

REACH – PATIENT & FAMILY ESCALATION

INFORMATION FOR CLINICIANS



How does REACH work with the deteriorating patient program?

The processes involved in the implementation of the Between the Flags program are unaffected by REACH. REACH is designed to complement and build on the tools used in Between the Flags and empower patients and families to bring deterioration to the attention of staff and provide a direct route to escalate care if concerns are not addressed

The REACH process aligns with the Australian Commission for Safety and Quality in Health Care (ACSQHC) National Safety and Quality Health Service Standards, *Standard 9.9: Enabling patients, families and carers to initiate an escalation of care response.*

What is REACH?

REACH is a patient and family activated rapid response program developed in 2013 by the Clinical Excellence Commission (CEC).

The REACH model builds on the surf lifesaving analogy for recognition and appropriate care of deteriorating patients by encouraging patients and family to 'put their hands in the air' to signal they are 'drowning' and reaching out for help.

Unlike other models, the REACH model actively promotes engagement with the treating team prior to further escalation steps taken by the patient and family.

REACH provides a stepped approach to patient and family activated escalation.



The REACH program was developed by the NSW Clinical Excellence Commission's Partnering with Patient's Program

<http://www.cec.health.nsw.gov.au/quality-improvement/people-and-culture/person-centred-care/partnering-with-patients>

What are the benefits of implementing a program like REACH?

Evidence continues to mount about clinical benefit of patient and family activated rapid response (e.g. significant decreases in mortality when patient & family activation is added to clinical review). Improved patient care experience is also evident.

'Deficiencies in monitoring of patients' (i.e. failure to recognise deterioration) is the second most frequent issue identified in NSW root cause analyses.

Encouraging patients and families to alert staff to deterioration provides additional opportunities for rescue.

Guiding Principles of REACH

PARTNERSHIP

Patient and family activated escalation embodies the principle of 'partnership' and recognises patients and families as key members of the 'care team'.

RESPONSIVENESS

Clinical staff are aware of the clinical benefits of patient and family escalated concerns.

CARING FOR ALL

Patient and family escalation is a way to 'cast the safety net wider'. It is intended to make the work of staff easier by engaging with patients and families to help catch deteriorating patients earlier.

KEY MESSAGE

REACH is a system that enables patients, carers, and families to raise their concerns about a worrying change in condition while in hospital.

REACH is not a system to enable patients, carers, and families to raise concerns or complaints about care provided while in hospital.

Further Information:

(insert LHD/facility contact details)

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