



## 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 Patient Safety and Quality, Clinical Excellence Queensland with clinicians and consumers.

This patient information brochure assists Hospital and Health Services to meet the National Safety and Quality Health Service Standards (second edition).



#### Partnering with Consumers

*Consumers and/or carers provided feedback on this publication.*



#### Recognising and Responding to Acute Deterioration

*Patients, families and carers are able to initiate an escalation of care response.*

This brochure has been adapted with permission under a Creative Commons Attribution from the 'Call and Respond Early (CARE) for patient safety' (Publication No 12/0040), produced by the © Australian Capital Territory, Canberra, September 2013 [www.health.act.gov.au](http://www.health.act.gov.au) | [www.act.gov.au](http://www.act.gov.au)

© State of Queensland (Queensland Health) 2023  
SW559 | WINC Code: 1NY31226 | v5.00 | Review date: 2025

Used under Shutterstock Licence:

- 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?

- All 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.