

# Enabling patients, families and carers to speak up for safety: 'REACH'

Bradley Lloyd, Program Coordinator, Person Centred Care

Kay de Ridder, Program Manager, Person Centred Care



## ACKNOWLEDGEMENT OF COUNTRY

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I would like to acknowledge the traditional owners of the land on whose land we meet today.

I pay my respects to their Elders past and present and to any Aboriginal people here today.



# OUTLINE

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- What is REACH?
- What are we trying to achieve?
- REACH in Mental Health
- Questions / comments



## REACH

Patient, family and carer activated escalation system

Recognises consumers as 'experts' in their care

One part of the deteriorating patient safety net system





## Are you worried

about a recent **change** in your **condition** or that of your loved one?

**If yes... REACH out.**

### WHAT IS REACH ABOUT?



Speak to your nurse or doctor first.  
They may be able to help with your concerns.



**R.E.A.C.H out to us**

Because together we make a great team.

The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.

## THE PROBLEM

Failure to always **recognise, escalate and respond** effectively to patients who are clinically deteriorating.

Failure to always consider **patient, family and carer concerns**.



*"... the voices of consumers and (especially) carers were not being heard strongly enough ... Clinicians seemingly do not routinely engage with carers and may not listen to their reports of observed changes in someone's mental state."*

[ACSQHC 2018]



## OUR GOAL

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To improve early recognition, escalation and response to clinical deterioration.

↓ potentially preventable deaths and serious adverse events.



# REACH – Implementation Progress

Successful pilot in 2012 (6 hospitals)

Nov 2013  
11 hospitals

August 2018  
170 hospitals

Leadership / cultural change



## National Standards (version 2)

Action 8.7: The health service organisation has processes for patients, carers or families to directly escalate care.



Partnering with Consumers

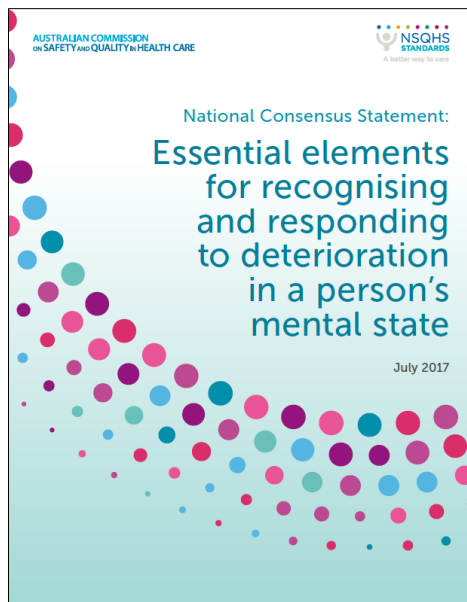


Recognising and Responding to Acute Deterioration



## REACH in Mental Health

- NSW Strategic Plan for Mental Health – “Putting People First”
- NSW Strategic Framework and Workforce Plan for Mental Health: person centred care, safe + high quality care
- NSW Health implementation plan to reduce seclusion and restraint



### Action 2.4

The person experiencing deterioration in their mental state, their family and carers can directly escalate care if they recognise signs of deterioration.



## Mental Health Deterioration

- No agreed objective criteria
- Baseline information is essential

[ACSQHC 2018]



## Implementation in Mental Health

4 of 8 stand-alone psychiatric hospitals

~ 44% mental health inpatient units

Implementation is progressing



CEC consultation



## Key Learnings

- Concern about inappropriate use
- Physical compared with mental health deterioration
- REACH call receiver and responder
- Consumer access to phones
- Awareness and understanding of REACH
- Framing is important



## Consumer Engagement

- Conception and design
- Local Health District consumer groups
- Day Family
- Culturally & linguistically diverse
- Aboriginal & Torres Strait Islander
- ACI/CEC Consumer Council





## Indicators of Success

- Awareness among consumers and staff
- Patient, family and carer experience (Respect & Participation)
- Number of preventable adverse events
- Patient stories
- ?contribution to ↓ seclusion and restraint



## Current Focus

- Progress implementation
- Evaluation and research
- Ongoing improvement





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### REACH (PATIENT, FAMILY & CARER ESCALATION)

- Introduction
- Posters
- Brochures
- Education

## REACH

**Please note you cannot make a REACH call to the Clinical Excellence Commission.**

If you are worried about a patient in hospital, first talk to your nurse or doctor. If you are still worried, ask to speak to the nurse in charge and request a 'clinical review'. If you are still worried, call your hospital's REACH number. You can find the number on posters or flyers at your hospital.

REACH is not in all hospitals in NSW, but staff are still there to help you.

### PATIENT, FAMILY & CARER ESCALATION

REACH is a system that helps patients, their family and carer/s escalate their concerns with staff about worrying changes in a patient's condition. It stands for Recognise, Engage, Act, Call, Help is on

## Comments / Questions

- Bradley Lloyd – [Bradley.Lloyd1@health.nsw.gov.au](mailto:Bradley.Lloyd1@health.nsw.gov.au)  
Program Coordinator, Person Centred Care
- Kay de Ridder – [Kay.deRidder@health.nsw.gov.au](mailto:Kay.deRidder@health.nsw.gov.au)  
Program Manager, Person Centred Care

