

Experience with family activation of rapid response teams.

November 21, 2016

Bogert S, Ferrell C, Rutledge DN. Experience with family activation of rapid response teams. Medsurg Nurs. 2010;19(4):215-22; quiz 223.

<https://psnet.ahrq.gov/issue/experience-family-activation-rapid-response-teams>

The central tenet behind [rapid response systems](#) (RRS) is that any provider should be able to summon prompt assistance if concerned about a patient. In the spirit of the [National Patient Safety Goal](#) that calls for [engaging patients in safety efforts](#), some hospitals are now allowing patients and families to call the rapid response team directly. This report from a community hospital discusses the education and implementation process and describes the first series of RRS calls initiated by family members. Many of the family-initiated calls revealed communication issues between patients and clinicians, which the RRS was able to successfully negotiate.