



HEALTHY COMMUNITIES AND
WORLD CLASS HEALTHCARE

CARING | PASSIONATE | TRUSTWORTHY

Bendigo Hospital Campus

Patient Review:
PACT

Patient / consumer
Activated
Care
Team

*We encourage you to
SPEAK UP if you have
treatment concerns*



On September 13th, 2013, nineteen-month old Blake Gordon-Cooke died in a world class hospital in Victoria, Australia from what was likely a foreseeable and preventable death.

Sometimes health services get it wrong due to **human error**, a **slow change in someone's condition** or **staff not knowing the patient before they have become unwell**.

Bendigo Health are committed to understanding how these mistakes happen and, in partnership with consumers like Blake's parents, how we can work together to prevent them.



Blake Gordon-Cooke:

www.facebook.com/BlakesMillionSmiles

To the families and carers of loved ones receiving medical treatment, Blake's parents want to say:

'YOU know them best. YOU are their best advocate. Do not be afraid to speak up'

Here at Bendigo Health **we want to help you to do this. We want to listen.**

Caring

We care for our community.

Passionate

We are passionate about doing our best.

Trustworthy

We are open, honest and respectful

We understand that sometimes it is the small changes that only you notice that can be the most important sign that something is not right.

We want you to feel empowered and safe to take note and tell someone without fear of reprisal.

As your committed health service we want you to know, if you or your family feel we are “not getting it right” or if concerns about a patient’s condition are not being taken seriously, **you can seek help - Activate a PACT** (*patient / consumer activated care team*) **review.**

HOW

- Using an internal phone to dial **7777**
- This will put you through to a Bendigo Health operator
- Tell them you want a PACT review, the patient’s name and their location

A PACT review will then be activated and a patient review **will occur within 30 minutes**

Common questions

Q. **Who should I talk to when I disagree with, or have an unanswered question about care?**

Start by telling the doctors and nurses who are providing the care your concerns. You have the right to understand what has / is happening, what they are planning to do and why. If you don't, it is okay to ask them to explain.

Q. **What if I feel like my concerns are not being heard by the doctors or nurses?**

During business hours you can ask to speak with the:

- Nurse Manager
- Director of Nursing
- Head of the Medical Division
- If you feel like your concerns are not being heard / resolved quickly enough you can call a PACT review.

After hours you can call a PACT review.

Q. **What is a PACT review?**

A PACT review is a patient review conducted by an experienced medical team independent of the doctors and nurses caring for you. It is a way for you to get a second opinion in relation to your concerns and treatment without needing to change hospitals.

Q. **Who can call a PACT review?**

Anyone can request a PACT review:

- Using an internal phone to dial **7777**
- This will put you through to a Bendigo Health operator
- Tell them you want a PACT review, the patient's name and their location

Q. Who makes up the PACT review team?

The Pact team is generally a:

- senior intensive care unit (ICU) doctor
- a senior ICU nurse
- medical registrar

Q. What can you expect during / from a PACT review?

The PACT team will attend **within 30 minutes** and:

- listen to your concerns
- examine / review the patient
- consult with the treating team
- make an independent assessment of the care / treatment being provided

The PACT team will then explain the outcome of their assessment to you and the treating team. This may include identifying alternative treatment options or to confirm that the current treatment plan is appropriate.

We will do all we can to relieve any anxiety and resolve your concerns because that is what a PACT review is for.

Q. How do I get an internal phone?

Any Bendigo health staff member can help you access an internal phone if you want to make a PACT call. If you feel you can't ask the nurse or doctor you can request any other staff member including cleaners, staff giving out meals or physiotherapist.

Q. Will I or my family be treated differently if we raise our concerns or call for a PACT review?

No. At Bendigo Health we want to work *with* you to deliver the best care possible. We recognise that you may pick up on things that we may not and we value and want to hear your concerns.

To place a PACT call please contact
switch on

Externally: 03 5454 6000

Internally: 7777

For information on **Advance Care
Planning** please contact:

Meagan Adams

Phone: 03 54545 6386

or

Dr Jason Fletcher

Director Medical Emergency Team

E-mail: jfletcher@bendigohealth.org.au



***We want to work with you - our
consumers - so that we can
deliver the best care possible***

Bendigo Health Care Group

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