Condition H Information Tool
SBAR

Situation (S)
Josie King was an 18 month little girl who died because of hospital errors in one of the best hospitals in our country. Through the creation of a patient safety program, the King family’s hope is to help prevent this from ever happening to another patient. The Josie King Call “Condition H” has been created here at UPMC Shadyside out of our response to providing our patients and families an avenue to call for immediate help when they feel it is needed. Really they should not have to use this, but we believe that if they need to they should have a resource available. Josie’s mother, Sorrel King, has worked with UPMC Shadyside to design how this would work in health care. We are dedicated to making the hospital the safest place possible for patient care to happen.

Background (B)
Rapid Response Teams are not new to UPMC Shadyside. UPMC Shadyside has had arrest/code response teams in place for many years. By a simple phone call to X 3-3131, a rapid response team shows up to emergency situations to stabilize the clinically unstable patient. After learning about the Josie King story, UPMC Shadyside leaders knew the Condition Help (H) would be the next addition to the Rapid Response teams at UPMC Shadyside. UPMC Shadyside Hospital is the first hospital to respond to the King family’s’ patient safety campaign in this way. With the help of Internal Medicine Physicians, Patient Relations Coordinators, Executive Leadership, Administrative Nursing Coordinators and the Clinical Design Initiative, we have been able to launch the Condition Help at UPMC Shadyside beginning May 2005.

Assessment (A)
Prior to implementing a Condition Help, rapid response team, we talked to patients. Patients and families were very pleased to hear that a hospital would put such a response team in place. Patients and families told us that it made them feel safe and have peace of mind knowing there was a way they were empowered to reach out for help if they should be in a situation where they felt they needed more attention.

Recommendation (R)
Implement a Rapid Response Team that can be initiated by a patient, family or visitor in the situation of:

- There is an emergency and you cannot get the attention of hospital staff
- You see a change in the patient’s condition and the healthcare team is not recognizing the concern
- You have spoken to the hospital staff and you continue to have serious concerns about the patient’s care
- There is a breakdown in how care is given, or uncertainty over what needs to be done