

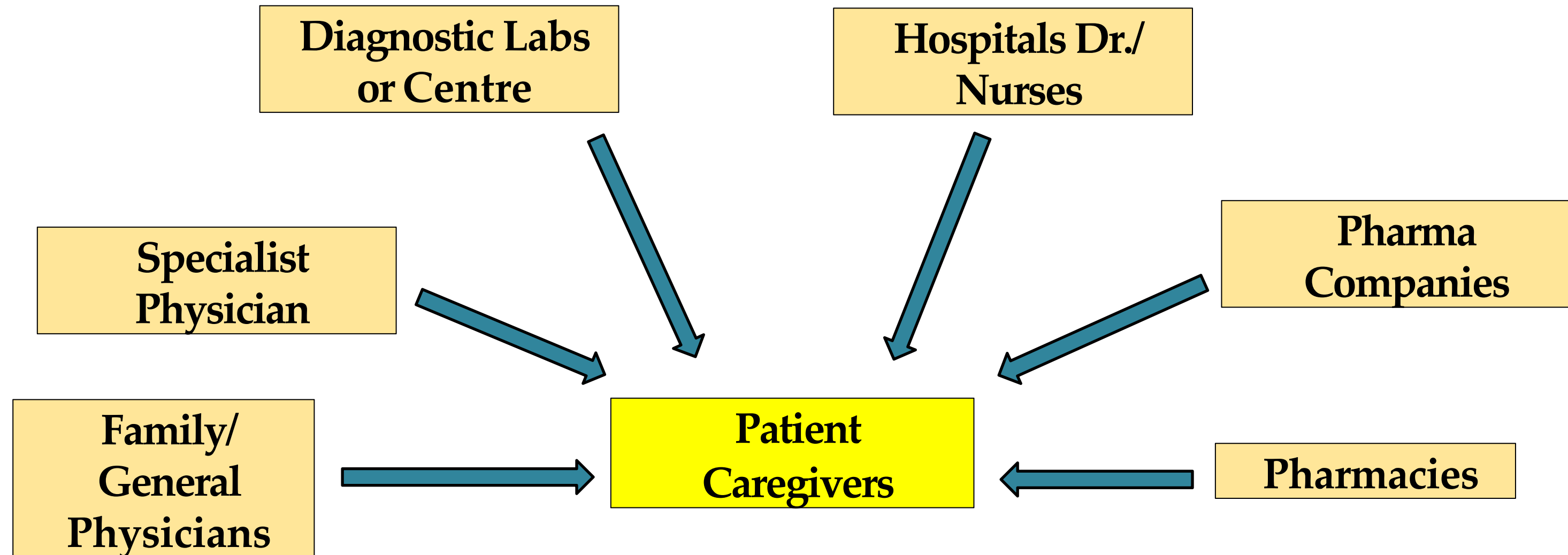
**CAHOCON APRIL 2023**

# Leading Patient Safety Through Patient Centricity

**Patients for Patient Safety Foundation**

**Som Mittal**

# Several Involved in Patients Treatment: Except Patient



- Errors can and do happen at each stage
- Patients rarely involved in their own care
- Several “Moments of Truth” during patient journey

# Is Patient A Customer

- Hospitals exist to serve patients just like Enterprises serve customers .
- Patients pay for the services – Primary source of income
- **But a patient is different**
  - Does not come by choice; is compelled/ emergency
  - They are Anxious ; Concerned ; Disturbed
  - Expenditure on Healthcare is unplanned ; a strain on family resources
  - Family is involved and also distressed
  - Only expectations are safe & quick recovery, patient attention and empathy at each stage
  - Not Informed – Do not understand the complexity of either illness or treatment - Depend on good faith

# What Creates Patient Dissatisfaction

Quality of care is a basic hygiene and minimum expectation. Cannot rationalise “avoidable harm”.

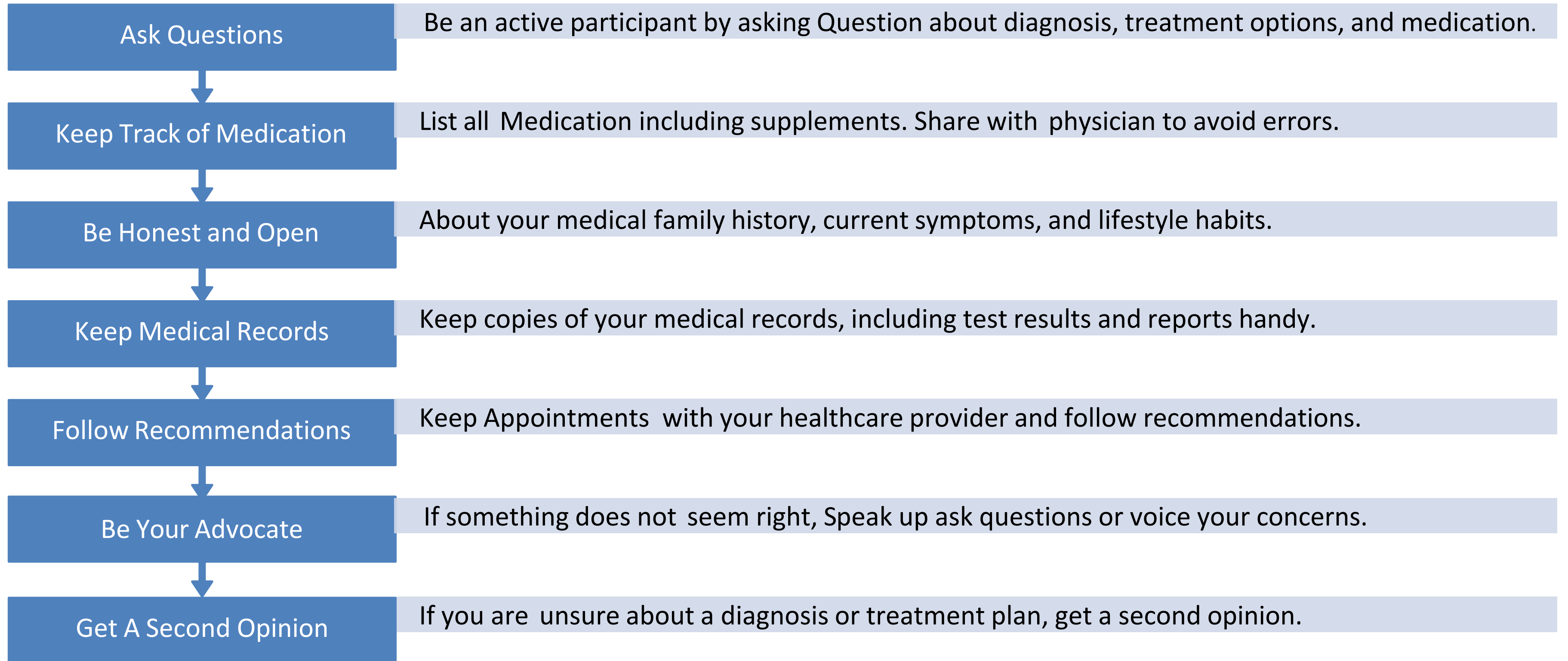
Patients / Caregivers are stressed and at their edge – lack of empathy at each touchpoint aggravates.

Delays; Long waits; Billing and Discharge Process ; Incomplete or lack of communication creates further dissonance.

There is no listening post and too many silos to navigate.

**Result:** There is a breach of Trust; Patients share their (mis)experience with others; Risk of reputational loss.

# What Patients and Caregivers can do to ensure their safe healthcare?



These tips will help to improve the quality of their healthcare experience

# Patients For Patient Safety Foundation

## Our Vision

To enhance Patient Safety and reduce Avoidable Harm with the active Involvement of Patients and Community and support from Healthcare Provider.

### For Patient Community

- Create **awareness** about Patient Rights & Responsibilities
- Encourage patients to **engage** and be vigilant in own care
- Educate and **empower** patient community with best practices in healthcare
- Patients to **SPEAK UP** and



### With Healthcare Providers

- Develop best practices for patients
- Build patient centric **safety culture** in healthcare ecosystem
- **Learn from patient** experiences for improving care delivery
- Reduce incidents of preventable harm through changes in **Medical Policy , Curriculum and Trainings**

**We are aggregators of knowledge from experts, WHO, Hospitals, Researchers, and Regulators**

# Action Plan- Website, Outreach, FAQs, Resource Centre

- Hand holding through [PATIENT JOURNEY](#) starting from
  - Tracking Symptoms
  - Better Diagnosis, Communication with doctors
  - Following Treatment
  - Medication Management
  - Post care Importance
  - Lifestyle Choices and change
- Creating awareness about Patient [RIGHTS AND RESPONSIBILITES](#)
- Answering [FAQs](#) in simple/local language, Customized content to suit Indian context
- [RESOURCE CENTRE](#) aggregate best practices and expert knowledge relevant for patient
- Encouraging patients to [SPEAK UP](#) and share their experiences with medical practitioners
- Connect [PATIENT SUPPORT GROUPS](#) with community

PFPSI is different from other on line sources; it is Patient Centric, pertinent to Indian context authenticated by healthcare experts , aggregated from global sources like WHO

# Best Practices for Patient Engagement

Patient Engagement is making them active participants in decision-making. Some Best Practices:

**Communication:** Communicate with patient clearly and in a language that patients understand. Listen actively; address any question or concerns.

**Education:** Educate them about their health conditions, treatment options, and managing their health. Use brochures, videos, or online resources.

**Shared decision-making:** Involve patients in treatment decision-making process and consider their choices.

**Patient portals:** To quickly access their health information, reports communicate with their healthcare providers,

**Support for Self- Management:** Provide patients with adequate guidance and support to help manage their health at home and outside clinical environment .

**Patient Feedback:** Seek feedback on their experiences and use to improve the quality of care.

Will help to improve patient outcomes, increase satisfaction, and build trusted relationship



# Objective of a Patient Advisory Board in Hospitals

- To Improve the Quality of Care:** Provide insights into the patient experience and offer suggestions for improvement in the hospital's policies, procedures and practices for better outcomes and increased patient satisfaction.
- To Enhance Patient-Centered Care:** Help the develop patient-centered care initiatives that prioritize the needs of patient and families.
- To Foster Collaboration between Patient and Healthcare provider:** Serve as a forum for patient and healthcare providers to exchange ideas, share perspectives, and work together towards common goals.
- To Improve Communication:** Provide feedback on the effectiveness of hospital communication and suggest ways to improve communication between patient, families, and healthcare providers.
- To Increase Trust :** The patient advisory board can help the hospital engage with the patient community and build trust with patients and families.
- To Promote Patient Safety:** Provide inputs on patient safety initiatives and help identify potential safety issues that may been overlooked
- To Empower Patient and Families:** Help empower patient and families to take an active role in their own care and advocate for themselves.

The Patient Advisory Board can help to ensure high-quality, patient-centered care.

# Patient Advisory Board Composition

The composition of a Patient Advisory Board in a hospital may vary depending on the hospital's specific needs and goals.

- **Patient and/or Family Members:** who have recently received care at the hospital. These individuals provide firsthand insights into the patient experience and offer feedback on areas to improve.
- **Healthcare professionals/academia** to provide a different perspective on the patient experiences and offer suggestion for improving the quality of care.
- **Patient Advocacy Groups:** These groups can represent the interest of specific patient population and provides input on how to better serve these groups.
- **Community Representative:** To provide a different perspective on the patient experience and offer suggestion for improving the quality of care.
- **Volunteers:** To provide a unique perspectives on the patient experience and offer suggestion on how to engage with volunteer and the wider community.
- **Hospital Administrators and Staff:** To provide insight into the hospital's policies, procedures, and practices and offer guidance on how to implement changes to improve the patient experience.

Patient Advisory Board should include a diverse group of stakeholder representing patient viewpoint.

# Role of Chief Patient Officer (CPO)

CPO focuses on patient-centered care, helps improve overall patient experience, ensuring patient views are considered in decision-making.

## Key responsibilities of a CPO

- Implement patient-centered strategies to improve patient engagement, education, communication, and feedback.
- Collaborate with clinical staff to ensure patient safety and quality of care.
- Advocate for Patient by engaging with advocacy groups, engaging with patients and families, and working with hospital staff to implement patient-centered practices.
- Improving patient experience through initiatives to reduce wait times, improve physical environment, and provide support.
- Integrate patient-centered practices into hospital operations to improve communication, implement patient feedback mechanisms, and ensure patient care and support.

CPO helps improve outcomes, patient satisfaction and help build trust

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# Thank You For Your Valuable Time

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