

IMPORTANT INFORMATION FOR HOSPITAL PATIENTS ONLY

BAPTIST HEALTH Rapid Response Team Patient & Family Information

As part of our patient safety program, we have a Rapid Response Team made up of expert staff who respond when a patient's condition seems to be getting worse. Sometimes these changes may not be obvious. Doctors, nurses, other hospital staff, and family members may call this team.

Who This Team Is

This team responds in an emergency to:

- Work with the patient's assigned nurse to assess the patient
- Provide emergency care as needed
- Deliver the greatest and safest level of care

When to Call this Team

Please contact the patient's nurse at once when something just does not look right with your loved one. This may be a sign that he or she is getting sicker.

Some warning signs are:

- He or she may be confused, sleepy, or hard to wake up
- Skin color may be pale, gray, or blue
- Skin may be sweaty or wet
- Skin may feel too cold or too hot
- He or she may start breathing too fast, too slow, too hard or not deep enough
- He or she may become short of breath or have chest pain

How to Call This Team

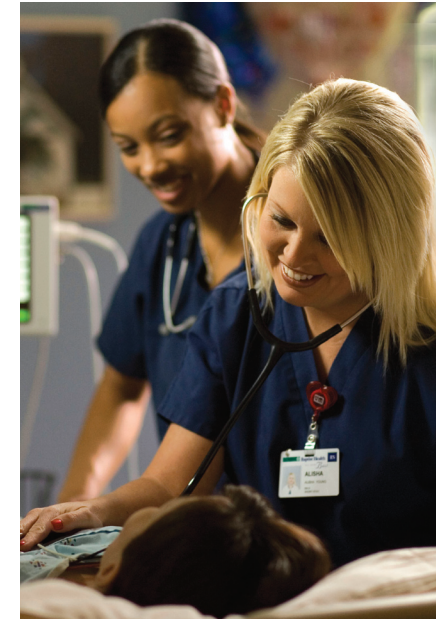
If the patient's nurse or another nurse on the unit is not immediately available, you may call the hospital operator and ask for the Rapid Response Team to come to the patient's room number.

If you have any question about this information, please contact the nurse.

To Prevent Healthcare Errors, Patients Are Urged To...

SPEAK UP for Patient Safety

Everyone has a role in making health care safe. That includes doctors, nurses, medical technicians, cleaning personnel, and even you, the patient. As a patient, you can make your environment of care as safe as possible by being an active, involved, and informed member of your healthcare team.



Baptist Health

ALL OUR *Best*

Information for the Speak Up campaign provided by The Joint Commission.

www.baptist-health.com

Make your environment of care as safe as possible.

The “Speak Up” program is sponsored by The Joint Commission. They agree that patients should be involved in their own health care. These efforts to increase patient awareness and involvement are also supported by the Centers for Medicare & Medicaid Services.

This program gives simple advice on how you can help make health care a good experience. Research shows that patients who take part in decisions about their own health care are more likely to get better faster. To help prevent healthcare mistakes, patients are urged to “Speak Up.”

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your health & you have a right to know.

- Don't be afraid to tell the nurse or the doctor if you think you're about to get the wrong medicine.
- Don't be afraid to tell a caregiver if you think he or she has confused you with another patient.

Prevent infection by always cleaning your hands and asking your family members, visitors, and care providers to do the same.

- Notice whether your caregivers have cleaned their hands.
- Feel free to use hand cleaner dispensers that are found mounted on the walls or free standing throughout the hospital.

Educate yourself about your illness. Learn about the medical tests you get & your treatment plan.

- Look for information about your condition from your doctor, your library, respected websites & support groups.
- Write down important facts your doctor tells you, and ask if he or she has any written information you can keep.
- Read all medical forms & make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

- Your advocate can ask questions, make sure you get the right medicines & treatments, and remember answers to questions you have asked.
- Make sure this person understands the kind of care you want, as well as what you want done about life support & other life-saving efforts if you're

- unconscious & not likely to get better.
- Go over the consents for treatment with your advocate before you sign them.
- Make sure your advocate understands the type of care you'll need when you get home.

Know what medications you take and why you take them. Medicine errors are the most common healthcare mistakes.

- Ask why you should take the medicine.
- Double-check that all medicines given to you are for you and discuss any allergies you might have with the caregiver.
- If you're taking any medicines, be sure to ask your doctor or pharmacist if it is safe to take with vitamins, herbal supplements, & over-the-counter drugs.
- Keep a list of the medicines you are currently taking with you at all times and provide to your caregiver.

Use a hospital, clinic, surgery center, or other type of medical facility that has been carefully checked out.

- Ask about the healthcare organization's experience in taking care of people with your type of illness. How often do they perform the procedure you need?
- Before you leave the hospital or other facility, ask about follow-up care & make sure that you understand all of the instructions.

Participate in all decisions about your treatment. You're the center of the healthcare team.

- You & your doctor should agree on exactly what will be done during each step of your care. Ask your doctor how a new test or medication will help.
- Don't ever be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional doctors.