

# Condition H

(For “HELP”)



*In memory of  
Josie King*

## The Josie King Story

Josie King, an 18-month-old little girl, died from medical errors at John’s Hopkins Children Center in 2001. Josie was the sister of Jack, Relly, and Eva and beloved daughter of Tony and Sorrel.

In January of 2001 Josie was admitted to Johns Hopkins after suffering first and second degree burns from climbing into a hot bath. She healed well and within weeks was scheduled for release. Two days before she was to return home she died of severe dehydration and misused narcotics.

Josie spent ten days in the PICU. Sorrel was by her side every day and night. Much to their relief, Josie was experiencing a quick recovery. Josie was sent down to the intermediate care floor with expectations of being sent home in a few days. The following week her central line had been taken out. Sorrel began noticing that every time Josie saw a drink she would scream for it, and Sorrel thought this was strange. Sorrel was told not to let her drink. As Sorrel put Josie to bed, she noticed that her eyes were rolling back in her head. Although Sorrel asked the nurse to call the doctor, she reassured Sorrel that often times children did this and her vitals were fine. Sorrel told her Josie had never done this and perhaps another nurse could look at her. Sorrel received another reassurance from another nurse that everything was fine. At 5:30 a.m. the next morning Sorrel took one look at Josie and demanded that a doctor come at once. She was not fine. Josie’s medical team arrived and administered two shots of Narcan. Sorrel asked if Josie could have something to drink. The request was approved, and Josie gulped down nearly a liter of juice. Still worried, Sorrel expressed her concern to one of the doctors, and the doctor agreed that Josie was acting a bit odd. Meanwhile, Josie started perking up. Josie was more alert and had kept all liquids down. Sorrel was still scared and asked her doctors to please stay close by. At 1:00 the nurse walked over with a syringe of methadone. Alarmed, Sorrel told the nurse that there had been an order for no narcotics. The nurse said the orders had been changed and administered the medication (methadone).

Josie’s heart stopped as Sorrel was rubbing her feet. Josie’s eyes were fixed, and Sorrel screamed for help. Sorrel stood helpless as a crowd of doctors and nurses came running into Josie’s room. The next time Sorrel saw Josie she had been moved back up to the PICU.

Two days later Jack, Relly and Eva were brought to the hospital to kiss their beloved Josie good-bye. Josie was taken off of life support. She died in their arms on a snowy night in what’s considered to be one of the best hospitals in the world.

*Information taken from Sorrel’s speech to IHI Conference on October 11, 2002.*

**CONDITION H**  
dial 5555

**A HELP line for Patients & Families**

# Condition H

(For Help)



Rose Medical Center is dedicated to making the hospital a safe place for patients. To provide the best care to our patients, we created **Condition H**.

**Condition H** was created to address the needs of the patient in case of an emergency or when the patient is unable to get the attention of their healthcare provider. This call will provide our patients and families an avenue to call for immediate help when they feel they need immediate medical attention.

## When to call

- ◆ Fear something is seriously wrong
- ◆ Feel something about the patients'/your condition is "just not right."
- ◆ Patients' condition appears to be deteriorating rapidly.

### To ACTIVATE:

- Place your call light on and dial 5555 on any hospital telephone.
- The operator will ask you for room number.

The operator will immediately activate a **Condition H** where a team of medical professionals are alerted and will arrive in the room to assess the situation. Additional clinical supports will be called in as needed.

In offering our families the **Condition H** option, we want you to know that you are our partners in care. If you have any questions, please discuss them with one of our healthcare providers.

**CONDITION H**  
dial 5555

**A HELP line for Patients & Families**