

Family Initiated Rapid Response (FIRR) Team

What does this mean for patients and families

At Charlotte Hungerford Hospital, we believe you and your family are key members of the healthcare team. To provide extra support, we've established a Family Initiated Rapid Response (FIRR) Team to swiftly address medical emergencies.

While we hope you never need to call on them, rest assured that if you do, the Rapid Response Team will be at your bedside in a moment's notice.

What is a Family Initiated Rapid Response?

A system that allows patients or family members to raise concerns with a hospital's medical team when a patient's condition is rapidly deteriorating. The goal of a FIRR is to provide a quick response to help manage the patient's care. It can be an important tool for patient safety, especially when communication breaks down between a patient and their primary clinical team.

HOW THEY WORK

FIRRs are similar to standard rapid response teams but are initiated by the patient or their family. Patients and families are educated about the program and given in-the-moment prompts to help them access the FIRR team when needed.

On the Family Initiated Rapid Response Team:

- Physician/APP
- Respiratory Therapist
- Nursing Supervisor

This is an EMERGENCY call and should only be made for serious concerns.

If the FIRR team is needed, patients should call x5000 from any hospital phone with:

- Your Name/Patient Name
- Your Room Number/Location
- Reason for the call

For other concerns, please speak to your nurse or nurse leadership on your unit.