

Are you worried

your **child** is getting sicker?

If yes... tell someone right away

If you are still worried that your child needs more help you should follow these steps:

STEP 1

Speak to your Nurse or the Nurse in Charge.
Tell them why you're worried and ask them to look at your child.

STEP 2

If you are still worried and want a doctor to look at your child,
ask your nurse to call for a 'Clinical Review'.

STEP 3

If the doctor has seen your child but you're still very worried,
you can call 'REACH' on From a mobile phone: 42225000

KYRAN'S STORY

Kyran was only 6 months old when he died.

His parents saw a worrying change in his condition and told staff how worried they were. Their concerns were not given the attention they should have been given, and Kyran's condition continued to worsen.

"The bottom line is that children and babies don't have a voice. I had to be the voice for Kyran" said his mum.

Patients and their families know themselves better than anyone. Listening to their concerns can prevent devastating outcomes.

We will continue to support all parents, grandparents and families to "raise your hand".

Thanks to Grant and Naomi Day for allowing the CEC to use the story of their late son Kyran



Health
Illawarra Shoalhaven
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R.E.A.C.H out to us
Because together we make a great team.



CLINICAL
EXCELLENCE
COMMISSION

NOTES

Fill in your notes here

WHAT IS REACH?

We know you know your child best and will recognise when something is not right. This is why we want you to let us know if you have a serious concern about your child's condition or if you notice a worrying change.

REACH is a patient and family activated rapid response model.

HOW DOES IT WORK?

You may **RECOGNISE** a worrying change or have a serious concern about the condition of your child, or a child in your care.



If you do **1. ENGAGE** (talk) to the nurse or doctor who is looking after your child, or the child in your care. Tell them your concerns.



If your concern is not responded to or you are worried that your child is getting worse **2. ACT** Ask to speak to the Nurse in Charge and request a 'Clinical Review'. This should occur within 20 minutes.



If you are still concerned you can **3.** make a **REACH CALL** to the Team. Call the number on the other side of this page. You can use the bedside phone or ask for a ward phone.



HELP will be on its way.

MAKING THE CALL

Tell the operator:

- Who you are – a patient, family member or carer or tell them the name of the patient
- That you need a REACH call
- The name of the ward
- The bed number you, or the person you care for, is in.

EXTENDING THE SAFETY NET FURTHER

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