



WORK INSTRUCTION

ESCALATION System (including the PARROT): Request to Modify or Adopt

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|-----------------------|---------------------------------|
| Scope (Staff): | Any Provider |
| Scope (Area): | Any Provider Sites and Services |

Child Safe Organisation Statement of Commitment

CAHS commits to being a child safe organisation by applying the National Principles for Child Safe Organisations. This is a commitment to a strong culture supported by robust policies and procedures to reduce the likelihood of harm to children and young people.

This document should be read in conjunction with this [disclaimer](#)

Only use this box if relevant (e.g. clinical document or available on an external website)

Aim

This work instruction provides guidance on the process for endorsing requests from WA Health Service Providers or agencies outside of WA Health to adopt and/or modify the ESCALATION System, including the PARROT chart.

Risk

Non-compliance with this work instruction may result in:

1. Using the ESCALATION System and PARROT not based on the best available evidence.
2. Adverse patient outcomes resulting from modifications to the ESCALATION system and PARROT without proper review, leading to a lack of evidence-based standardisation in recognising and responding to pediatric clinical deterioration.
3. Breach of copyright: The ESCALATION System, which includes the PARROT chart, is owned by the Child and Adolescent Health Service and Curtin University.

Background

WA Health, St John, WA, Royal Flying Doctor Service, WA, and several private health facilities use the ESCALATION system and PARROT chart to recognise and respond to clinical deterioration.

Other health facilities may need to adapt the escalation of care responses when adopting the ESCALATION System, including the PARROT.

Principles

- Any provider adopting or modifying the ESCALATION System and PARROT must first submit a Request for Use or Change ESCALATION form to the CAHS Escalation System Working Group for consideration and assessment.
- The role of the CAHS ESCALATION System Working Group in reviewing all Escalation Request for Use or Change forms is to:
 - Ensure the integrity of the ESCALATION System and PARROT in detecting acute deterioration when applied to the requesting provider setting.
 - To provide a formal endorsement process for requests to adopt and/or modify the ESCALATION System and PARROT to be made.

Procedure

| Steps | Additional Information |
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| 1. Requestor accesses and completes the CAHS Request for Use or Change ESCALATION form from the ESCALATION-system website https://pch.health.wa.gov.au/For-health-professionals/ESCALATION-system | |
| 2. The Requester submits the CAHS Request for Use or Change ESCALATION form to cahs.executivedirectornursing@health.wa.gov.au | |
| 3. Email and request received by Chair of the CAHS Escalation System Working Group | |
| 4. The CAHS Escalation System Working Group Chair distributes requests and related documents to group members for their review. A meeting is scheduled as required. | |
| 5. The Working Group considers the request. | If the proposed use or change of the ESCALATION chart is not supported. |

| Steps | Additional Information |
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| | <p>In that case, a request for additional advice/comment may be sought, and the reason for not approving will be documented on the Request for Use or Change of ESCALATION form and returned to the requesting provider.</p> <p>The requester may amend and resubmit the form based on the feedback.</p> <p>If the proposed use or change is supported, the requester should proceed to step 6 below.</p> |
| <p>6. An approved and signed request to use or change the ESCALATION form by the CAHS Executive Director of Nursing Services will be emailed to the requesting provider, confirming support for the submission. This enables the requester to then move to developing a preliminary version (proof) for approval.</p> | <p>The CAHS Executive Director of Nursing Services Executive Assistant will store all requests for using or changing ESCALATION Charts.</p> |
| <p>CAHS requestor</p> <p>7. Submits application through CAHS Medical Records Forms Subcommittee for approval.</p> <p>8. The requester submits the proof received from the CAHS Medical Records Subcommittee to the cahs.executivedirectornursing@health.wa.gov.au</p> <p>9. The CAHS Escalation System Working Group Chair distributes the preliminary version to the working group for approval.</p> <p>10. The approval outcome is communicated to the requester. If supported this will be indicated on</p> | <p>CAHS Medical Records development and review process and associated forms: https://pch-healthpoint.hdwa.health.wa.gov.au/directory/clinicalsupport/HIAS/pages/Medical-Record-Forms.aspx</p> <p>The CAHS Executive Director of Nursing Services Executive Assistant</p> |


| Steps | Additional Information |
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| <p>the ESCALATION Chart request for use or change form.</p> <p>11. The requestor informs HIAS of approval and liases with HIAS to organise printing.</p> <p>12. The requestor will implement the adopted and/or modified ESCALATION System and PARROT in their area.</p> | <p>will store all modified ESCALATION Charts.</p> |
| <p>Non CAHS requestor</p> <p>7. The requester will organise a preliminary print version to be printed.</p> <p>8. The requester submits the preliminary version to the cahs.executivedirectornursing@health.wa.gov.au</p> <p>9. The CAHS Escalation System Working Group Chair distributes the preliminary version to the working group for approval.</p> <p>10. The approval outcome is communicated to the requester. If supported this will be indicated on the ESCALATION Chart request for use or change form.</p> <p>11. The requester will implement the adopted and/or modified ESCALATION System and PARROT at the Health Service.</p> | <p>The CAHS Executive Director of Nursing Services Executive Assistant will store all modified ESCALATION Charts.</p> |
| <p>Please note: Requests for the use or modification of the ESCALATION form will indicate that resources to assist with the integration of the PARROT into the service (e.g., auditing tool, family involvement poster, policy, and contact to access learning package) can all be found on the ESCALATION-system website. https://pch.health.wa.gov.au/F</p> | |

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| Steps | Additional Information |
|---|------------------------|
| or-health-professionals/ESCALATION-system | |

| Useful resources (including related forms) (if required) |
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| CAHS Request for Use or Change of ESCALATION form https://pch.health.wa.gov.au/For-health-professionals/ESCALATION-system |

This document can be made available in alternative formats on request.

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| File Path: | W:\Nursing Clinical Services\PMH\Nursing Research\ESCALATION\Work instruction\PCH Work Instruction ESCALATION System (including the PARROT) Request to Modify or Adopt_.docx | | |
| Document Owner: | CAHS Executive Director of Nursing Services | | |
| Reviewer / Team: | CAHS Escalation System Working Group | | |
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| Approved by: | CAHS Executive Director Nursing | Date: | 08/09/2025 |
| Standards Applicable: | NSQHS Standards:  Child Safe Principles: 1, 7, 10 | | |

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