



Ryan's story

Ryan Saunders, *pictured above*, was nearly three years old when he tragically died in hospital. His death was found to be in all likelihood preventable. Staff did not know Ryan as well as his mum and dad knew him. When Ryan's parents were worried he was getting worse they didn't feel their concerns were acted on in time.

Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help.

For more information, speak with your nurse.

Developed by the Patient Safety & Quality Improvement Service with clinicians and consumers.

This patient information brochure assists to meet a number of the National Safety and Quality Health Service Standards including:

-  Partnering with Consumers
Consumers and/or carers provided feedback on this publication.
-  Recognising and Responding to Clinical Deterioration in Acute Health Care
Enabling patients, families and carers to initiate an escalation of care response.

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Close up of hands
Elderly man in bed
Woman on phone

Ryan's Rule

Are you concerned that your or your loved one's health condition is getting worse and you feel you are not being heard?

We acknowledge that you know your loved one better than anyone. You may feel your health concern is not being acted upon.

If you have these concerns about your or your loved one's health condition, you are encouraged to seek assistance by following the steps inside this brochure.

Ryan's Rule is not for General Complaints



This hospital supports Ryan's Rule.

Requesting a Ryan's Rule Clinical Review will not impact on the care delivered.

Who can use Ryan's Rule?

- Patients
- Families
- Guardians
- Carers.

When to use Ryan's Rule?

Patients

- When you feel your health condition is getting worse and you are worried.

Families/carers

- When the patient is looking worse or is not doing as well as expected.
- When the patient shows any behaviour that is not normal for them.

When not to use Ryan's Rule?

Please do not use Ryan's Rule for any concerns which do not relate to the patient's health condition getting worse or not improving as expected.

This is not a General Complaint Process.

Please advise ward staff if you have a general complaint and they will assist you with the correct process.



Ryan's Rule Steps

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.