Condition H: A Help Line for Patients and Families

September 2013
What is Condition H?

Condition H is:

• A national initiative to provide a mechanism for patients and family members to speak up for patient safety.
• A way to promote communication in the event that the patient or family is unable to get the attention of the healthcare providers.
Condition H is a result of the Josie King Story. Josie King was an 18 month old little girl who died at Johns Hopkins Children’s Center in 2001 as a result of a series of hospital errors and poor communication. Josie’s mother has been a strong advocate, leading this effort for change.

- It’s the right thing to do for our patients.
- It is a National Patient Safety Goal!
- It complements the Rapid Response Team.
- MSHA adopted Condition H in 2009.
How does it work?

• The patient and family will receive verbal and written information on admission about program.

• See Patient Brochure Here

• This must be documented in the orientation education section in Patient Record.

• See Form Here
Patient and Family Education

• Information includes “When To Call”:
  – If there is a noticeable change in the patient’s condition that caregivers are not recognizing or responding to.

• Emphasis should be placed on notifying the patient’s nurse first.

• “How to Call”: Dial 4357 (HELP) from any hospital telephone.
Condition H Response

• The call will go to the Medical Call Center (MCC)

• MCC will triage call and send a text message to the appropriate responder, i.e., House Supervisor or designated Facility contact.

• NOTE: IF the MCC nurse receives information from the family member that this is a clinical emergency they may activate the Rapid Response Team from their site immediately.
Follow Up for Condition H

- MCC will enter data about each call in a Patient Safety Report on the Intranet.

- MCC will document the initial response to the call and submit the report.

- The report will go to the appropriate responder for follow up...same process as other Patient Safety Reports.

- Clinical Leaders are encouraged to make a follow up visit to the patient/family if appropriate.
Almost finished....

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