Condition H
(Condition Help)

The Josie King Call Line
A HELP **line** *for Families*

The Josie King Story

Josie King, an 18 month old little girl, died from medical errors in one of the best hospitals in our country. Josie was the sister of Jack, Relly, and Eva and beloved daughter of Tony and Sorrel. She died as a result of a series of hospital errors and poor communication. Through the creation of a patient safety program, it is the King family's hope to prevent this from ever happening to another patient.

What is Condition H ?

The H stands for Help. Patients and families can call for help, which initiates dispatch of a "rapid response team." At UPMC Shadyside, we are dedicated to making the hospital the safest place possible for patient care. Condition H was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of a healthcare provider.

When to Call

1. If there is a report to healthcare providers of a serious noted change in the patient's condition that family members or visitors feel is not being addressed.
2. If after speaking with a member of the healthcare team (i.e. nurses, physicians) you continue to have serious concerns about how care is being given, managed, or planned.
3. If in an emergency situation, there is a noted change in the patient's condition that is not being recognized by the caregiver, or the patient does not receive attention deemed appropriate by the family.

To access Condition H, please call 3-3131. The operator will ask for caller identification, room number, patient name and patient concern. The operator will immediately activate a "Condition H" where a team of medical professionals are alerted and will arrive in the room to assess the situation. This team includes an internalmedicine physician or nurse practitioner, the administrative nursing coordinator/supervisor, and a floor nurse, as well as a patient relations coordinator, when available.

Dial # 3-3131

UPMC Shadyside
Part of UPMC Presbyterian Shadyside

For questions regarding Condition H:
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