Regional Workshop: "Radiation Protection Culture in Medicine"

The Patient Voice

PATIENTS FOR PATIENT SAFETY PFPS
WHO PATIENT SAFETY PROGRAMME

Dr. Jorge César Martínez
“It may be part of human nature to err, but is also part of human nature to create solutions, find better alternatives and meet the challenges ahead.”
“First Do No Harm.”

Hippocrates

4th Century A.D.
Patients for Patient Safety

• Strengthen capacity, communication, advocacy

PFPS Network

• Collaborate with WHO, national, international organizations

Policy-makers

• Create and share knowledge through research, education and training

Academic institutions

• Facilitate patient engagement at hospitals and health-care facilities

Health-care providers

• Collaborate with NGOs and professional organizations

Civil society, NGOs

Patronage

Partnerships for Safer Health Care
Patients for Patient Safety

Partnerships for safer care

A global network

Telling “stories” to catalyse improvements and organizational learning.

Encourage partnership, empowerment and inspire action on patient safety worldwide.

A WHO programme

Aims to incorporate the patient voice in all levels of health care.

Empowers and facilitates patients and their families to advocate for change collaboratively.
How patients are engaged?

- As advocates and catalyst for change: Telling stories - put a human face behind patient safety statistics
- As advisors - on professional, accreditation and regulatory committees and boards and contribute to policy development
- As educators to students and health professionals

Maryann Murray (Canada) - Provided input to help change legislation after the ADE (her 21 year old daughter died of heart failure after taking contra-indicated medication

Johanna Trimble (Canada) - On committee developing continuing physician education on use of medication for the elderly

Margaret Murphy (Ireland) - Lead Advisor to WHO on patient engagement, Chair of the PFPS Strategy Group, Member of the WHO Patient Safety Curriculum Guides committee - Recently reappointed as a lay member of the Irish Medical Council (regulatory body) for the 2013-2018 period
1. Patients who know what to expect during treatment can help identify potential incidents before they occur.

2. Telling a story is a way to enable reflections that do not jump from the pages of statistical reports.
Errors =

NOT ALL THE COST CAN BE DIRECTLY MEASURED

- Loss of trust in the system by patients
- Longer hospital stay or disability produce physical and psychological discomfort
- Health care professionals: loss of morale and frustration
WHO COMMITMENTS IN PATIENT SAFETY:

PFPS TRAINING THE NEXT GENERATION
Knowledge, skills and attitudes needed for 21st century care

- Accept patients as partners
- Realise that the “experience of care” needs to be improved
- Understand the importance of data collection, error analysis and feedback in a just culture in driving improvement
Critical Success Factors

- Creation of an organization of “safety culture” instead of “blame culture”
- Patient safety as “the” top priority, not “a” priority
- Leadership by engagement ...and model
Learning objective for next generations:

Understand the ways in which patients and carers can be involved as partners in health care both in preventing harm and learning and healing from an adverse event.
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PFPS – Recommendations / Solutions

Performance requirements for next generations

- actively encourages patients and carers to share information
- shows empathy, honesty and respect for patients and carers
- communicates effectively
- obtaining informed consent
- shows respect for each patient’s differences, religious and cultural beliefs, and individual needs
- describes and understands the basic steps in an open disclosure process
- apply patient engagement thinking in all clinical activities
- demonstrates ability to recognize the place of patient and carer engagement in good clinical management
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PFPS – Recommendations / Solutions

Performance requirements for next generations

O S harpen listening skills
O P ay attention to patient perceptions
O I nvite the patient to discuss details
O K now the facts
O E xplore emotions and deliver empathy
O S trategize next steps with patient or family
Patient Voice
PFPS – Recommendations / Solutions

Share: experiences- strengths- limitations help individuals and organizations learn how improve activities
Many individual Champions are performing an excellent job and proposals

The impact analysis produce recommendations of how to translate awareness into evidence-based interventions to reduce patient harm
Radiation safety issues seen from the patient perspective

1. Lack of access to appropriate diagnostics and treatment
2. Delayed diagnostic imaging resulting in delayed treatment
3. Misinterpretations and resulting misdiagnosis
4. Unnecessary tests and ineffective treatment
5. Errors in administering diagnostic tests and treatment
6. Unacceptable effects of treatment
THE CURRENT REALITY

- Existence of a low level of patient understanding
- The need for an effective method of communicating risks and benefits
- Knowledge gaps which prevent patients from assessing options
- Patients and the wider public unaware of the risks associated with imaging
THE SOLUTION

- Patient education which would facilitate meaningful interaction between patient and provider
- Addressing the deficit in easily accessible information
- Implementing a consultation process at policy making level which includes patient representation and values the patient perspective.
Prevention of medical radiation incidents

**What needs to be done**
- Implement and support voluntary educational safety reporting systems
- Harmonize taxonomy in relation to medical radiation incidents and accidents

**What WHO can do**
- Engage change leaders in finding ways to teach patients to speak up when something seems “wrong”
- Help qualify patient safety reporting systems
- Help define taxonomy that could be meaningful in patients’ incident reports
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PFPS - Challenge

- How demonstrate that patient care is safer because of patient engagement and
- how the effect of PFPS is perceived by Health-Care Providers

are measures difficult to make visibles but should be our goal
Working together for health
Many little things
Done by many little people
In many little places
Could change the face of the world.