



**Barwon
Health**

PATIENT AND CARER ESCALATION (PACE)

www.barwonhealth.org.au

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OUR VALUES
RESPECT
COMPASSION
COMMITMENT
ACCOUNTABILITY
INNOVATION


**Barwon
Health**

Encouraging
patient-carer involvement

Barwon Health aims to improve the health of people in our community by being the leading regional health service in Australia.

Barwon Health wants to be at the heart of patient care and our values are pivotal to everything we do.

This is why we have introduced Patient and Carer Escalation (PACE).

WHAT IS PACE?

PACE is a communication process which will help you share your concerns with us. We understand you know yourself or your loved one best.

This is why we want you to let us know if you notice a worrying change in you or your loved one's condition.

Following the PACE process will provide you the ability to alert our staff of your concerns.

PACE IN PRACTICE: A TWO-STEP PROCESS

You may recognise a worrying change in your loved one's condition or, if you are a patient, you may recognise a worrying change in yourself. Where possible, try to raise your concerns with staff on the ward before contacting the Medical Emergency Team.

Flowcharts explaining this process are displayed in the ward.

1. If you do recognise a worrying change, alert the Nurse in Charge and request a review.
2. If you are still concerned, you can contact the Medical Emergency Team: Ask a staff member to call the team or dial *444 from any telephone within Barwon Health.

A Medical Emergency Team (MET) call is an emergency service and should only be activated when an immediate response is needed.

Help will be on its way.

WHAT IS A MEDICAL EMERGENCY CALL?

The Medical Emergency Team (MET) at Barwon Health is designed to provide support for patients whose condition is deteriorating. This is done by providing a rapid response by medical and nursing staff to those patients requiring immediate medical attention.

A call for the Medical Emergency Team can be made at University Hospital Geelong when someone, including staff members, parents, carers and other family members, are worried a patient's health is getting worse.

We want to work with you to create the best experience for you and your loved ones. Together, we can make a difference to patient care.

For more information, please ask to speak to a staff member on your ward.

**IN AN EMERGENCY, CALL *444
FROM A BARWON HEALTH PHONE.**