

## Condition H



The Josie King Call ....A help line for families

Many of you may have already heard about the newest addition to our hospital's Rapid Response Teams, the "Condition H". It is important that we all keep in mind that at UPMC Shadyside we are building the hospital of the future with the help of patients and families that visit our hospital. We believe in teamwork and ask that families/patients/visitors be a part of the team when visiting the hospital.

What is Condition H? It is a "Condition Help" that patients/families can initiate in the case of, a change they notice in their loved one's condition when they have tried to express it to the health care team and felt they weren't listened to. Condition H can also be called if there is a breakdown in how care is being given and confusion over what needs to be done or if patients/families have conflicts with what is happening in an acute, emergent situation..

Why Implement Condition H Rapid Response Team? Let me tell you a little about how this all got started: *Josie King was an 18 month little girl who died because of hospital errors in one of the best hospitals in our country. Through the creation of a patient safety program, the King family's hope is to help prevent this from ever happening to another patient.*

*The Josie King Call "Condition H" has been created here at UPMC Shadyside out of our response to providing our patients and families an avenue to call for immediate help when they feel it is needed. Really they should not have to use this, but we believe that if they need to they should have a resource available. Josie's mother, Sorrel King, has worked with UPMC Shadyside to design how this would work in health care. We are dedicated to making the hospital the safest place possible for patient care to happen.*

How will a Condition H be called? All families will be informed of the Condition H and when and why it would be appropriate to call a Condition H. If the family/patient/visitor feels it is necessary to call the Condition H for the reasons listed above, they will be instructed to do so by calling 3-3131 from the location of the condition. The trained, hospital operator, will ask the caller where they are located, their name and the reason for the call.

Who will respond to a Condition H? A physician or Nurse Practitioner from the Internal Medicine Non Teaching Service, The nursing Supervisor (ANC), the floor nurses and a Patient Relations Coordinator.

Condition H is new to UPMC Shadyside and I believe we are the first hospital in the country to respond in this way to the safety campaign of the King family. Currently, we are in the piloting stages on 4 East. I wanted to make sure all of you were informed of the nature of the Condition H. We will learn a lot from our pilot testing and will need everyone's help to make this initiative a success as we continue to be committed to providing patients, families and visitors the safest, quality care possible.