



Can Patient Partnerships Make Healthcare Safer?

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Overview of Learning

- Safety advantages of engaging patients (and family / carers) as active members of the healthcare team
- Partnering techniques that reduce the risk of adverse events
- Strategies for creating effective safety collaborations that enhance consumer satisfaction



Patients as Safety Partners

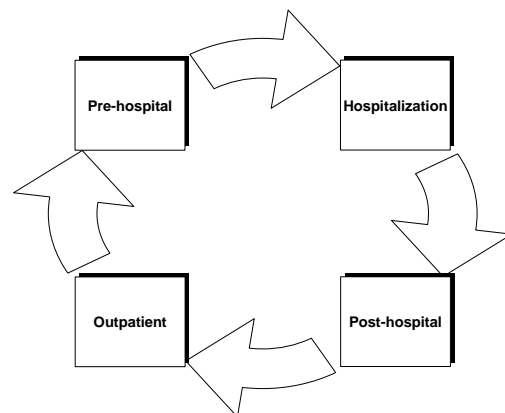
- Consumers are safety partners in other industries, why not healthcare?



Societal factors:

- Role of doctors, nurses and other caregivers
- Healthcare “done” to patient, not “with” patient

Patient: The One Constant in the Continuum of Care



IOM Recommendations



Patients themselves also could provide a major safety check in most hospitals, clinics, and practices.



More research recommended

- Can patients recognize potential problems?
- Will patients speak up?
- Can partnerships really help prevent adverse events?

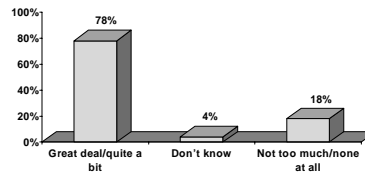
What We Know Today

- Need to learn more - yet there are some foundation principles
 - Engaging patients in safety improves satisfaction
 - There is lots of anecdotal evidence of the safety value
 - Multiple interventions and strategies are needed
 - Active involvement – but not unrealistic expectations
 - A sustained supportive environment is important

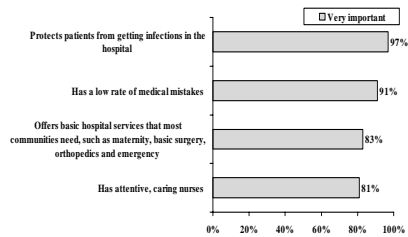


Safety Partnerships Appear to Increase Consumer Satisfaction

"If a specific hospital had its own program to prevent medical mistakes, in addition to those required by government agencies, how much would that increase your confidence in that hospital?"



"In evaluating the quality of care at a particular hospital, how important are each of the following factors in determining a hospital's quality, very important, fairly important, not too important, or not important at all?"

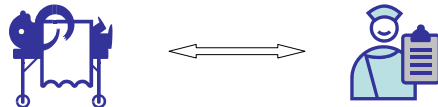


2005 Washington Hospital Image Public Opinion Poll (<http://www.wsha.org/page.cfm?ID=webcasts>)



Partnering Techniques

- Safety partnership techniques must be developed for patients and for caregivers



Patient Partnering Techniques

- Are patients ready for safety partnerships?



Ostrich: *It won't happen to me. It's not my job to prevent medical mistakes.*

Passive: *I know people are only human and mistakes sometimes happen.*

Assertive: *I don't want to be harmed by mistakes.*

All Patients Are Not Created Equal

- Chronic care vs. episodic care
- Age and sex variations
- National culture variations
- Language
- Literacy
- Health Literacy



Engage Patients Without Losing Their Trust

- Consumers commonly presume errors and mistakes will occur
 - But often rate the incidence low in their own experience



“It’s hard to find patients that will talk badly about us,” says Roger Pearson, CEO at Ellsworth County Medical Center a 20-bed hospital in Ellsworth, Kansas. “People are very reluctant to criticize their local provider.”

Engage Patients Without Losing Their Trust

- Focus your message on partnership and collaboration rather than “error prevention”



Legacy Health System, Portland, OR
<http://www.legacyhealth.org/documents/Misc/ItsOK.pdf>

Cues to Action

Create triggers/ reminders for patients and families



At Barnes-Jewish Hospital, we are committed to your safety & comfort.

During your stay with us, WE WILL:

- Ask your name and date of birth before giving medication or doing a procedure to be sure we have the right patient
- Explain things clearly and completely
- Check often about allergies and reactions to medication
- Wash our hands frequently – this helps prevent infection
- Ask if you have pain, and if so, help manage it
- Mark 'YES' on areas where surgery or a procedure will be performed if there could be confusion about the site (e.g., left vs. right side)

And if we forget, please remind us! Ask questions and speak up if something doesn't look or feel right. YOU are our most important partner in your care.

The staff of Barnes-Jewish Hospital
BARNES-JEWISH
 Hospital



More Cues

Stoplight Reminder Cards

We Care

WATCH the LVHN "Patient Safety Video" & STOP your Health Care Worker if you have QUESTIONS you need answered.



Tune to CHANNEL 50 at 6:00, 8:15 or 10:30am and 12:45, 3:00, 5:15, 7:30 or 9:45pm.
 Patient Education Information also available on Channels 2 & 22.

YOUR x-RAY is only half the story.

Your results tell the other half.

If you haven't been told the results of your x-ray or scan, contact your hospital or lab directly. Don't assume there is nothing you need to know.

National Patient Safety Agency

Let us give you a hand
 Ask if you need help



LET'S WORK TOGETHER FOR SAFETY



Creating Effective Patient / Family Partnerships

- *Actively* encourage patient / family involvement



Sample Script:

Your safety is important to us. It is just as important for you to know what questions to ask about your care. Let's work together on this. Now let's review some of the safety information. Tell me about any concerns you may have regarding your care.



Expand Patient / Family Partnerships



We believe that teamwork is the best way to give safe care to our patients. We ask that our patients, families, and visitors become part of the team. **Code Care** is all about teamwork and saving lives.

Reasons to call Code Care:

- You feel that a serious change in the patient's health is not getting the attention you think it needs.
- There is confusion or conflict with a caregiver over what needs to be done for the patient

Calling Code Care:

If you ever feel you are not getting the care you or your loved one need during an emergency, call **Code Care** by dialing **8888**. Use any phone in the hospital. The hospital operator will ask you:

- the patient's location,
- the patient's name, and
- the reason for the call.

Within minutes, a small team of caregivers will arrive to help you.

We hope that you never need to call a Code Care. But, we do value your help on our team as we strive to provide the highest quality and safest care possible.



Spath PL. Empowering Patients in Emergencies. *H&HN Online* February 20, 2007.
<http://www.hospitalconnect.com/hhnmag/jsp/hhnonline.jsp>

Measure Effectiveness of Partnering Initiatives

- **Objective:** Are patients actually safer?
- **Subjective:** Did patients receive information? Do they feel safer? Are they more satisfied?



Action Plan for Patients / Families / Carers

1. Acknowledge mistakes occur or promote teamwork/collaboration as a way to enhance the healthcare experience.
2. Discuss potential barriers and develop strategies for overcoming these barriers.
3. Create environment cues/reminders.
4. Provide training/education resources and share with patients, families, and community members.
5. Identify and implement expanded partnering opportunities
6. Measure the value of patient/family engagement and celebrate successes.



Caregiver Partnering Techniques

- Are your caregivers ready for patient safety partnerships?
 - Are they willing to:
 - Admit mistake happen
 - Be questioned or confronted
 - Take time to listen and engage patients/families



Engaging Caregivers

- More likely to partner if benefits are recognized
- More likely to partner if expectations are realistic

Habit is habit, and not to be flung out the window by anyone, but coaxed downstairs a step at a time.

- Mark Twain



Action Plan for Caregivers

1. Acknowledge mistakes occur and persuade caregivers that patient/family engagement can result in fewer mistakes or mishaps.
2. Discuss potential barriers and develop strategies for overcoming these barriers.
3. Create environmental cues/reminders.
4. Provide resources and training to caregivers.
5. Reinforce value of patient/family engagement to sustain the efforts



Final Thought

Patient partnerships for safety improvement isn't a thing that you do

It's a *way* that you do whatever else that you do to improve patient safety



Engaging Patients As Partners Must Be a Mindset

- Campaigns have limited time-value
- A culture of patient safety and patient / family involvement must be supported and cultivated
 - Leadership
 - Strategic initiative
 - Accountability



Be Safe

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