

## Why do we need this initiative?

St Vincent's Private Hospital Sydney has always been a strong advocate for involving patients loved ones in their care plan and recovery. We believe that regular open communication and transparency ensures that patients and their families feel supported and well informed throughout their experience with us.

Our nursing team, medical staff and allied health professionals are very well trained to notice if a patient's condition worsens. However, sometimes a patient's condition can deteriorate quickly. We strongly recognise the invaluable eyes of families and friends during this time, as the people who know your loved one best.

REACH initiative is an escalation process that allows patients and their families to have an even greater opportunity to raise their concerns through this three step process.

**Important- Please note that in the event of an emergency where a patient's condition deteriorates rapidly you should call for assistance immediately using the assistance button in the patients rooms at their bedside.**



**ST VINCENT'S  
PRIVATE HOSPITAL**  
SYDNEY

CONDUCTED BY THE SISTERS OF CHARITY OF AUSTRALIA

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[www.svphs.org.au](http://www.svphs.org.au)

# Worried about a change in condition

**REACH  
OUT TO US**



*Inspired  
by  
You*



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## What is REACH?

The REACH initiative is focused on ensuring that our patients are safe.

This is achieved by our staff partnering with you and your family during the care process at our facility. Our team are committed to providing exceptional patient care by focusing on patient safety at all times.

REACH Initiative is a platform to ensure that we adhere to this and so that you and your family feel protected, safe and have a voice to seek help and speak up if you are very concerned about a change in your loved ones condition.

This Initiative is based upon the Clinical Excellence Commission's Partnering with Patient's Program and the Queensland Government initiative, Ryan's Rule.

## When can I use this initiative?

### For Patients:

Patients can use this initiative at any time during their time within our facility.

If a patient feels that their health is getting worse or that their concerns have not been followed up appropriately or in a timely manner they should use the REACH pathway to seek further investigation.

### For Family, Friends and Carers:

Family, friends and carers should use the REACH pathway at any time if they feel that their loved one's condition is getting worse or does not seem 'right'.

If the patient is beginning to look unexpectedly unwell or their overall behavior begins to change we encourage you to use REACH to raise your concerns to our team.

**R** Recognise

**E** Engage

**A** Act

**C** Call

**H** Help is on its way

REACH  
OUT TO US

## How do I start the initiative to raise my concerns?

To raise your concerns you should follow the three step process below.

1

**Talk to the Nurse or Doctor regarding your concerns.**

IF STILL CONCERNED

2

**Contact the Nurse in Charge of the ward to ask for a review**

IF STILL CONCERNED

3

**Activate REACH by calling  
02 8382 7470 (ext 27470)  
for the Rapid Response Team**