Ryan’s Rule

This document has been formulated in response to the recent Queensland Health guideline - Ryan’s Rule (http://qheps.health.qld.gov.au/psu/rrcd/docs/ryans-guideline.doc). Queensland Health has committed to the introduction of the process that enables patients and/or their families/carers to initiate an escalation of care response while under the care of Caboolture/Kilcoy Hospitals and Metro North Hospital and Health Service.

In addition the National Safety and Quality Health Service Standard 9: Recognising and responding to Clinical Deterioration (RRCD) in Acute Health Care identifies actions and tools to be implemented to protect the patient from harm and improve the quality of health service provision:

- Children’s Early Warning Tool (CEWT)
- Emergency Department Children’s Early Warning Tool (ED CEWT)
- Queensland – Adult Deterioration Detection System (Q-ADDS)
- Emergency Department Queensland Adult Deterioration Detection System (ED Q-ADDS)
- Queensland Maternity Early Warning Tool (Q-MEWT)
- Ryan’s Rule Brochure
- Ryan’s Rule Information Sheets
- Ryan’s Rule evaluation Form

Purpose of this procedure

- To provide an additional safety net for patients, families and carers to escalate care to facilitate an independent clinical review.
- Engages patients, families and carers as part of the broader health care team.
- Fosters enhanced communication between the patient, family, carer and the health care team.
- Patients, families, carers and acute health care facility staff are trained in how to use the system.
- Families/Carers are encouraged and supported to use the system.
- To perform evaluation after system activation
- Provide clear definition of terms used in the document (see Appendix 1a)

Scope and target audience

This Procedure applies to all Caboolture and Kilcoy Hospital staff (permanent, temporary and casual). This Procedure applies to all patients / consumers of Caboolture and Kilcoy Hospital.

Principles

This procedure provides recommendations to support patients, families and carers to initiate an escalation of care response while under the care of Caboolture and Kilcoy Hospitals, including Hospital in the Home (HITH) patients.
### Ryan's Rule

#### Procedure / process

<table>
<thead>
<tr>
<th>Steps</th>
<th>Key Point</th>
<th>Required Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1: Nurse / Doctor</strong></td>
<td>• Patients, families or carers discuss their concerns with their treating Nurse and/or Doctor.</td>
<td>• The treating nurse / doctor to complete a clinical review of the patient along with a review of all clinical documentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The patient’s treating Senior Medical Practitioner / Treating Consultant is to be notified at this time that this has occurred in line with Ryan’s Rule.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• This review should be undertaken as a matter of urgency.</td>
</tr>
<tr>
<td><strong>Step 2: Nurse in Charge</strong></td>
<td>• If the patient, family or carer are not satisfied with the response of their treating Nurse and/or Doctor, then they can speak with the Nurse in charge of the shift.</td>
<td>• The nurse in charge of the shift completes a clinical review of the patient along with a review of all clinical documentation</td>
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<td></td>
<td>• The patient’s treating Senior Medical Practitioner / Treating Consultant is to be notified at this time that this has occurred in line with Ryan’s Rule.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The Nurse in charge may request a Senior Medical Officer to review the patient.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• This review should be undertaken as a matter of urgency.</td>
</tr>
</tbody>
</table>
### Ryan’s Rule

<table>
<thead>
<tr>
<th>Steps</th>
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</tr>
</thead>
</table>
| Step 3: Ryan’s Rule  | • If the patient, family or carer remains concerned they can then request a prompt clinical review by a senior clinician preferably trained in Advanced Life Support (ALS)/Advanced Paediatric Life Support (APLS), and where possible, independent of the current treating clinicians.  
  
  **Note:** If hospital staff have been asked to activate Ryan’s Rule on behalf of a patient’s family / carer, staff are to contact Switch Board Services on extension 9 and request that the call go to 13HEALTH  
  
  • For Hospital in the Home (HITH) patients, the patient, family or carer can request a clinical review of the patient by the emergency department personnel.  
  
  • The clinician performing the independent clinical review of the patient will continue to escalate their concerns regarding the patient’s clinical deterioration until they are satisfied it has been adequately managed  
  
  • This may include escalation to the facility’s most senior clinical director and / or involve accessing a tele-health consultation  
  
  • NUM PFU will receive and coordinate the call from 13HEALTH (Note: complete Ryan’s Rule Call Record Form – see Appendix 1c)  
  
  • The NUM PFU is to undertake an initial review and escalate to:  
    o Treating Consultant to review the patient  
    o Treating Consultant to consider offering to gain a second opinion by an alternate Consultant  
    o MET call (666)  
    o Other action dependant on the reason for the call  
    o NUM PFU to advocate and escalate for the patient review by contacting the relevant Clinical Director should patient concerns not be met by the Treating Team Consultant  
    o Ryan’s Rule contact who received the 13HEALTH call is responsible for notifying the Executive Director |

**Ryan’s Rule at Caboolture (In hours)**

• NUM PFU will receive and coordinate the call from 13HEALTH (Note: complete Ryan’s Rule Call Record Form – see Appendix 1c)
### Ryan’s Rule

<table>
<thead>
<tr>
<th>Steps</th>
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<th>Required Actions</th>
</tr>
</thead>
</table>
| Step 3: Ryan’s Rule (continued) | • Escalation is by phone call to 13HEALTH (13432584) who then contact the following numbers to request a review of the patient.  
**Caboolture contacts:**  
First contact – Nurse Unit Manager Patient Flow Unit (NUM PFU) (Mon-Fri) 5433 8975  
Second Contact – Hospital Coordinator (A/Hrs) 54338218  
Third contact – Switchboard – On call Director of Medical Services (DMS) (24 hrs) 5433 8888  
**Kilcoy contacts:**  
First contact – Director of Nursing Kilcoy (24) 0447155422  
Second Contact – Patient Flow Coordinator (Mon-Fri 08:00 to 16:30 hrs) 5433 8975  
Third contact – Hospital Coordinator (A/Hrs) 54338218  
**Note:** The above contacts are to notify the Caboolture Hospital Patient Safety Officer of all escalation calls received. |  
**Ryan’s Rule at Caboolture (After hours)**  
• Hospital Coordinator will receive and coordinate the call from 13HEALTH. (Note: complete Ryan’s Rule Call Record Form – see Appendix 1c)  
• (Note: If the Hospital Coordinator is unable to take the call, the DMS on-call is to take the call)  
• The Hospital Coordinator / DMS on-call is to undertake an initial review and escalate to:  
  o On-call Paediatric / Adult Registrar to escalate to “Consultant On-call”  
  o MET call (666)  
  o Other action dependent on the reason for the call  
  o Hospital Coordinator / DMS On-call to advocate and escalate for patient review by contacting the Consultant On-call should patient concerns not be met by the Registrar  
  o Ryan’s Rule contact who received the 13HEALTH call is responsible for notifying the Executive Director by adding the call to the Executive Handover |
### Step 3: Ryan’s Rule (continued)

<table>
<thead>
<tr>
<th>Key Point</th>
<th>Required Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Officers Role to Ryan’s Rule Activation</td>
<td></td>
</tr>
<tr>
<td>• Complete a clinical review of the patient along with all clinical documentation</td>
<td></td>
</tr>
<tr>
<td>• Inform the Treating Team Consultant</td>
<td></td>
</tr>
<tr>
<td>• Family can request review by an independent Senior Clinician</td>
<td></td>
</tr>
<tr>
<td>• Clinician performing the independent review will continue to escalate their concerns until they are satisfied that the patient is adequately managed</td>
<td></td>
</tr>
<tr>
<td>• Ryan’s Rule Clinician is to document their review and action in the patient’s medical record</td>
<td></td>
</tr>
<tr>
<td>• The Clinician performing the review is to contact the person who requested Ryan’s Rule activation to provide an overview of the clinical review findings and any actions required (as appropriate with privacy and confidentiality requirements)</td>
<td></td>
</tr>
</tbody>
</table>

13HEALTH

- An email is to be forwarded to the Executive Director of Caboolture and Kilcoy Hospitals at the time of the call
<table>
<thead>
<tr>
<th>Steps</th>
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<th>Required Actions</th>
</tr>
</thead>
</table>
| **Step 4: Evaluation of Ryan's Rule (see Appendix 1a)** | | • The Safety, Quality and Performance Unit is to:  
  ○ Review the reasons surrounding the activation of Ryan's Rule within 72 hours  
  ○ Completes the Ryan's Rule Clinical Review Evaluation Form (see Appendix 1b), and  
  ○ Emails the form to the Recognition and Management of the Deteriorating Patient (RMDP) email account (RMDP@health.qld.gov.au) |

For further information staff can refer to the following:
- Appendix 1d: Flowchart Ryan's Rule Activation
- Appendix 1e: Flowchart Post 13 HEALTH Call – Business Hours (In hours)
- Appendix 1e Flowchart Post 13 HEALTH Call – After Hours
Patient and consumer engagement

- All patients and their carers are to be provided with a copy of Ryan’s Rule brochure on admission to Caboolture Hospital.
- The admitting nursing / medical staff member is responsible for explaining Ryan’s Rule to the patient / carer at time of admission.

Staff education / awareness raising

All staff are to receive in-service in their designated work units / clinical areas regarding Ryan’s Rule by being provided with the following information provided by the Queensland Health Patient Safety Unit:

- PowerPoint education slideshow
- Staff information sheet
- Paediatric Poster (for paediatric staff)
- Adult Poster

Compliance monitoring and outcome evaluation

- Through the provision of in-service sessions regarding Ryan’s Rule, ≥ 95% of clinical staff will be informed of identified process for managing activation of Ryan’s Rule
- All staff attending hospital orientation will receive information regarding Ryan’s Rule
- All patient bed areas are to have a copy of the Ryan’s Rule brochure that is accessible for patients and their carers.

Legislation and other Authority

National Safety and Quality Health Service Standard criteria 9.9-Recognising and Responding to Clinical Deterioration in Acute Health Care

Supporting documents

- RCKHS0024 Escalation of Concerns or Issues- Caboolture Hospital
- National Consensus Statement: Essential elements for recognising and responding to clinical deterioration: 2010

References and benchmarking

- Queensland Health Guideline - Ryan’s Rule
a) Definition of terms:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute health care facility</td>
<td>A hospital or other health care facility providing health care services to patients for short periods of acute illness, injury or recovery.</td>
<td>National Consensus Statement: essential elements for recognising to clinical deterioration. 2010</td>
</tr>
</tbody>
</table>
**b) Ryan’s Rule Evaluation Form:**

Please email the completed form to the RMDP@health.qld.gov.au email account within 72 hours of the Ryan’s Rule Call being made.

Questions 1 to 8 are to be completed by the local nominated staff member.

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ward and facility name</td>
</tr>
<tr>
<td>2</td>
<td>Date and time of Ryan’s Rule Phone Call</td>
</tr>
<tr>
<td>3</td>
<td>Type of ward the Patient was admitted to at the time the Ryan’s Rule Phone Call was made: (eg adult medical, adult surgical, adult psychiatric, paediatric medical, paediatric surgical, paediatric psychiatric, maternity)</td>
</tr>
<tr>
<td>4</td>
<td>Date and time of Ryan’s Rule clinical review</td>
</tr>
<tr>
<td>5</td>
<td>Did the patient meet the criteria according to the Local Early Warning and Response System Tool for clinical review at the time of the call? Yes / No</td>
</tr>
</tbody>
</table>
| 6 | Please indicate the result of the Ryan’s Rule Clinical Review?  
- No clinical intervention, remained on ward  
- Clinical intervention, remained on ward  
- Transferred to ICU/ HDU/CCU  
- Transferred to another ward  
- Transfer to another facility  
- Retrieval to another facility  
- Other - specify |
| 7 | Relationship of caller to Patient  
- patient  
- family member - specify  
- carer  
- Other-specify .................................................. |
| 8 | Reason given by caller for using the Ryan’s Rule phone number: |

The local nominated staff member is to complete Questions 9 to 11 by asking the person who made the Ryan’s Rule phone call.

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Did you feel your needs were adequately addressed during the Ryan’s Rule clinical review?</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Undecided</td>
<td>Disagree</td>
</tr>
<tr>
<td>10</td>
<td>Did you feel the patient’s needs were adequately addressed during the Ryan’s Rule clinical review?</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Undecided</td>
<td>Disagree</td>
</tr>
<tr>
<td>11</td>
<td>Would you feel comfortable calling another Ryan’s Rule clinical review?</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Undecided</td>
<td>Disagree</td>
</tr>
</tbody>
</table>
c) 13HEALTH Call Form:

### Ryan’s Rule (13 HEALTH) Call Record Form

<table>
<thead>
<tr>
<th>Date call received from 13 HEALTH:</th>
<th>Time call received from 13 HEALTH:</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 HEALTH operators name:</td>
<td></td>
</tr>
</tbody>
</table>

**Facility identified:**
- [ ] Caboolture
- [ ] Kilcoy

**Ward identified:**
- [ ] 3A Medical
- [ ] 4A Medical
- [ ] Maternity
- [ ] SCN
- [ ] OT
- [ ] Birth Suite
- [ ] DPU
- [ ] ED
- [ ] 2A Surgical
- [ ] CCU
- [ ] Paeds
- [ ] SOPD
- [ ] SMHRU
- [ ] MHW1
- [ ] MHW2
- [ ] HITH

<table>
<thead>
<tr>
<th>Patient’s Last name:</th>
<th>Patient’s First name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Callers name:**

**Callers contact number:**
- Home:
- Mobile:

**Callers relationship to patient:**
- Patient
- Other
- Carer
- Family member

**Specify:**

**Reason given by caller for using the Ryan’s Rule phone number:**

**Name of hospital staff member taking 13 HEALTH call:**

**Signature:**
d) Flowchart: Ryan's Rule Activation

**Step 1: Key Point**
- Patients, families or carers discuss their concerns with their treating Nurse and/or Doctor.

**Step 1: Nurse/Doctor**
**Key Actions Required:**
- The treating nurse/doctor completes a clinical review of the patient along with a review of all clinical documentation.
- The patient's treating Senior Medical Practitioner/Teaching Consultant is to be notified at this time that this has occurred in line with Ryan's Rule.
- This review should be undertaken as a matter of urgency.

**Identification of Concerns**

**Step 2:**
**Key Point:**
- If the patient, family or carer are not satisfied with the response of their treating Nurse and/or Doctor, then they can speak with the Nurse in Charge of the shift.

**Step 2: Nurse in Charge**
**Key Actions Required:**
- The Nurse in Charge of the shift completes a clinical review of the patient along with a review of all clinical documentation.
- The patient's treating Senior Medical Practitioner/Teaching Consultant is to be notified at this time that this has occurred in line with Ryan's Rule.
- The Nurse in Charge may request a Senior Medical Officer to review the patient.
- This review should be undertaken as a matter of urgency.

**Review of Concerns**

**Step 3:**
**Key Point:**
- If the patient, family or carer remains concerned they can then request a prompt clinical review by a senior clinician preferably trained in Advanced Life Support (ALS)/Advanced Paediatric Life Support (APLS), and where possible, independent of the current treating clinicians.
- For Home or In Home (HIH) patients, the patient, family or carer can request a clinical review of the patient by the emergency department personnel.

**Step 3: Patient/Carer/Family**
**Key Action Required:**
- Patient, family or carer contacts 13HEALTH (1343554) to activate Ryan's Rule to request a review of the patient.

**Activation of Ryan's Rule**
e) Flowchart: Post 13HEALTH Call - Business Hours (In hours)

**During Business Hours (In hours)**

Call Received from 13 HEALTH by Nurse Unit Manager Patient Flow Unit (NUM PFU)

**Actions Required: NUM PFU**
- Coordinates the call from 13 HEALTH
- Completes Ryan’s Rule Call Record Form
- Undertake initial review and escalate to:
  - Treating Consultant to review patient

**Actions Required: Treating Consultant**
- Treating Consultant to review patient
- Consider offering to gain a second opinion by alternate Consultant

**Have identified concerns been met?**

**No**
- Actions Required: NUM PFU
  - Advocate and escalate for the patient review by contacting the relevant Clinical Director should patient concerns not be met by the Treating Team Consultant
  - Notify Executive Director

**Yes**
- Actions Required: NUM PFU
  - Notify Executive Director

**All Staff**
- If concerned for patient activate Medical Emergency Team
- Call 666
f) Post 13HEALTH Call: After Hours

**After Hours**

Call Received from 13 HEALTH by Hospital Coordinator

*Note: If the Hospital Coordinator is unable to take the call, the Director of Medical Services (DMS) on-call is to receive the call*

**Actions Required: Hospital Coordinator / DMS On-call**
- Coordinates the call from 13 HEALTH
- Completes Ryan’s Rule Call Record Form
- Undertake initial review and escalate to:
  - On-call Paediatric / Adult Registrar to escalate to “Consultant On-call”

**Actions Required: Consultant On-call**
- Review patient
- Consider offering to gain a second opinion by alternate Consultant

**Have identified concerns been met?**

**Actions Required: Hospital Coordinator / DMS On-call**
- Advocate and escalate for the patient review by contacting the Consultant On-call should patient concerns not be met by the Treating Team Consultant
- Notify Executive Director by adding the call to the Executive Handover

**Actions Required: Hospital Coordinator / DMS On-call**
- Notify Executive Director

**All Staff**
- If concerned for patient activate Medical Emergency Team
- Call 666
### Document history

<table>
<thead>
<tr>
<th>Procedure custodian</th>
<th>Chair, Recognition and Management Deterioration Committee, Caboolture Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk rating</td>
<td>Low</td>
</tr>
</tbody>
</table>
| Compliance evaluation and audit | Monitoring -  
The local Safety and Quality Unit reviews the reasons surrounding the activation of Ryan’s Rule within 72 hours, completes the Ryan’s Rule Clinical Review Evaluation Form and emails the form to the RMDP email account (RMDP@health.qld.gov.au)  
Evaluation Forms tabled for auditing at local RMDP meeting.  
Numbers of Ryan’s Rule activations monitored monthly and results tabled at  
- Clinical Governance  
- RMDP  
- SIGs  
Yearly auditing of Staff Education -  
Completed Evaluation Form emailed to RMDP Statewide Reference Group |

<table>
<thead>
<tr>
<th>Document replaced</th>
<th>New document</th>
</tr>
</thead>
</table>
| Key stakeholders    | Director of Nursing, Caboolture Hospital  
Medical Superintendent, Caboolture Hospital  
Nurse Unit Manager, Critical Care Unit, Caboolture Hospital  
Director of Nursing, Kilcoy Hospital  
Clinical Nurse Consultant, Policy and Procedures  
Patient Safety Officer, Caboolture Hospital  
Heads of Departments, Caboolture Hospital |
| Key words           | RCKHS0875, Ryan, Rule, Ryan's, Patient, Carer, Staff                             |

### AUTHORISATION

Signature……………………………………………………………  Date…………………………………………
Chair, Recognition and Management Deterioration Committee, Caboolture Hospital

Signature……………………………………………………………  Date…………………………………………
Executive Director, Caboolture Hospital

Printed copies are uncontrolled.