

**All sites: Improving parent awareness of PEWS and their role of their concern****1. Goals and strategies**

Problem statement: PEWS includes concern on the part of the clinician or family as a core scoring parameter. Post-pilot evaluation highlighted the importance of scoring parent / family concern as it recognises the importance of a parent's knowledge and expertise about their own child and helps to facilitate open communication with parents. However, follow up audits in pilot sites found that there was still variation in some units in how concern is assessed and scored.

Goal statement: Parent knowledge of PEWS and understanding that their concern may be a clinical indicator of deterioration will be improved by the provision of information resources to parents and staff.

For parents: The aim is to increase parents' awareness of the Paediatric Early Warning System and the central role that their concern plays within PEWS by increasing their perception of their ability to express concern about their child's condition while in hospital.

For staff: The aim is to supporting clinical staff in engaging meaningfully with the child and family in sharing information and concerns about a child's condition.

Strategy description: A toolkit of resources has been adapted from a communication bundle kindly shared by Birmingham Children's Hospital and tested in two Irish hospitals with parents and staff. These resources should be implemented in all sites using PEWS to improve awareness of PEWS and highlight the importance of engaging with parents/carers to facilitate communication of clinical concerns about their child.

2. Approach

Step	Action
1	<ul style="list-style-type: none">Establish local champion(s)
2	<ul style="list-style-type: none">Access the online resources at www.hse.ie/pews and arrange for printing of posters and leaflets(we have requested funding for a print run for limited once-off supply of resources to sites)
3	<ul style="list-style-type: none">Create awareness at local level: engage with staff/parents via short presentations/talks.Display A3 or A1 posters permanently in all clinical areas, parent kitchen, noticeboards etc.Consider a baseline audit/survey to establish how staff and parents feel about PEWS and concern scoring before implementation of resourcesDeliver targeted short training/information sessions to medical and nursing staff with key messages about PEWS concern element, communication techniques and familiarisation with parent resourcesEmbed PEWS information sharing into admission and other processes to ensure standardised delivery (add simple text prompts onto admission sheets or welcome booklets for example)
4	<ul style="list-style-type: none">Launch the resources and continue awareness drive as per step 3
5	<ul style="list-style-type: none">Evaluate the change – audit/survey staff and parents post implementation of resources
6	<ul style="list-style-type: none">Share the results – report to hospital governance, parent/patient forum or advocacy groups – publish a poster or quality improvement report