

Speak Up for Patient Safety

Be an active member in your child's healthcare team and **speak up** if you have any questions or concerns.

What patients and families need to know

Hand washing

This is the most important way to prevent the spread of infections in the hospital and at home.

What can you do?

- Expect everyone to wash their hands or use hand sanitizer when entering and leaving your room.
- If you are unsure, please ask.
- Wash your hands:
 - When entering and leaving your child's room.
 - Before and after preparing food, eating, or feeding your child.
 - After using the bathroom or changing a diaper.

“Excuse me, I didn't see you wash your hands. I'd like to be sure everyone's hands are clean. Please wash them before caring for my child.”

Rapid Response Team (RRT)

This is a team of healthcare providers from our intensive care areas, Emergency Department or Hospital Medicine. They can be called anytime you are concerned that your child's medical condition is worsening, and you are worried that the situation is not being addressed by the patient's primary team.

What can you do?

- Recognize when you have a gut feeling that something just does not seem right with your child's medical condition.
- **From the nearest phone, call an RRT by dialing:**
 - [Anschutz Medical Campus: 7-5555](#)
 - [North and South Campus: 8-5555](#)
 - [Colorado Springs Campus: 5-5555](#)
 - [Parker Campus: 7-9301](#)
- Tell the operator (or at Parker, the ED charge nurse) that you are asking for an RRT for your child. Give the child's full name and room number.

“I am concerned that my child's medical condition is worsening. I am calling an RRT.”

Patient identification (Patient I.D.)

This is our way to confirm that we are providing the correct care to your child. We require two forms of identification, like name and date of birth, to be used with each test, treatment, or medication.

What can you do?

- Make sure your child is wearing their patient I.D. armband at all times, and that the name and date of birth are correct. The armband should be on your child and not in the crib or bed.
- Ask to see your child's photo in the medical record.
- Participate in our patient I.D. process:
 - Expect staff to confirm name and date of birth.

IN CARE OF KIDS

- Stop us if you do not see us check your child's armband when we are about to give a test, treatment or medication.
- **Ask questions** if a caregiver wants to do something that you are not expecting (test, treatment, medication or transport, etc.).

“Excuse me, I did not see you check or ask for my child’s two forms of identification. Please double-check.”

Falls

These are common causes of injuries in hospitals and most can be prevented. All children are at risk for falls.

Your child is at higher risk for falling if they:

- Are 5 years old or younger.
- Is connected to any type of wires or tubing such as IV's, feeding tubes, monitors, or drain tubes.
- Is receiving medication that makes them sleepy or dizzy.
- Has a condition that affects their balance and ability to walk safely on their own.

What can you do?

- Call for help when you move your child from one place to another.
- Keep side rails up at all times.
- Make sure your child is assisted while using the bathroom.

“I am concerned that my child might fall. Please tell me what I can do.”

Pressure injuries

These are caused by pressure from sitting or lying in one position too long. They can also be caused by a cord or device that puts pressure on the skin. They are most likely to happen on skin over bony areas.

What can you do?

- Help your child change positions regularly to help avoid pressure injuries. Call your nurse if you need help moving your child.
- Call a nurse to help change the position of any devices that put pressure on your child's skin.
- Keep your child's skin clean and moisturized.
- Change your child's diaper often.
- Pay close attention to your child's body, especially in areas where they have no feeling.

“I am concerned about my child's skin. Please look at it with me.”

childrenscolorado.org

Author: Quality and Patient Safety | Approved by Patient Education Committee | Valid through 2024

The information presented is intended for educational purposes only. It is not intended to take the place of your personal doctor's advice and is not intended to diagnose, treat, cure or prevent any disease. The information should not be used in place of a visit, call or consultation or advice of your doctor or other health care provider.

Children's Hospital Colorado complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. • ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-720-777-1234. • CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-720-777-1234.