

PATIENT SAFETY: Helping the Patient To Be a Partner In Their Own Care

Patient's Active Involvement

We need to encourage our patients to be involved in their own care, as a patient safety strategy.

To promote a culture of safety we need to communicate with the patients and their families about all aspects of their care, treatment or services.

Reporting Concerns

- Patient education is a key component
- Patients have the right to know how to report concerns of safety, regarding their care.
- Joint Commission requires we make this information available to patients

Patient Handbook Information

- SPEAK UP! - ways for patients to speak up on their own behalf
- How to operate their telephone or call light
- What to do with their valuables
- Meal times
- Smoking Policy
- Tips on Safety
- Advance Directive information
- Map of the hospital

Patient Safety Topics Included in the Patient Handbook

- Patient room
- Patient comfort needs
- Pain Management
- Serving special needs of patients
- The patient healthcare team
- Discharge planning
- Patient rights and responsibilities
- Preventing patient falls
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Pain Management

- What causes pain
- Why learn about pain management
- Pain cycle
- Types of pain medications
- Fears of being medicated for pain
- Negative attitudes that affect pain proper management
- Effective communication about pain
- Non-medication methods of treating pain
- Home management of pain
- FAQ's

Important Numbers

- Patient's primary nurse's Ascom phone # must be written on the white board in each patient room
- # 5555 the Patient Action Line number is posted in all patient's rooms
- # 9-301-552-0899 is another number to assist patients needing help and it is listed in the Patient Handbook
- Maryland Department of Mental Health and Hygiene number

- Joint Commission number
- Crisis hotline numbers listed in the patient blue handbook inside front cover

Phone Numbers

- It is a requirement that these numbers are made available to the patients.
- The Action Line was set up so the patient or family has a way to get assistance if they feel they are not getting the help they need from their nurse or manager, when they feel their health is declining. The Action Line is also for suggestions from patients and families on how we can improve patient care.
- Patients have the right to report DCH to DHMH (Department of Health and Mental Hygiene) or Joint Commission if they feel there are patient safety issues.

Speak Up

“Speak Up” is a Joint Commission national campaign that was developed in March of 2002. The Joint Commission joined with the Center for Medicare and Medicaid Services in this campaign to urge patients to take a role in preventing health care errors, by becoming active, involved and informed partners of the health care team.

Speak Up Initiatives for Patients

- Help prevent errors in your care
- Help avoid mistakes in your surgery
- Information for living organ donors
- Five things you can do to prevent infection
- Help avoid mistakes with your medication
- What you should know about research studies
- Planning your follow-up care
- Help prevent medical test mistakes
- Know your rights
- Understanding your doctors and other caregivers

Speak Up

S - SPEAK UP!

P - Pay attention - confirm right treatment and right medication

E - Educate yourself about diagnosis, tests and treatment plan

A - Ask a trusted family member or friend to be your advocate

K - Know what medications you take and why

U - Use a Joint Commission accredited hospital that focuses on quality and safety

P - Participate in all decisions of your care

Our Responsibility

- Teach our patients about how to be partners in their own care and on safety issues.
- Educate the patients on the SPEAK UP program.
- Along with verbal communication, another method is provided through the information booklets which every patient or family should receive on admission.
- A brief explanation of the information found in them should be given or use them as teaching tools to assist in your patient teaching.

Our Responsibility

- Patients and families or caregivers should be encouraged by the staff to read the information provided.
- Give an explanation of what the #5555 Action Line is for.
- Provide patients with explanations of tests or procedures being done.
- Document in the Patient Teaching Intervention when teaching is done.
- Document in the Admission Database that the packet was given.

