

# appendix B

## QUALITY MEASURES

### Awareness of patient, family and carer escalation

#### IDENTIFYING AND DEFINITIONAL ATTRIBUTES

<b>SHORT NAME:</b>	Awareness of patient, family and carer escalation
<b>DESCRIPTION:</b>	The proportion of patients, family and carers that can describe the patient, family carer escalation system
<b>TYPE OF QUALITY MEASURE:</b>	Process measure
<b>RATIONALE:</b>	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
<b>DEFINITIONS:</b>	<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

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

#### COMMENTS

<b>COMMENTS:</b>	<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>
------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Awareness of patient, family and carer escalation

### REFERENCES

#### REFERENCE DOCUMENTS:

Australian Institute of Health and Welfare Index. (Accessed 5 August 2011, at <http://meteor.aihw.gov.au/content/index.phtml/itemId/327206>.)

Baird SK, Turbin LB. Condition concern: An innovative response system for enhancing hospitalized patient care and safety. *Journal of Nursing Care Quality* 2011

Bogert S, Ferrell C, Rutledge DN. Experience with family activation of rapid response teams. *MEDSURG Nursing* 2010;19(4):215-223

Dean BS, Decker MJ, Hupp D, Urbach AH, Lewis E, Benes-Stickle J. Condition HELP: A pediatric rapid response team triggered by patients and parents. *Journal for Healthcare Quality* 2008;30(3):28-31

Health Data Standards Committee 2008. National health data dictionary. Version 14. Cat. no. HWI 101. Canberra: Australian Institute of Health and Welfare.