

# Ryan's Rule video transcript

Hello. I am Kirstine Sketcher-Baker the Executive Director of Patient Safety and Quality, Clinical Excellence Queensland, in the Queensland Department of Health.

In Queensland, almost 1 in 5 people live with a disability and they are five times more likely to access the health care system.

When a person with a disability is admitted to hospital, they or their carers need to be reassured that they will be given the care they need.

Our public hospitals in Queensland have a Ryan's Rule process to help patients, their families, and carers to speak up if their condition is getting worse and feel like they are not being heard.

Ryan's Rule applies to all patients regardless of age, disability, race, ethnicity, language, gender identity, sexual orientation, religion, or socioeconomic status, who are admitted to any Queensland Health public hospital. This includes patients who have been assessed by a doctor or nurse in the emergency department.

I would like to introduce Dr Dinesh Palipana, a medical officer at the Gold Coast University Hospital, who will take you through the three-step process and how you, your family member or carer can make a Ryan's Rule call if you feel you are getting worse and not being heard.

Hi. I am Dinesh Palipana. I am a medical officer at the Gold Coast University Hospital.

Our lives are all unique. As a person living with a spinal cord injury, I have medical and health needs that not everybody will understand.

That's why I'd like to talk to you about Ryan's Rule and why this is very important, especially for people with disability.

## **What is Ryan's Rule?**

Ryan's Rule is a three-step process that encourages you to talk with your health care team about how you are feeling.

Ryan's Rule was developed by Queensland Health following the tragic death of Ryan Saunders in 2007.

He was nearly three years old when he died and his death was found to be, in all likelihood, preventable. The staff did not know him as well as his parents did and when Ryan's parents were worried that he was getting worse, they didn't feel their concerns were acted on in time.

If your medical condition, or that of the person you are caring for is not getting better or not improving as expected, you can ask for a Ryan's Rule Clinical Review.

It is important for your health care team to understand this so they can give you the best care that you need.

Ryan's Rule should NOT be used for general complaints. If you do have one, let the ward staff know so that they can refer you to the right person to help you.

### **Here are the three steps to follow if you need to ask for Ryan's Rule.**

**Step one.** If you feel you are not getting better, **or** the person you're caring for is acting in an unusual manner or is getting worse, you need to speak up right away.

Talk to the nurse or doctor in charge of your care. They will check to see what you need. If you are a First Nations person, you can ask your liaison officer to help you.

**Step two.** If you feel like you're still getting worse or your concerns have not been addressed, ask to speak to the nurse in charge of the

shift or the doctor or duty. If you are getting better and are happy with the plan, they will continue with your treatment.

**Step three.** If you have followed Step 1 and Step 2 and you are still not satisfied your concerns have been addressed and if you are still not improving, and feel like you need to escalate this, you can call 13 HEALTH at 13 43 25 84 and ask for a Ryan's Rule Clinical Review. You can ask a hospital staff member, or your liaison officer to help you make the call.

Always remember that asking for a Ryan's Rule Clinical Review will not impact on the care delivered. This is a way to make sure that you get the right care at the right time.

### **What happens when you call 13 HEALTH (13 43 25 84)?**

When you make the call, you need to let the operator know the following:

- The hospital's name
- Your name or the patient's name
- The patient's or your ward and bed number
- And your contact phone number.

13 HEALTH will arrange for a Senior Doctor or Nurse to examine you in hospital. They can also arrange for telehealth if you are living in a remote location.

Always remember --- If you have any concerns about your medical condition, speak to your nurse, midwife, or doctor. Or call 13 HEALTH.