

Safety through Partnership

PATIENTS FOR PATIENT SAFETY INITIATIVE P4PSI

Our Objectives and Plans

April 2022

AVOIDABLE MEDICAL HARM AND PATIENT SAFETY



Medical Harm happens when the many safety checks that healthcare systems have in place do not work as they should and cause avoidable harm to the patient. Patients too have a significant role in preventing this, but may not be aware of the same.

Patient Safety is about spreading awareness about best medical practices among medical practitioners, and involving patients, (including families) in their own medical care.

P4PSI objective is to have patients in a two-way engagement with health care providers for safer and better outcomes.

This is a CAHO initiative in initial collaboration with QAI. We will partner with all others who influence Patient Safety.

IS PATIENT SAFETY AN ISSUE?



In spite of progress through technology, research & specialization – Avoidable Harm continues

OECD study in developed countries showed:

1 in 10 patients continue to be harmed, 80% of this could have been avoided

Globally unsafe care causes over 3 million deaths/ year

Extra cost of treating patients harmed is over 13% of the health spend

Only 50% healthcare workers believed their organization has Patient Safety as a top priority

Only 50% feel that they can speak up freely of avoidable incidents

STAKEHOLDERS INFLUENCING PATIENT SAFETY





BARRIERS TO PATIENT INVOLVEMENT



Patient Unwillingness

- Patient Diversity Age, Language
- Labelled as Difficult Patient
- Lack of Feedback from Staff
- Fear of Reprisal / Offending
- Lack of Knowledge
- Blind Faith I trust them

Healthcare Professionals Unwillingness

- Risk of legal issues
- Workload / Long hours
- Losing Face
- Fear of reprisal

<u>Inadequate infrastructure /</u> Culture

- Lack of Patient Centricity
- Archaic Processes
- Organizational Culture

Patient Enablers

- Spreading Awareness amongst patient community about medical safety
- Communicating & Sharing best practices
- Establishing Trustful Relationship between patient and health care provider
- Establishing Patient Cantered Care Culture in healthcare spaces
- Improve Organizational Resources

PATIENTS FOR PATIENT SAFETY INITIATIVE – Objectives-Prevent the Preventable



P4PSI will collaborate with Patients including family and caregiver and Healthcare Ecosystem to Promote/improve patient safety culture as a priority

- ✓ Create Awareness:
 - > Role of Patients
 - ➤ Responsibility of Patients
 - ➤ Rights of Patients
- ✓ Establish Patient Network -To increase outreach network in community and patient support groups
- ✓ Promote Active Patient
 Involvement in self care and
 sharing experiences for larger
 benefit

- ✓ Develop Repository of Knowledge / guides relevant to patients across different ailments
- ✓ Two way deep engagement with all Stakeholders who impact Patient Safety
- ✓ Carry Voice of Patients-Collaborate with healthcare providers; medical schools; policy makers to incorporate learning from patient experiences

OUR GOVERNING PRINCIPLES – P4PSI



- Our focus is on enhancing safer & effective patient experience and outcomes by involving patients in their healthcare journey.
- We trust & respect and depend on the knowledge; experience & judgment of healthcare providers.
- We will not engage in resolving individual patient issue or specific incidents. This is not a claim forum.
- We will maintain confidentiality of all stakeholders and any data shared will be anonymized.
- We will collaborate with all who influence Patient Safety and are willing to share best practices in India as well as globally.





FOR PATIENTS

- Better care of self and family
- Awareness of disease and protocol
- Participation in, and ownership of outcome
- Better clinical outcome
- Better psychological outcome
- Adopting healthier lifestyle
- Homecare, timely detection and presentation

FOR HEALHCARE PROVIDERS

- Better clinical outcomes
- Better service outcomes
- More efficient and effective operations
- Happier and loyal patients
- Lesser stress for HCP and nursing staff
- Deeper engagement with Patients over life cycle
- Better financial outcomes

PATIENT HAS THE RIGHT TO:



Respect and Impartial Treatment

- ➤ Be treated impartially
- ➤ Be considered with respect at all times

Privacy & Confidentiality

- ➤ Be treated appropriately ensuring personal privacy especially during examination
- Consultations conducted discreetly & confidentially
- > Ensure confidentiality of medical records
- ➤ Have a person of same sex present during examination/treatment

Safety & Consent

- Expect to be treated with the utmost safety
- ➤ Obtain informed written consent
- ➤ Have access to an interpreter if language is a barrier

Know your Treating Team

➤ Know the identity and professional status of the physician/ surgeon

Understanding your Treatment

- Complete information of diagnosis, treatment, risk, cost and progress
- Collaborate with the physician in making treatment decisions
- ➤ Accept or refuse medical care within the purview of the law

Seeking a Second Opinion

> To seek a second opinion

Complaints management & Billing

- ➤ To be provided with an itemized bill and billed items explained
- ➤ To initiate a complaint, how it will be processed and resolved

RESPONSIBILITIES AS PATIENTS



Treatment & Compliance

Patients have a responsibility to:

- ➤ Provide accurate and complete information of medical history, medications, surgeries, etc.
- Keep medical records/reports accessible to the doctors
- ➤ Strictly follow recommended treatment plan and comply with the instructions
- ➤ Inform the Physician if unable to follow the prescribed treatment plan or have doubts
- ➤ Keep track of the developments and/or progress of their condition. Inform doctor in time
- Keep appointments. Notify doctor if unable to do so

Towards the Hospital and other Individuals,

Patients are responsible for:

- ➤ Being respectful of the property of the treating facility
- > The rights and property of other patients
- ➤ The rights and property of all the doctors, nurses, paramedics, and other staff employed

Financial Obligations

➤ To understand in advance and promptly fulfill financial obligation for healthcare services provided

Healthy lifestyle

➤ Patients are responsible for own lifestyle and the affect of these lifestyle choices on their health

HOW CAN YOU HELP IN GETTING PATIENTS INVOLVED IN THEIR SAFETY



Join hands with us and become Patient Safety Champions

Join hands with us and become Hospital Safety Champions

Help create awareness with patients, of their Rights and Responsibilities

Collaborate to share expert knowledge and best practices in healthcare

Remove barriers to patient involvement – facilitate it

Actively seek patients to share their experience where they feel harm was caused or there was a near miss

Encourage healthcare providers to report a safety / near miss incidents

PATIENTS FOR PATIENT SAFETY INITIATIVE-P4PSI

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P4PSI is an initiative of CAHO and QAI, under guidelines of WHO, with a ten-year Plan for Patient Safety 2020-2030





