

Kōrero Mai- Talk to Me Escalation Pathway

Young Person, Family and Whanau Concern

Staff Response

Talk to the nurse

Nurse acknowledges and explores young person's/parent's concern.  
Reviews child with parent

Call RMO and ask for review

Ask colleague to undertake a Clinical Care Review

RMO acknowledges and explores parent's/whanau concern.  
Reviews child with parent

Request PaR review as per PEWS escalation pathway/if clinical concerns or worried.

- Discuss with shift Co-ordinator
- Discuss with Charge Nurse
- Discuss with CNM if A/H
- Discuss with team during zone huddles + safety briefings.

Clarify issue with young person/parent and whanau and aim for shared decision regarding plan of care  
Escalate to SMO as per clinical status

Offer additional support for child and family/whanau

- Social Work
- Kaiaatawhai
- Pacific Island support
- Phone Interpreter Service
- Play Specialist

Check back with family to ensure concerns have been allayed and child/young person's condition is stable.  
Re-escalate as per PEWS escalation pathway if clinical concerns.

Still Concerned?

Talk to the Nurse in Charge

Nurse in Charge acknowledges and explores young person's/ parent's concern.  
Reviews child with parent

If After hours, discuss with CNM for additional support of whanau and staff

Call RMO and ask for review

Request PaR review as per PEWS escalation pathway for clinical concerns or if worried.

- Staff acknowledge and explore parent's/whanau concern.
- Reviews child with parent.
- Clarify issue with young person/parent and whanau and aim for shared decision regarding plan of care
- Escalate to SMO as per clinical status

Offer additional support for child and family/whanau

- Social Work
- Kaiaatawhai
- Pacific Island support
- Phone Interpreter Service
- Play Specialist

Check back with family to ensure concerns have been allayed and child/young person's condition is stable.  
Re-escalate as per PEWS escalation pathway if clinical concerns.

Really worried  
Need to talk to someone urgently



Call 0800 969 999  
Code Pink

- Code Pink team responds
- Team members acknowledge and explore parent's/whanau concern.
- Review child with parent.
- Clarify issue with young person/parent and whanau and aim for shared decision regarding plan of care
- Escalate to SMO

Offer additional support for child and family/whanau

- Social Work
- Kaiaatawhai
- Pacific Island support
- Phone Interpreter Service
- Play Specialist

Check back with family to ensure concerns have been allayed and child/young person's condition is stable.  
Re-escalate as per PEWS escalation pathway if clinical concerns.  
Conduct ACE Review. Provide feedback to Charge Nurse + NUM following review