

## Question on Notice

No. 1196

Asked on 11 December 2024

**MS C MCMILLAN** ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

### QUESTION

Will the Minister advise the number of invocations of Ryan's Rule between 31 October 2020 and 28 October 2024, (in a table and reported separately by calendar year)?

### ANSWER

Ryan's Rule is a consistent three-step process used in Queensland Health hospitals that supports patients, families and carers to raise concerns if a patient's health condition is getting worse or not improving as well as expected:

1. The first step encourages a discussion with the treating nurse or doctor.
2. If not satisfied concerns have been addressed, the second step encourages a discussion with the nurse in charge of the shift.
3. If still not satisfied, the third step is to phone 13 HEALTH and request a Ryan's Rule clinical review.

Callers are transferred immediately to the local facility contact who is responsible for undertaking or coordinating a clinical review of the patient.

In smaller/remote facilities, the review may take place using telehealth services (video or phone) depending on the available equipment.

Established by the then LNP Government in 2013, Ryan's Rule has now been expanded to a total of 183 public facilities across the state, including 55 primary healthcare facilities.

Between 31 October 2020 and 28 October 2024, there were 8756 Ryan's Rule activations.

The table below shows the number of invocations of Ryan's Rule (Step 3) across Queensland Health facilities by calendar year. The dates requested are highlighted in green. Queensland Health does not record the number of times step 1 and step 2 escalations occur.

| Year                       | Number of Ryan's Rule Activation (Step 3) |
|----------------------------|---|
| <b>2024 (1/1 to 28/10)</b> | 2526                                      |
| <b>2023</b>                | 2355                                      |
| <b>2022</b>                | 1994                                      |
| <b>2021</b>                | 1599                                      |
| <b>2020</b>                | 1272                                      |
| 2019                       | 1271                                      |
| 2018                       | 1014                                      |
| 2017                       | 840                                       |
| 2016                       | 654                                       |

| <b>Year</b>                   | <b>Number of Ryan's Rule Activation (Step 3)</b> |
|-------------------------------|--|
| 1 Nov to Dec 2015             | 94   |
| Nov 2013 to Oct 2015 (manual) | 583  |
| <b>Total</b>                  | <b>14,202</b>                                    |

There are a number of resources that have been developed to raise awareness of the process to consumers:

- A Ryan's Rule video that outlines how to enact the three-step process.
- Ryan's Rule brochures, available to reach Aboriginal and Torres Strait Islander people more effectively, as well as literature in 10 languages other than English.
- Ryan's Rule posters, specifically developed for placement in relevant areas such as maternity, adult and paediatric areas and for Aboriginal and Torres Strait Islander people.
- Ryan's Rule resources for people with disability.