

RTI #0904/20 Release Notes

RTI #0904/20 – Documents relating to Ryan’s Rule being called/invoked.

Purpose of release notes

These release notes include the items held for this RTI and the search criteria used.

The RTI #0904/20 application has requested statistics, reports, correspondence (limited to the Director-General), executive briefings and attachments, executive minutes and attachments, and AV material such as CCTV/body worn camera footage, relating to Ryan’s Rule being called/invoked for the period 1 January 2019 to 28 May 2020.

Information to be provided

The following documents were held:

- *Statistics – Ryan’s Rule calls and results of clinical review*
 - Total number of Ryan’s Rule calls by Hospital and Health Service (HHS) and facility (Attachment 1).
 - There were 1,764 Ryan’s Rule calls in HHSs for this period (extracted 6 July 2020). This equates to an average of 3.5 Ryan’s Rule calls per day.
 - Result of Ryan’s Rule Clinical Review category by HHS (extracted 14 July 2020) (Attachment 2).
 - There were 1,467 Ryan’s Rule clinical review evaluations undertaken in HHSs, where the Ryan’s Rule call was received between 1 January 2019 to 28 May 2020.
 - A clinical review evaluation can result in more than one response taken “result of review”
 - Of the 1,467 evaluations, there were 1,994 “results of review”
 - Data Source: Ryan’s Rule Customer Relationship Management System (CRM)
 - Limitations/Caveats:
 - The data on Ryan’s Rule evaluations is self-reported by HHS staff.
 - Not all Ryan’s Rule calls in the period will have had an evaluation undertaken, therefore the numbers in Attachment 1 and 2 will not be the same.
 - The data has been extracted using the system generated initial date/time the Ryan’s Rule call was received and logged, to ensure records are accurately identified for the date range.
 - Data is correct at the time of extract and is subject to change.
 - In relation to the Result of Ryan’s Rule Clinical Review category by HHS (Attachment 2):
 - The sum of all results identified is greater than the total number of patients with an evaluation undertaken as some patients had more than one response taken
 - The percent of each result identified is calculated from the number of patients with an evaluation undertaken therefore percentages for each HHS will total more than 100%.

- *Statistics – Clinical incidents and consumer feedback*
 - Total number of clinical incidents in RiskMan by HHS (Attachment 3).
 - Data Source: RiskMan
 - Date Extracted: 6 July 2020
 - Search Criteria:
 - Start date: 1 January 2019
 - End date: 28 May 2020
 - Summary or Details contain “Ryan’s rule” or “Ryans Rule” AND Subject affected: Patient / Client
OR
Subject affected: Patient / Client AND Summary or Details contain “Ryan’s rule” or “Ryans Rule” OR Clinical review / Progress notes contain Ryan’s rule” or “Ryans Rule”
 - Search Results: 72 incidents met the search criteria
 - Limitations/Caveats:
 - The use of keyword search coupled with the “Like” function may in exceptional circumstances fail to identify a record where the spelling or use of an abbreviation is significantly different from the search terms.
 - Total number of consumer feedback records (complaints, compliments and enquiries) in RiskMan by HHS (Attachment 3).
 - Data Source: RiskMan
 - Date Extracted: 6 July 2020
 - Search Criteria:
 - Start date: 1 January 2019
 - End date: 28 May 2020
 - Communication type = Ryan’s Rule OR Summary or Details contain “Ryan’s rule” or “Ryans Rule”
 - Search Results: 277 records met the search criteria.
 - Limitations/Caveats:
 - Some records included have matched the key word search, however the feedback does not necessarily relate to Ryan’s Rule specifically, for example where a person receiving the feedback has provided information to the feedback provider about options including Ryan’s Rule.
 - The use of keyword search coupled with the “Like” function may in exceptional circumstances fail to identify a record where the spelling or use of an abbreviation is significantly different from the search terms where the feedback source was not Ryan’s Rule.
- *Executive minutes and attachments*
 - Minutes of the Recognising and Responding to Clinical Deterioration (RRCD) Statewide Reference Group meeting 25 July 2019 (Attachment 4 Section 1.6)
 - There were 1150 Ryan’s Rule calls in HHSs for the period 1 July 2018 to 30 June 2019. This equates to an average of 3.2 Ryan’s Rule calls per day.
 - Attachments provided to members in the minutes were Patient age profile; Results of review; Relationship to patient; Request by ward and ward sub type; Time of call by hour (Attachment 5).
 - Limitations/Caveats:
 - The Recognising and Responding to Clinical Deterioration (RRCD) Statewide Reference Group provides advice, makes recommendations and monitors the strategic direction and operational impact of Standard 8 Recognising and Responding to Acute Deterioration (formerly standard 9)

- of the National Safety and Quality Health Service Standards (NSQHS).
 - In September 2019, the name of the group changed to the Statewide Recognising and Responding to Acute Deterioration (RRAD) Steering Committee to align with the introduction of Version 2 of the NSQHS Standard 8.
 - Standard 8 aims to ensure that a person's acute deterioration is recognised promptly and appropriate action is taken. Action 8.7 states that a health service organisation should have processes for patients, carers or families to directly escalate care. Ryan's Rule is Queensland Health's mechanism to assist HHSs to meet this action.
 - A statewide Ryan's Rule update is provided at each Steering Committee meeting where HHSs are given the opportunity to raise any matters for discussion.
 - Members of the committee include RRAD coordinators from each HHS (these are typically senior clinicians or patient safety officers); consumer representation and a representative from the Australian Commission on Safety and Quality in Health Care (ACSQHC).
- The data on Ryan's Rule evaluations is self-reported by HHS staff.
- Not all Ryan's Rule calls in the period will have had an evaluation undertaken.
- Data is correct at the time of extract and is subject to change.
- In relation to Attachment 5 Results of review:
 - The sum of all results identified is greater than the total number of patients with an evaluation undertaken as some patients had more than one result identified.
 - The percent of each result identified is calculated from the number of patients with an evaluation undertaken therefore percentages for each HHS will total more than 100%.
- Minutes of the statewide Recognising and Responding to Acute Deterioration (RRAD) Steering Committee Meeting 5 March 2020 (Attachment 6 Section 1.4)
 - There was an average of 4 Ryan's Rule calls per day (the period of this was 1 January 2020 to 5 March 2020).

Interpretation Notes

More than 12 million patient services are undertaken in Queensland's public health system each year and the overwhelming majority result in excellent patient outcomes.

It's important we continuously look for ways to improve our processes so the healthcare we provide remains among the best in the world. The introduction of Ryan's Rule has been a significant step in our approach to improving patient safety.

Ryan's Rule is working precisely as it was prescribed – to empower people to raise concerns about the health care they or their family members are receiving.

Every hospital in Australia is required to have processes in place for patients, carers or families to directly escalate care, according to the National Safety and Quality Health Service Standards.

With Ryan's Rule, Queensland was the first state or territory in Australia to implement a statewide approach using one phone number for patients, families and carers to escalate concerns in the public hospital system.

Ryan's Rule provides a means by which any patient, family or carer can escalate concerns about a patient whose condition they believe is worsening or not improving.

The first point of contact to raise concerns is to speak with a nurse or doctor.

The last escalation point of Ryan's Rule is to contact the centralised call centre (13 HEALTH) whose representatives will contact a senior clinician at the hospital to coordinate a clinical review by a nurse or doctor and review the patient.

The individual review process varies from facility to facility but in the majority of cases, the clinical review takes place in person by a senior clinician not directly involved in the care of the patient.

If the Ryan's Rule request comes from a smaller/remote facility, the review may take place using telehealth services (video or phone) depending on the available equipment.

PSQIS has developed an online training video for HHS clinicians on Ryan's Rule. The training video provides the following to HHS clinicians:

- an understanding of the background to Ryan's Rule
- describes the 3 step process and the resources for patients
- an understanding of the clinical review evaluation process

The Ryan's Rule brochure is available in English, as well as in 10 different languages i.e. Cantonese, German, Hindi, Italian, Japanese, Korean, Mandarin, Samoan, Spanish and Vietnamese.

In addition, an Aboriginal and Torres Strait Islander Ryan's Rule Brochure has been released. The brochure was adapted in consultation with clinicians, Indigenous Health Workers and Consumers.

Ryan's Rule information and brochures can be accessed at <https://clinicalexcellence.qld.gov.au/priority-areas/safety-and-quality/ryans-rule>.

First step
If you have concerns that your health condition is getting worse or not improving as expected
Speak with your Nurse or Doctor

Second step
If you are not satisfied that your concerns have been addressed
Ask to speak with the Nurse in charge of the shift or the Doctor on duty

Third step
If you have followed step 1 and step 2 and you are still not satisfied your concerns have been addressed request a **Ryan's Rule Clinical review by phoning 13 43 25 84 (13 HEALTH)** or ask a nurse to call on your behalf

13Health will ask you for the information below:

- Hospital name
- Patient's name
- Ward, bed number (if known)
- Contact phone number

and then your call will be transferred to a senior clinician to arrange a timely review.

Total Ryan's Rule Requests

HHSName	Facility	Total Requests
Cairns and Hinterland	Atherton Hospital	1
	Babinda Hospital	1
	Cairns Hospital	83
	Gordonvale Memorial Hospital	0
	Herberton Hospital	0
	Innisfail Hospital	2
	Mareeba Hospital	1
	Mossman Hospital	0
	Tully Hospital	0
	Total Requests By HHS	88
Central Queensland	Baralaba Hospital	0
	Biloela Hospital	2
	Blackwater Hospital	2
	Emerald Hospital	4
	Gladstone Hospital	19
	Mount Morgan Hospital	1
	Moura Hospital	0
	Rockhampton Base Hospital	74
	Springsure Hospital	0
	Theodore Hospital	0
	Woorabinda Hospital	0
	Yeppoon Hospital	2
	Total Requests By HHS	104
Central West	Alpha Hospital	0
	Aramac PHC	0
	Barcaldine Hospital	1
	Bedourie PHC	0
	Birdsville PHC	0
	Blackall Hospital	0
	Bouila PHC	0
	Isisford PHC	0
	Jericho PHC	0
	Jundah PHC	0
	Longreach Hospital	1
	Muttaburra PHC	0

Report filter criteria:
Start date:

01/01/2019

End date:

28/05/2020

Date Run On:

06/07/2020

Total Ryan's Rule Requests

Central West	Tambo PHC	0
	Windorah PHC	0
	Winton Hospital	0
	Total Requests By HHS	2
Children's Health Services	Queensland Children's Hospital	96
	Total Requests By HHS	96
Darling Downs	Cherbourg Hospital	0
	Chinchilla Hospital	3
	Dalby Hospital	1
	Goondiwindi Hospital	3
	Inglewood Hospital	0
	Jandowae Hospital	0
	Kingaroy Hospital	4
	Miles Hospital	0
	Millmerran Hospital	0
	Murgon Hospital	4
	Nanango Hospital	0
	Oakey Hospital	0
	Stanthorpe Hospital	1
	Tara Hospital	0
	Taroom Hospital	1
	Texas Hospital	1
	Toowoomba Hospital	100
	Wandoan Hospital	0
	Warwick Hospital	4
	Wondai Hospital	0
Total Requests By HHS	122	
Gold Coast	Gold Coast University Hospital	178
	Robina Hospital	47
	Total Requests By HHS	225
Mackay	Bowen Hospital	3
	Clermont Hospital	0
	Collinsville Hospital	0
	Dysart Hospital	0
	Mackay Base Hospital	51
	Moranbah Hospital	0
	Proserpine Hospital	0

Report filter criteria:
Date Run On:
Start date: 01/01/2019

End date: 28/05/2020

06/07/2020

Total Ryan's Rule Requests

Mackay	Sarina Hospital	1
	Total Requests By HHS	55
Metro North	Caboolture Hospital	98
	Kilcoy Hospital	0
	Prince Charles Hospital	81
	Redcliffe Hospital	53
	Royal Brisbane Women's Hospital	127
	Total Requests By HHS	359
Metro South	Beaudesert Hospital	0
	Logan Hospital	97
	Princess Alexandra Hospital	146
	Queen Elizabeth (QEII) Hospital	20
	Redland Hospital	33
	Wynnum Hospital	0
	Total Requests By HHS	296
North West	Burketown PHC Clinic	0
	Camooweal PHC Clinic	0
	Cloncurry Hospital	0
	Dajarra PHC Clinic	0
	Doomadgee Hospital	0
	Julia Creek Hospital	0
	Karumba PHC Clinic	0
	Mornington Island Hospital	0
	Mount Isa Hospital	5
	Normanton Hospital	0
	Total Requests By HHS	5
South West	Augathella Hospital	0
	Bollon Community Clinic	0
	Charleville Hospital	1
	Cunnamulla Hospital	2
	Dirranbandi Hospital	0
	Injune Hospital	0
	Mitchell Hospital	0
	Morven Community Health Clinic	0
	Mungindi Hospital	0
	Quilpie Hospital	0

Report filter criteria:
Start date:

01/01/2019

End date:

28/05/2020

Date Run On:

06/07/2020

Total Ryan's Rule Requests

South West	Roma Hospital	0
	St George Hospital	0
	Surat Hospital	0
	Thargomindah PHC	0
	Wallumbilla Hospital	0
	Warooka Aged Care Facility	0
	Westhaven Aged Care Facility	0
	Total Requests By HHS	3
Sunshine Coast	Caloundra Hospital	0
	Gympie Hospital	8
	Maleny Hospital	0
	Nambour Hospital	12
	Sunshine Coast University Hospital	95
	Total Requests By HHS	115
Torres Cape	Aurukun PHC	0
	Badu Island PHC	0
	Bamaga Hospital	0
	Bamaga PHC	0
	Boigu Island PHC	0
	Coconut Island PHC	0
	Coen PHC	0
	Cooktown Hospital	0
	Darnley Island PHC	0
	Dauan Island Health Centre	0
	Hope Vale PHC	0
	Horn Island PHC	0
	Kowanyama PHC	0
	Kubin PHC Moa Island	0
	Laura PHC	0
	Lockhart River PHC Centre	0
	Mabuiag Island PHC	0
	Mapoon PHC	0
	Murray Island PHC Centre	0
	Napranum PHC	0
New Mapoon PHC	0	
Pompuraaw PHC Centre	0	
Saibai Island PHC	0	

Report filter criteria:

Start date:

01/01/2019

End date:

28/05/2020

Date Run On:

06/07/2020

Total Ryan's Rule Requests

Torres Cape	Seisia PHC	0
	St Paul's PHC Moa Island	0
	Stephen Island PHC	0
	Thursday Island Community Wellness Centre	0
	Thursday Island Hospital	0
	Thursday Island Mental Health Services	0
	Thursday Island PHC	0
	Umagico PHC	0
	Warraber Island PHC	0
	Weipa Hospital	0
	Wujal Wujal PHC	0
	Yam PHC	0
	Yorke Island PHC	0
	Total Requests By HHS	0
	Townsville	Ayr Hospital
Charters Towers Hospital		1
Home Hill Hospital		0
Hughenden Hospital		0
Ingham Hospital		1
Joyce Palmer Health Service		0
Richmond Hospital		0
Townsville Hospital		87
Total Requests By HHS		92
West Moreton	Boonah Hospital	0
	Esk Hospital	1
	Gatton Hospital	2
	Ipswich Hospital	111
	Laidley Hospital	2
	Total Requests By HHS	116
Wide Bay	Biggenden Hospital	0
	Bundaberg Hospital	49
	Childers Hospital	3
	Eidsvold Hospital	0
	Gayndah Hospital	1
	Gin Gin Hospital	0
	Hervey Bay Hospital	24
	Maryborough Hospital	9

Report filter criteria:

Start date:

01/01/2019

End date:

28/05/2020

Date Run On:

06/07/2020

Total Ryan's Rule Requests

Wide Bay	Monto Hospital	0
	Mundubbera Hospital	0
	Total Requests By HHS	86
	Total Requests By State	1764

Report filter criteria:**Start date:**

01/01/2019

End date:

28/05/2020

Date Run On:

06/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

HHS Name	Result Of Review	Count	Percentage
Cairns and Hinterland	Change to Fluid Orders	1	1.20%
	Change to Medication	15	18.07%
	Communication issue resolved	12	14.46%
	Discharged	5	6.02%
	Extended admission / Delayed discharge	2	2.41%
	Further Investigations / interventional procedure	10	12.05%
	No Change to Planned Care	37	44.58%
	Other	14	16.87%
	Referred to Another Health Professional of Service	22	26.51%
	Referred to Local Complaints Process	4	4.82%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	1.20%
	Transferred to Another ward	3	3.61%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	2	2.41%
	Total for HHS (83 evaluations)		128

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Central Queensland	Change to Fluid Orders	1	1.14%
	Change to Medication	8	9.09%
	Communication issue resolved	14	15.91%
	Discharged	3	3.41%
	Extended admission / Delayed discharge	4	4.55%
	Further Investigations / interventional procedure	7	7.95%
	No Change to Planned Care	46	52.27%
	Other	16	18.18%
	Referred to Another Health Professional of Service	12	13.64%
	Referred to Local Complaints Process	2	2.27%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	6	6.82%
	Transferred to Another ward	1	1.14%
	Transferred to ICU	0	0.00%
	Transferred to CCU	1	1.14%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	4	4.55%
	Total for HHS (88 evaluations)	125	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Central West	Change to Fluid Orders	0	0.00%
	Change to Medication	0	0.00%
	Communication issue resolved	0	0.00%
	Discharged	0	0.00%
	Extended admission / Delayed discharge	0	0.00%
	Further Investigations / interventional procedure	0	0.00%
	No Change to Planned Care	0	0.00%
	Other	0	0.00%
	Referred to Another Health Professional of Service	0	0.00%
	Referred to Local Complaints Process	0	0.00%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	100.00%
	Transferred to Another ward	0	0.00%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	0	0.00%
	Total for HHS (1 evaluation)	1	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Children's Health Services	Change to Fluid Orders	1	1.08%
	Change to Medication	10	10.75%
	Communication issue resolved	24	25.81%
	Discharged	2	2.15%
	Extended admission / Delayed discharge	4	4.30%
	Further Investigations / interventional procedure	10	10.75%
	No Change to Planned Care	61	65.59%
	Other	13	13.98%
	Referred to Another Health Professional of Service	7	7.53%
	Referred to Local Complaints Process	1	1.08%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	1.08%
	Transferred to Another ward	1	1.08%
	Transferred to ICU	1	1.08%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	2	2.15%
	Total for HHS (93 evaluations)	138	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Darling Downs	Change to Fluid Orders	2	1.69%
	Change to Medication	4	3.39%
	Communication issue resolved	13	11.02%
	Discharged	4	3.39%
	Extended admission / Delayed discharge	8	6.78%
	Further Investigations / interventional procedure	15	12.71%
	No Change to Planned Care	51	43.22%
	Other	14	11.86%
	Referred to Another Health Professional of Service	16	13.56%
	Referred to Local Complaints Process	6	5.08%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	10	8.47%
	Transferred to Another ward	1	0.85%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	2	1.69%
	Total for HHS (118 evaluations)		146

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Gold Coast	Change to Fluid Orders	2	1.44%
	Change to Medication	24	17.27%
	Communication issue resolved	27	19.42%
	Discharged	3	2.16%
	Extended admission / Delayed discharge	6	4.32%
	Further Investigations / interventional procedure	8	5.76%
	No Change to Planned Care	66	47.48%
	Other	17	12.23%
	Referred to Another Health Professional of Service	14	10.07%
	Referred to Local Complaints Process	32	23.02%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	0.72%
	Transferred to Another ward	1	0.72%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	4	2.88%
	Total for HHS (139 evaluations)		205

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Mackay	Change to Fluid Orders	1	1.82%
	Change to Medication	4	7.27%
	Communication issue resolved	1	1.82%
	Discharged	4	7.27%
	Extended admission / Delayed discharge	1	1.82%
	Further Investigations / interventional procedure	13	23.64%
	No Change to Planned Care	27	49.09%
	Other	6	10.91%
	Referred to Another Health Professional of Service	3	5.45%
	Referred to Local Complaints Process	0	0.00%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	3	5.45%
	Transferred to Another ward	2	3.64%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	1	1.82%
	Urgent Escalation of Care	0	0.00%
Total for HHS (55 evaluations)	66		

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Metro North	Change to Fluid Orders	1	0.42%
	Change to Medication	19	7.95%
	Communication issue resolved	42	17.57%
	Discharged	30	12.55%
	Extended admission / Delayed discharge	17	7.11%
	Further Investigations / interventional procedure	29	12.13%
	No Change to Planned Care	108	45.19%
	Other	26	10.88%
	Referred to Another Health Professional of Service	18	7.53%
	Referred to Local Complaints Process	8	3.35%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	0.42%
	Transferred to Another ward	10	4.18%
	Transferred to ICU	1	0.42%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	2	0.84%
	Total for HHS (239 evaluations)		312

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Metro South	Change to Fluid Orders	3	1.12%
	Change to Medication	22	8.21%
	Communication issue resolved	57	21.27%
	Discharged	17	6.34%
	Extended admission / Delayed discharge	11	4.10%
	Further Investigations / interventional procedure	15	5.60%
	No Change to Planned Care	137	51.12%
	Other	31	11.57%
	Referred to Another Health Professional of Service	37	13.81%
	Referred to Local Complaints Process	14	5.22%
	Referred to Mental Health Review Tribunal	1	0.37%
	Transferred to Another facility	0	0.00%
	Transferred to Another ward	7	2.61%
	Transferred to ICU	0	0.00%
	Transferred to CCU	1	0.37%
	Transferred to HDU	1	0.37%
	Urgent Escalation of Care	6	2.24%
Total for HHS (268 evaluations)		360	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

North West	Change to Fluid Orders	0	0.00%
	Change to Medication	0	0.00%
	Communication issue resolved	0	0.00%
	Discharged	0	0.00%
	Extended admission / Delayed discharge	0	0.00%
	Further Investigations / interventional procedure	0	0.00%
	No Change to Planned Care	3	75.00%
	Other	1	25.00%
	Referred to Another Health Professional of Service	0	0.00%
	Referred to Local Complaints Process	0	0.00%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	0	0.00%
	Transferred to Another ward	0	0.00%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	1	25.00%
	Total for HHS (4 evaluations)	5	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

South West	Change to Fluid Orders	0	0.00%
	Change to Medication	1	33.33%
	Communication issue resolved	1	33.33%
	Discharged	0	0.00%
	Extended admission / Delayed discharge	0	0.00%
	Further Investigations / interventional procedure	0	0.00%
	No Change to Planned Care	1	33.33%
	Other	0	0.00%
	Referred to Another Health Professional of Service	0	0.00%
	Referred to Local Complaints Process	0	0.00%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	0	0.00%
	Transferred to Another ward	0	0.00%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	0	0.00%
Total for HHS (3 evaluations)	3		

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Sunshine Coast	Change to Fluid Orders	1	0.93%
	Change to Medication	23	21.30%
	Communication issue resolved	18	16.67%
	Discharged	8	7.41%
	Extended admission / Delayed discharge	3	2.78%
	Further Investigations / interventional procedure	12	11.11%
	No Change to Planned Care	77	71.30%
	Other	5	4.63%
	Referred to Another Health Professional of Service	13	12.04%
	Referred to Local Complaints Process	2	1.85%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	3	2.78%
	Transferred to Another ward	3	2.78%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	3	2.78%
Total for HHS (108 evaluations)	171		

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Townsville	Change to Fluid Orders	0	0.00%
	Change to Medication	6	6.52%
	Communication issue resolved	2	2.17%
	Discharged	4	4.35%
	Extended admission / Delayed discharge	0	0.00%
	Further Investigations / interventional procedure	3	3.26%
	No Change to Planned Care	71	77.17%
	Other	22	23.91%
	Referred to Another Health Professional of Service	1	1.09%
	Referred to Local Complaints Process	2	2.17%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	0	0.00%
	Transferred to Another ward	0	0.00%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	0	0.00%
	Total for HHS (92 evaluations)	111	

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

West Moreton	Change to Fluid Orders	2	1.74%
	Change to Medication	9	7.83%
	Communication issue resolved	7	6.09%
	Discharged	5	4.35%
	Extended admission / Delayed discharge	0	0.00%
	Further Investigations / interventional procedure	5	4.35%
	No Change to Planned Care	64	55.65%
	Other	23	20.00%
	Referred to Another Health Professional of Service	6	5.22%
	Referred to Local Complaints Process	2	1.74%
	Referred to Mental Health Review Tribunal	0	0.00%
	Transferred to Another facility	1	0.87%
	Transferred to Another ward	3	2.61%
	Transferred to ICU	0	0.00%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	0	0.00%
Total for HHS (115 evaluations)	127		

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

Results Of Review - By HHS 01.01.2019-28.05.2020

Wide Bay	Change to Fluid Orders	0	0.00%
	Change to Medication	7	11.48%
	Communication issue resolved	12	19.67%
	Discharged	6	9.84%
	Extended admission / Delayed discharge	3	4.92%
	Further Investigations / interventional procedure	10	16.39%
	No Change to Planned Care	25	40.98%
	Other	4	6.56%
	Referred to Another Health Professional of Service	12	19.67%
	Referred to Local Complaints Process	5	8.20%
	Referred to Mental Health Review Tribunal	1	1.64%
	Transferred to Another facility	6	9.84%
	Transferred to Another ward	3	4.92%
	Transferred to ICU	1	1.64%
	Transferred to CCU	0	0.00%
	Transferred to HDU	0	0.00%
	Urgent Escalation of Care	1	1.64%
Total for HHS (61 evaluations)	96		

Total Number of Requests for this period: 1467

Report filter criteria:

Start date: 01/01/2019 **End date:** 28/05/2020

Date Run On:

14/07/2020

RTI #0904/20 – Attachment 3 Clinical incidents and consumer feedback

Total number of clinical incidents in RiskMan by HHS

Row Labels	Count of Hospital and Health Service
CAIRNS AND HINTERLAND	4
CENTRAL QUEENSLAND	4
CENTRAL WEST	1
CHILDREN'S HEALTH QUEENSLAND	7
DARLING DOWNS	4
GOLD COAST	13
MACKAY	5
METRO NORTH	13
METRO SOUTH	6
NORTH WEST	4
TOWNSVILLE	2
WEST MORETON	5
WIDE BAY	4
Grand Total	72

RTI RELEASED

Total number of Consumer Feedback in RiskMan by HHS

Row Labels	Count of Hospital and Health Service
CAIRNS AND HINTERLAND	18
CENTRAL QUEENSLAND	25
CENTRAL WEST	1
CHILDREN'S HEALTH QUEENSLAND	9
DARLING DOWNS	17
GOLD COAST	33
MACKAY	26
METRO NORTH	92
METRO SOUTH	19
NORTH WEST	1
SUNSHINE COAST	3
TOWNSVILLE	7
WEST MORETON	15
WIDE BAY	11
Grand Total	277

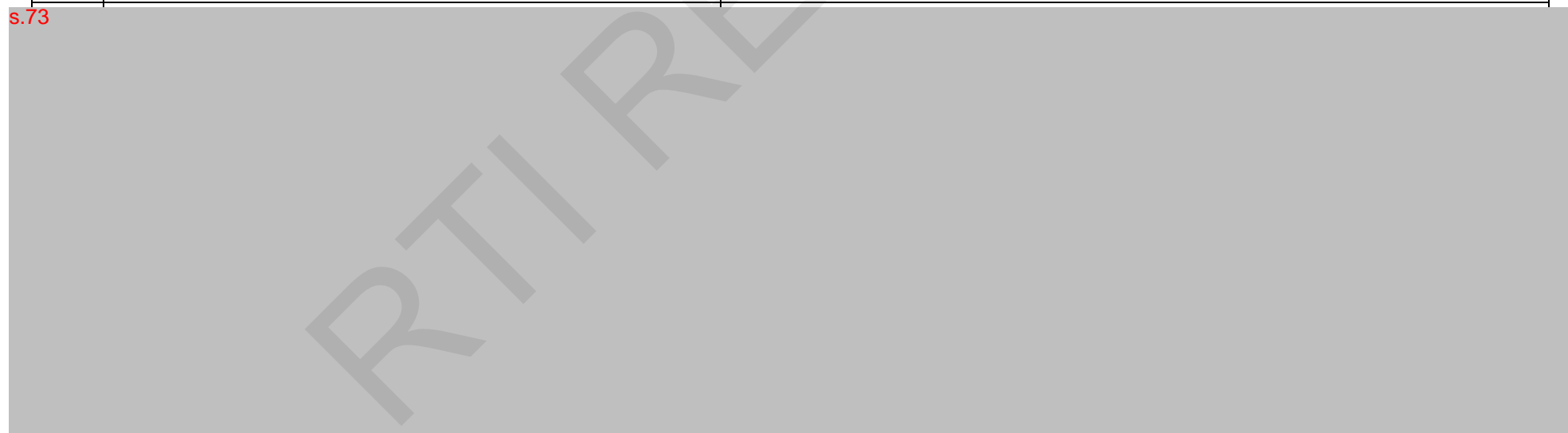


MINUTES RRCD Statewide Reference Group meeting

25th July 2019

ROOM	Room 1.3 15 Butterfield St Herston (12 noon - 2 pm)
ATTENDEES	<u>In person</u> : Andrew Hill, Kate Smith, Shaune Gifford, Joanne Love, Mia McLanders <u>Via teleconference</u> : Ed Berry, Shannon Crouch, Trudy Dwyer, Tracey Flenady, Casey (from Cairns), Zac Sheldrick, Janet Irvin, Tracey Dalamaras, Carol Hughes, Andrea Reid, Megan Watt, Judy Struik, Helen Pascoe, Peggy Chiang, Nicolle Alexander, Darren McMillan
A/CHAIR	Kevin McCaffery

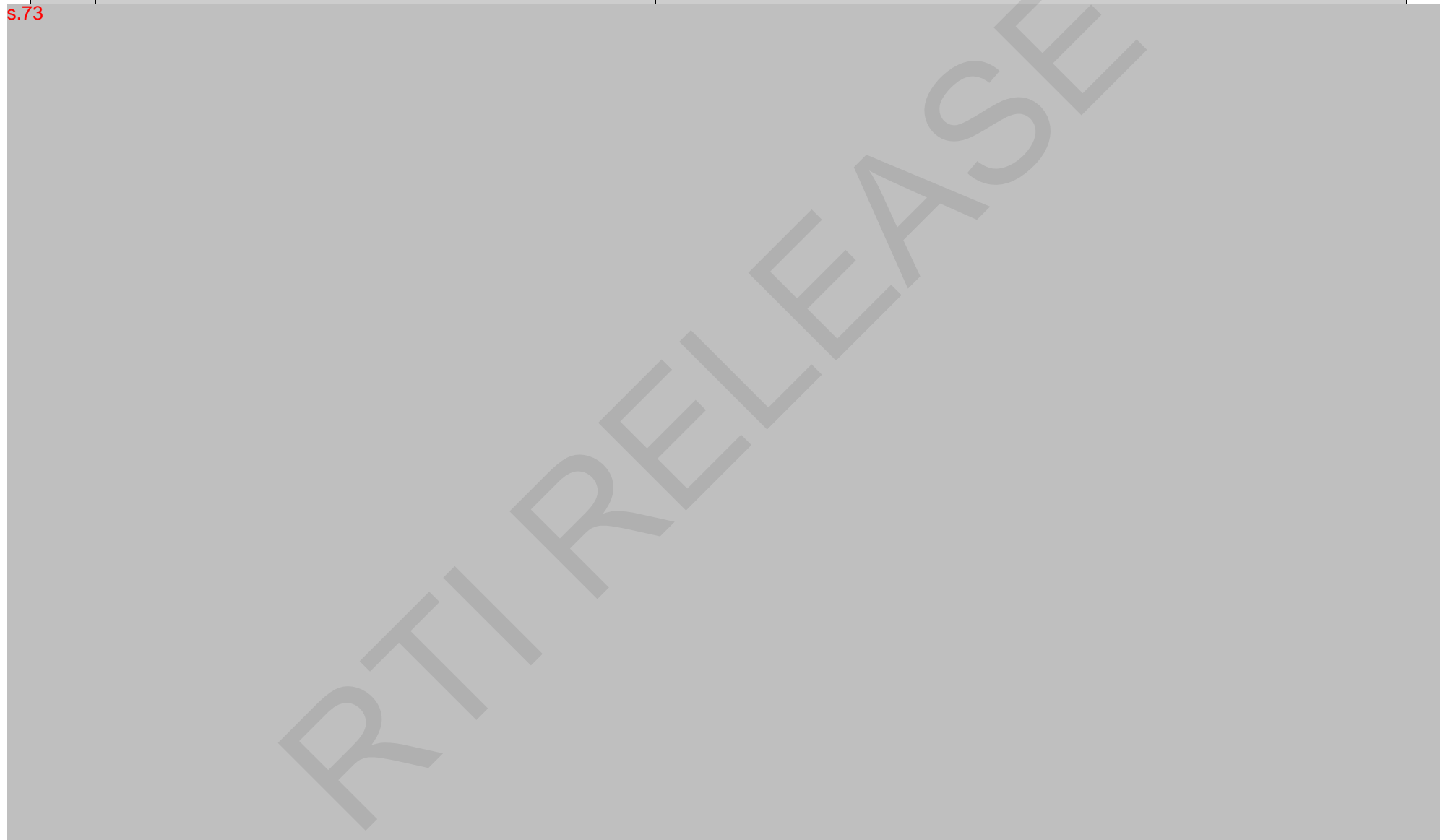
	TOPIC	OUTCOME/STATUS
1.1	Introductions	(22 participants)



	TOPIC	OUTCOME/STATUS
--	-------	----------------

s.73

RTI RELEASE



	TOPIC	OUTCOME/STATUS
s.73		
1.6	Ryan's Rule Update	<p>s.73</p> <ul style="list-style-type: none"> o Statewide RR data: <ul style="list-style-type: none"> o 01.07.2018 – 30.06.2019 – 1150 Ryan's Rules call across the state from 168 facilities – an average of 3.2 Ryan's Rule calls across the state per day o Patient Age profile – see attachment o Reason and Results of call – see attachment o Relationship to patient – see attachment o Request by ward and ward sub type – see attachment o Time of call by hour- see attachment <p>s.73</p>

	TOPIC	OUTCOME/STATUS
		s.73

s.73



RTI RELEASE

	TOPIC	OUTCOME/STATUS
--	-------	----------------

s.73

[Redacted Content]		
--------------------	--	--

RTI RELEASE

Patient Age - By State

Patient Age	Count	Percentage
< 1 year	26	2.65%
1-4 Years	58	5.91%
5-11 Years	29	2.96%
12-17 Years	69	7.03%
18 Years	14	1.43%
19 Years	15	1.53%
20-29 Years	177	18.04%
30-39 Years	173	17.64%
40-49 Years	129	13.15%
50-59 Years	96	9.79%
60-69 Years	87	8.87%
70-79 Years	108	11.01%
Total By State	981	

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Results Of Review - By State (New Version)

Result Of Review	Count	Percentage
Change to Fluid Orders	9	0.92%
Change to Medication	89	9.06%
Communication issue resolved	172	17.52%
Discharged	64	6.52%
Extended admission / Delayed discharge	45	4.58%
Further Investigations / interventional procedure	102	10.39%
No Change to Planned Care	531	54.07%
Other	142	14.46%
Referred to Another Health Professional of Service	129	13.14%
Referred to Local Complaints Process	59	6.01%
Referred to Mental Health Review Tribunal	0	0.00%
Transferred to Another facility	18	1.83%
Transferred to Another ward	18	1.83%
Transferred to ICU	1	0.10%
Transferred to CCU	0	0.00%
Transferred to HDU	2	0.20%
Urgent Escalation of Care	18	1.83%

Total Number of Requests for this period: 982

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Relationship to Patient - By State

Relationship to Patient	Count	Percentage
Carer	22	1.91%
Family member	570	49.57%
Friend	36	3.13%
Other	66	5.74%
Patient	421	36.61%
Staff member	35	3.04%
Total By State	1150	

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Total Requests By Ward Type - By State

Ward Type	Sub Ward Type	Count	Percentage
Adult	Cardiology	17	2.08%
	Dementia	1	0.12%
	Emergency	121	14.81%
	General	32	3.92%
	HDU / ICU	11	1.35%
	Maternity	27	3.30%
	Medical	197	24.11%
	Oncology	12	1.47%
	Orthopaedic	44	5.39%
	Other	32	3.92%
	Palliative care	1	0.12%
	Psychiatric	161	19.71%
	Renal	3	0.37%
	Sub-acute / Rehab	13	1.59%
	Surgical	145	17.75%
	Total By Ward Type	817	83.28%
Neonate	Maternity	1	20.00%
	Medical	1	20.00%
	Other	2	40.00%

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Total Requests By Ward Type - By State

Neonate	Special care nursery	1	20.00%
	Total By Ward Type	5	0.51%
Non-Inpatient		7	100.00%
	Total By Ward Type	7	0.71%
Paediatric	Cardiology	3	1.97%
	Emergency	25	16.45%
	General	24	15.79%
	HDU / ICU	2	1.32%
	Medical	36	23.68%
	Oncology	1	0.66%
	Orthopaedic	3	1.97%
	Other	19	12.50%
	Psychiatric	25	16.45%
	Surgical	14	9.21%
	Total By Ward Type	152	15.49%
	Total By State		981

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Time of Call (By Hour) - By State

Time of Call (By Hour)	Count	Percentage
12:00 AM	18	1.57%
1:00 AM	8	0.70%
2:00 AM	10	0.87%
3:00 AM	7	0.61%
5:00 AM	8	0.70%
4:00 AM	4	0.35%
6:00 AM	9	0.78%
8:00 AM	34	2.96%
7:00 AM	20	1.74%
9:00 AM	76	6.61%
10:00 AM	96	8.35%
12:00 PM	87	7.57%
11:00 AM	85	7.39%
1:00 PM	77	6.70%
2:00 PM	81	7.04%
3:00 PM	53	4.61%
4:00 PM	100	8.70%
5:00 PM	79	6.87%
6:00 PM	67	5.83%
8:00 PM	48	4.17%

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019

Time of Call (By Hour) - By State

	7:00 PM	59	5.13%
	9:00 PM	58	5.04%
	10:00 PM	41	3.57%
	11:00 PM	25	2.17%
Total By State		1150	

Report filter criteria:

Start date: 01/07/2018 **End date:** 30/06/2019



MINUTES – statewide Recognising and Responding to Acute Deterioration (RRAD)

Steering Committee Meeting

5th March 2020

ROOM	Room1.8 15 Butterfield St Herston (12 noon - 2 pm)
ATTENDEES	<u>In person:</u> Kate Smith, Mia McLanders, Adam Burns, Russell Evans, Shaune Gifford <u>Via teleconference:</u> Ainslie Kirkegaard, Julie Smith, Lauren Daher, Dianne Cunningham, Janelle Patrickson, Janelle Pritchard, Cathie Manns, Janet Irvin, Tasmin Mueller, Carol Hughes, Roger Conway, Wendy Pearse, Berice Murray, Deb Stiles, Melanie Coates
CHAIR	Kevin McCaffery


	TOPIC	OUTCOME/STATUS
1.1	Introductions (Kevin McCaffery)	(21 participants)



	TOPIC	OUTCOME/STATUS
s.73		
1.4	<p>Statewide Update (Shaune Gifford)</p> <p>[REDACTED]</p> <ul style="list-style-type: none">• Ryan's Rule <p>[REDACTED]</p>	s.73 [REDACTED]

RTI RELEASE

TOPIC	OUTCOME/STATUS
	s.73 RTI RELEASED

	TOPIC	OUTCOME/STATUS
		s.73 

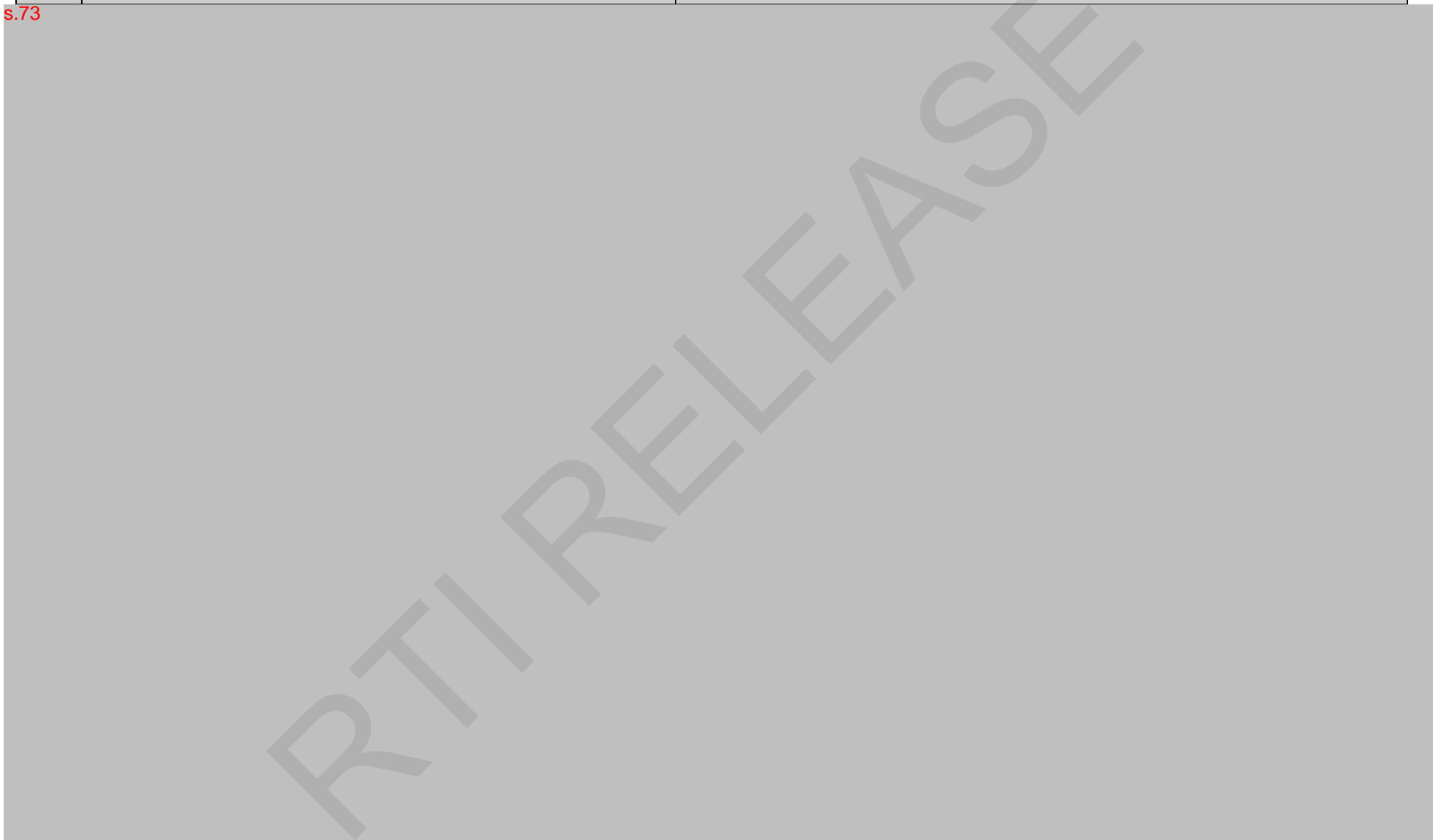
RTI RELEASE

TOPIC	OUTCOME/STATUS
	<p>s.73</p> <p>Ryans Rule:</p> <ul style="list-style-type: none">▪ Average about 4 calls per day across the state <p>s.73</p>

RTI RELEASE

	TOPIC	OUTCOME/STATUS
--	-------	----------------

s.73



	TOPIC	OUTCOME/STATUS
s.73		

RTI RELEASE