	<p>A high percentage of patients, family and carers who are aware of the patient, family and carer escalation system is desirable</p> <p>Populations that have different processes for patient, family and carer escalation (such as adult and paediatrics) should be audited separately</p> <p>Collecting data for this quality measure will require the collection of information from patients, families and carers. This could be done through short surveys at discharge or during rounds. Appropriate approvals (such as from a human research ethics committee) may be needed for this activity</p>
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REFERENCES

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