

*Regional Workshop: "Radiation Protection Culture in
Medicine"*

The Patient Voice

***PATIENTS FOR PATIENT SAFETY **PFPS**
WHO PATIENT SAFETY PROGRAMME***

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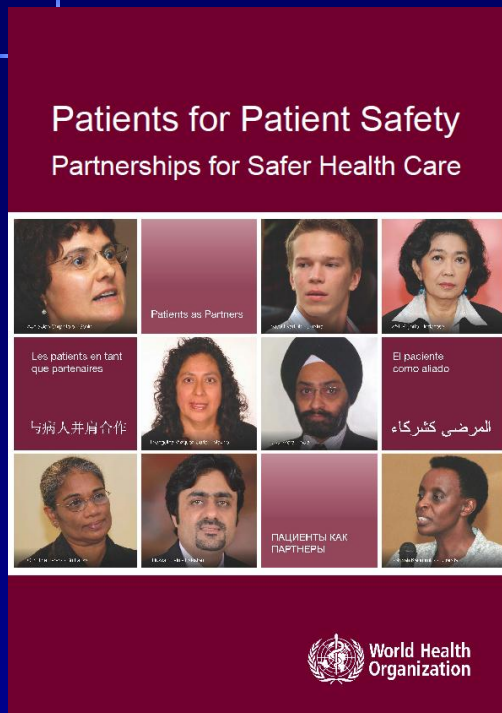
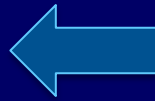
CHICAGO 2007 Patient Safety Workshop

“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



PFPS Network

- Strengthen capacity, communication, advocacy

Policy-makers

- Collaborate with WHO, national, international organizations

Academic institutions

- Create and share knowledge through research, education and training

Health-care providers

- Facilitate patient engagement at hospitals and health-care facilities

Civil society, NGOs

- Collaborate with NGOs and professional organizations

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



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



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



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)

Patient Voice

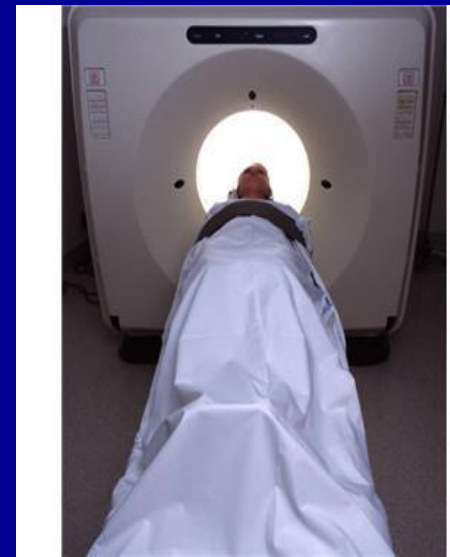
PFPS

- 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*

Patient Voice

PFPS – Recommendations / Solutions

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



Patient Voice

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*

Patient Voice

PFPS – Recommendations / Solutions

Performance requirements for next generations

- 0 **S**harpen listening skills
- 0 **P**ay attention to patient perceptions
- 0 **I**nvoke the patient to discuss details
- 0 **K**now the facts
- 0 **E**xplore emotions and deliver empathy
- 0 **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

Patient Voice

PFPS - Challenge

- 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

**WHO
PFPS**

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

Patient Voice

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



A close-up photograph of two hands clasped together in a firm grip. The hand on the left is light-skinned, while the hand on the right is dark-skinned and features a vibrant, multi-colored tattoo on the back of the hand and wrist. The background is a solid, deep purple color.

Many little things

*Done by many
little people*

In many little places

Could change the face of the world.