WHEN TO CALL

- If a noticeable medical change in the patient occurs and the healthcare team is not recognizing the concern.
- If there is a breakdown in communication and/or confusion in the plan of care with the healthcare team.
- If you feel your concerns are not being heard and/or your needs are not recognized or being met.

PATIENTS/FAMILY ARE ASKED TO:

- Identify the problem and communicate with your primary care nurse.
- If the problem persists, contact the charge nurse and try to contact the physician.
- If the problem has still not been adequately addressed and you have serious concerns about how your care is being given, managed or planned, then consider activating Condition H.

HOW TO CALL

- Dial #66 from any hospital telephone and turn on the call light
- Identify the call as Condition H
- Provide the patient’s name, location and reason for response request

The operator will activate Condition H and page the appropriate team members. A multidisciplinary team will respond to assess the situation and treat the patient as necessary.
PARTNERS IN CARE

St. Joseph Hospital has been setting the gold standard for healthcare in Orange County for many years. In keeping with the hospital’s dedication to serving the healthcare needs of the community, we have implemented “Condition H.”

Comprised of a team of critical care clinicians, St. Joseph Hospital’s Medical Emergency Team (MET), rapidly responds and attends to patients after a call has been placed by a staff member reporting a patient’s deteriorating condition. By implementing the Medical Emergency Team in 2004, St. Joseph Hospital significantly reduced the number of cardiopulmonary arrests in non Critical Care settings and ensure better patient placement.

Now, in expanding our Medical Emergency Team, we are initiating Condition H. This allows patients and family members to call for immediate help if they become concerned with a patient’s condition. Condition H empowers patients and family members to access care, decrease anxiety and improve patient safety. The program aims to address immediate needs and increase communication between the patient’s family members and the healthcare team.

As our campus continues to grow, our programs and services continue to expand to meet the diverse needs of the community. Through our compassionate spirit, St. Joseph Hospital remains innovative and creative in carrying out its mission of compassionate healthcare today and tomorrow.

THE JOSIE KING STORY

Josie King, an 18-month-old little girl, died from medical errors at Johns Hopkins Children’s Center in 2001. Josie was the sister of Jack, Relly and Eva and beloved daughter of Tony and Sorrel. She died as a result of a series of hospital errors and poor communication.

- “If I would have been able to call a Rapid Response Team, I can’t help but think Josie would be here today.”
  -Sorrel King

At St. Joseph Hospital, it is our mission to extend the Catholic healthcare ministry of the Sisters of St. Joseph of Orange, by continually improving the health and quality of life of the people in the communities we serve.

This program was created with permission from Johns Hopkins Children’s Center in their adoption of Sorrel Kings vision of promotion of patient safety.

CONDITION H AT ST. JOSEPH HOSPITAL

St. Joseph Hospital has been setting the gold standard for healthcare in Orange County for many years. In keeping with the hospital’s dedication to serving the healthcare needs of the community, we have implemented “Condition H.”

Comprised of a team of critical care clinicians, St. Joseph Hospital’s Medical Emergency Team (MET), rapidly responds and attends to patients after a call has been placed by a staff member reporting a patient’s deteriorating condition. By implementing the Medical Emergency Team in 2004, St. Joseph Hospital significantly reduced the number of cardiopulmonary arrests in non Critical Care settings and ensure better patient placement.

Now, in expanding our Medical Emergency Team, we are initiating Condition H. This allows patients and family members to call for immediate help if they become concerned with a patient’s condition. Condition H empowers patients and family members to access care, decrease anxiety and improve patient safety. The program aims to address immediate needs and increase communication between the patient’s family members and the healthcare team.

As our campus continues to grow, our programs and services continue to expand to meet the diverse needs of the community. Through our compassionate spirit, St. Joseph Hospital remains innovative and creative in carrying out its mission of compassionate healthcare today and tomorrow.

PARTNERS IN CARE

At St. Joseph Hospital we are leading the national focus on eliminating system problems that affect delivery of care. By participating in the nationwide 5 Million Lives Campaign and offering our families the Condition H option, we become partners in care.

If you have questions, please discuss them with one of our healthcare providers.

5 MILLION LIVES CAMPAIGN

St. Joseph Hospital is a participant in the national 5 Million Lives Campaign, a national effort organized and funded by the Institute for Healthcare Improvement (IHI), to reduce the incidences of medical harm over a 24-month period.

According to IHI there are nearly 15 million incidents of medical harm in the country each year. IHI defines “medical harm” as unintended physical injury resulting from or contributed to by medical care (including the absence of indicated medical treatment) that requires additional monitoring, treatment or hospitalization, or results in death (Please consult www.ihi.org for a detailed definition of medical harm.)

St. Joseph Hospital was a leader in implementing a rapid response Medical Emergency Team and was the first hospital in Orange County to be designated as a Mentor Hospital in the community by IHI. In continuing with our improvement efforts, we are proud to be the first in Orange County to move forward with Condition H. This is a new effort that empowers patients and family members to play a more active role in the care of a hospitalized family member.