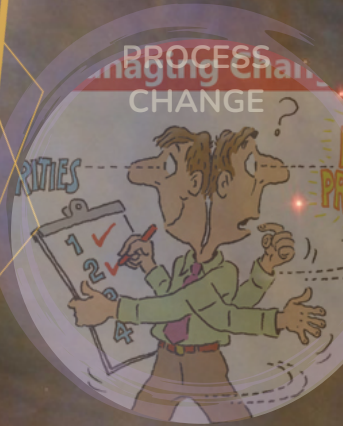


PATIENT
ADVISORY
COUNCIL

BENEFITS OF BUILDING up
PAC

Commitment &
improvement of
organization



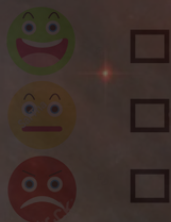
patient & family
involvement with
HCW



Quality care



patient
satisfaction
Customer Satisfaction Survey



Created By
JUN

An Integrative Interventions to improve Nurse-Physician Communication in promotion of Patient Safety

Registration No.

Ms. A. Deeparani and Ms. Lijo Thomas
Apollo Proton Cancer Centre

INTRODUCTION

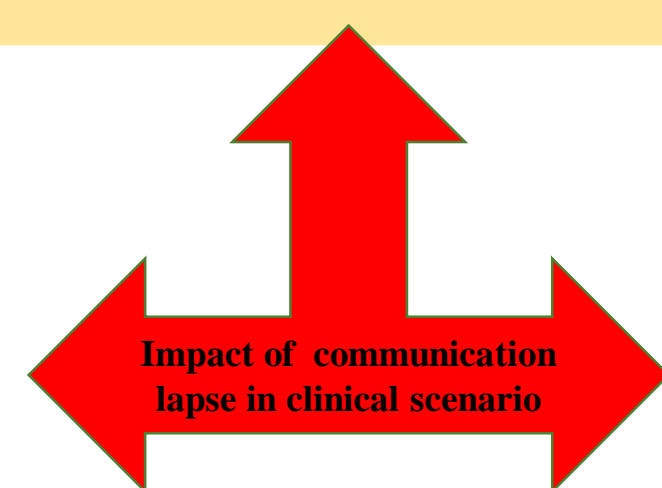
Effective nurse-physician communication has positive effects on the quality of patient outcomes, such as increased patient satisfaction, shortened length of stay (LOS), and decreased adverse events. On the contrary, ineffective nurse-physician communication may compromise patient safety and increase healthcare costs. The Joint Commission reported that failure in communication causes two-thirds of sentinel events in healthcare. Identified that dysfunctional communication accounts for 91% of the medical errors reported by resident physicians, which are linked with increased costs in healthcare institutions.

In Apollo Proton Cancer Centre found that communication gap is being addressed by patients and reflected on patient feedback CRM portal.

Consultant feedback –Mentioned about “Inadequate communication by Nurses” and recommended to inculcate Structured Communication” among Nurses.

IMPACT / RESULT

Parameters	No.of reports
No. of CRM complaints	9
No. of consultant feedback on Nurses Communication gap for escalation	5
Incident reports raised on Non-Compliance to IPSG goal-2	6
Critical reports not escalated on time to Consultant	5



Survey link

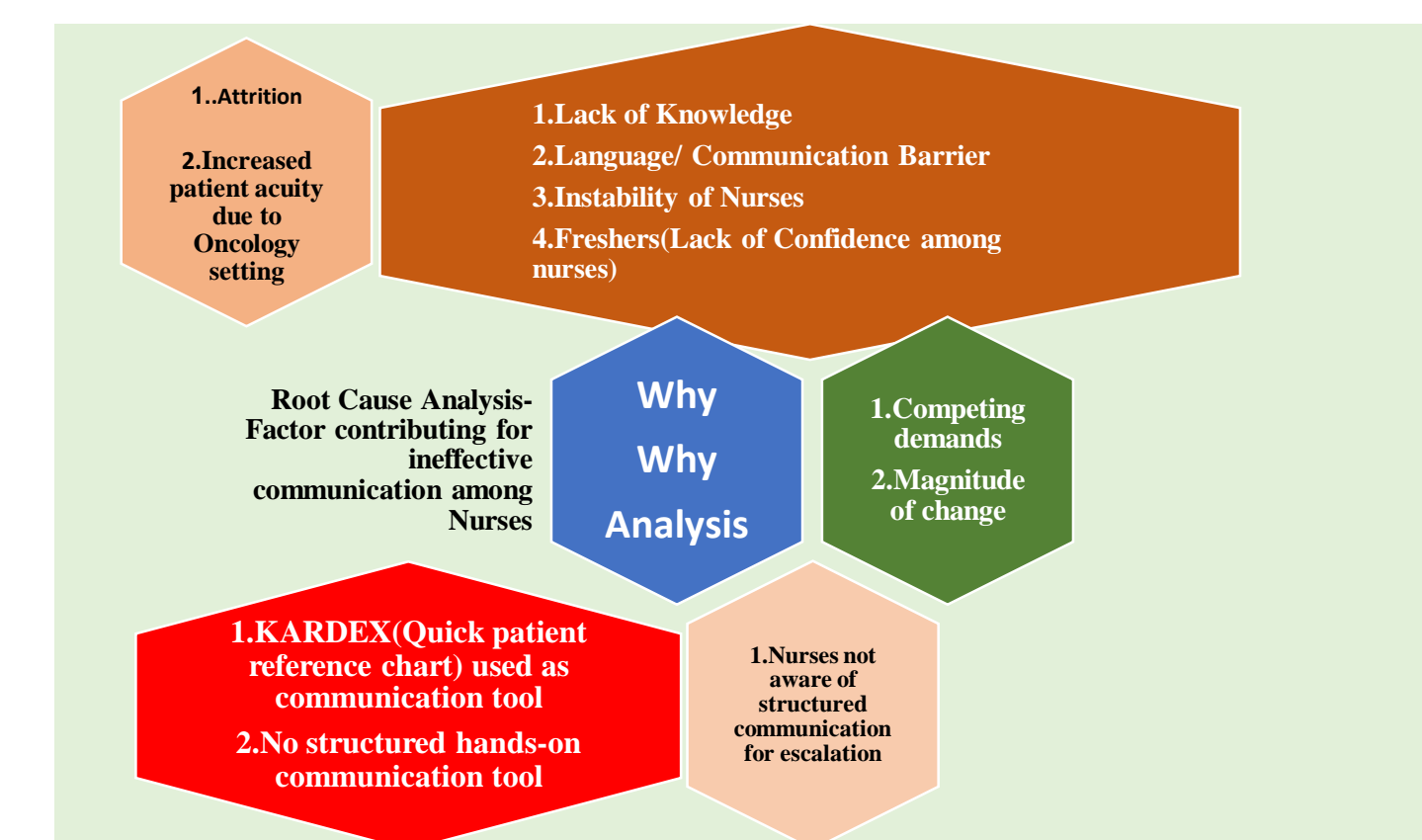
<https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=3W8vRDrgZ12mqR2CbGfbk3HGzKdxQa&id=KbhgE4U3ik2ubQERvVIBINod4tu2HQte4bWf6z25UQIDMkyUJIEQSDNVCWkHUIJdJUNEVOSIdu>

Analysis :

- Based on survey response from 40 nurses 16 (40%) nurses were Fresher's and 15 (37.5%) were in below 2 years of experience.
- For question cause for communication lapse between Nurse and consultant 11(27..5%) said Lack of Confidence, 8(20%) said Anxiety, Communication barrier and 2(5%) said Lack of Knowledge in the subject matter.
- Kardex(Quick Reference Chart used as handing over)

11. Are you aware of the communication tool used for clinical handing over, Mention it-

Responses	Latest Responses
40 Responses	"Kardex"
	"Kardex tool"
	"Kardex tool"



AIM

- To ensure patient safety to prevent errors
- To improve patient satisfaction by improving communication among Nurses
- To Build confidence among nurses
- To ensure accuracy in clinical practice
- To maintain excellence in nursing care
- To promote patient satisfaction beyond expectation
- To excel in quality nursing care
- To bring about customer delight
- To prevent errors in health care system
- To promote culture of safety
- To maintain National & International Accreditation standards.

METHOD

Quality Improvement project taken by adapting FOCUS & PDSA model to improve communication

To create survey link and get Nurses feedback to identify Communication lapse

Case presentation, Role-play, Implementation of Structured handing over process

CONCLUSIONS

IPSG- 2 highlights the importance of effective communication when verbally communicating patient care orders, reporting critical diagnostic results and during handovers of patient care. Ensuring that patient data is communicated accurately and understood by the recipient is critical to reduce errors and improve patient safety. To support this, it is recommended that verbal and telephone orders should be written down when received and read back to the individual providing the information. The hospital should have a consistent and complete handover process for transitions within the hospital.

This Quality Improvement project has been chosen based upon Patients feedback taken during their discharge.

A Small step to create roadmap to advocate Patient Advisory Council.

SUSTENANCE

- Structured communication practice has been inculcated in Nursing induction training to impart culture of effective communication
- Structured communication has been included in Nursing Annual Training plan to ensure its sustenance
- Application of ISBAR technique for handing over process and for escalation of critical values
- Sensitizing nurses on importance communication and to promote culture of safety by adopting different teaching methodology like Role play, Panel Discussion, Case presentation
- To ensure quality standard on 100% compliance to IPSG-2 on daily basis.
- Recommendation given to quality department for Implementation of ISBAR structured communication tool.

REFERENCES & ACKNOWLEDGEMENT

- Interventions to improve communication between nurses and physicians in the intensive care unit: An integrative literature review- [Ya-Ya Wang, Qiao-Qin Wan](#),
- Nurse-Physician Communication in Patient Care and Associated Factors in Public Hospitals of Harari Regional State and Dire-Dawa City Administration, Eastern Ethiopia: A Multicenter-Mixed Methods Study., [Jemal M, Kure MA, Gobena T, Geda B](#)
- Effective Communication between Nurses and Doctors: Barriers as Perceived by Nurses Amudha P, Hamidah H, Annamma K* and Ananth N

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IMPACT OF PATIENT ADVISORY COUNCIL ON HEALTHCARE OUTCOMES

Registration No.

AUTHOR: MRS. SUNIMOL SOJY MATHEW

CO-AUTHOR NAME: MR. VISHNU V

INTRODUCTION

Patient advisory councils are a way for healthcare organizations to promote patient engagement.

Our objective is to investigate whether patient engagement in patient advisory councils is linked to improvements in Clinical Quality, Patient Safety or Patient Satisfaction.

AIM

To bring together patients, family, staff and clinicians to enhance the experience for all people, evaluate strategies and improve quality and safety outcomes.

METHOD

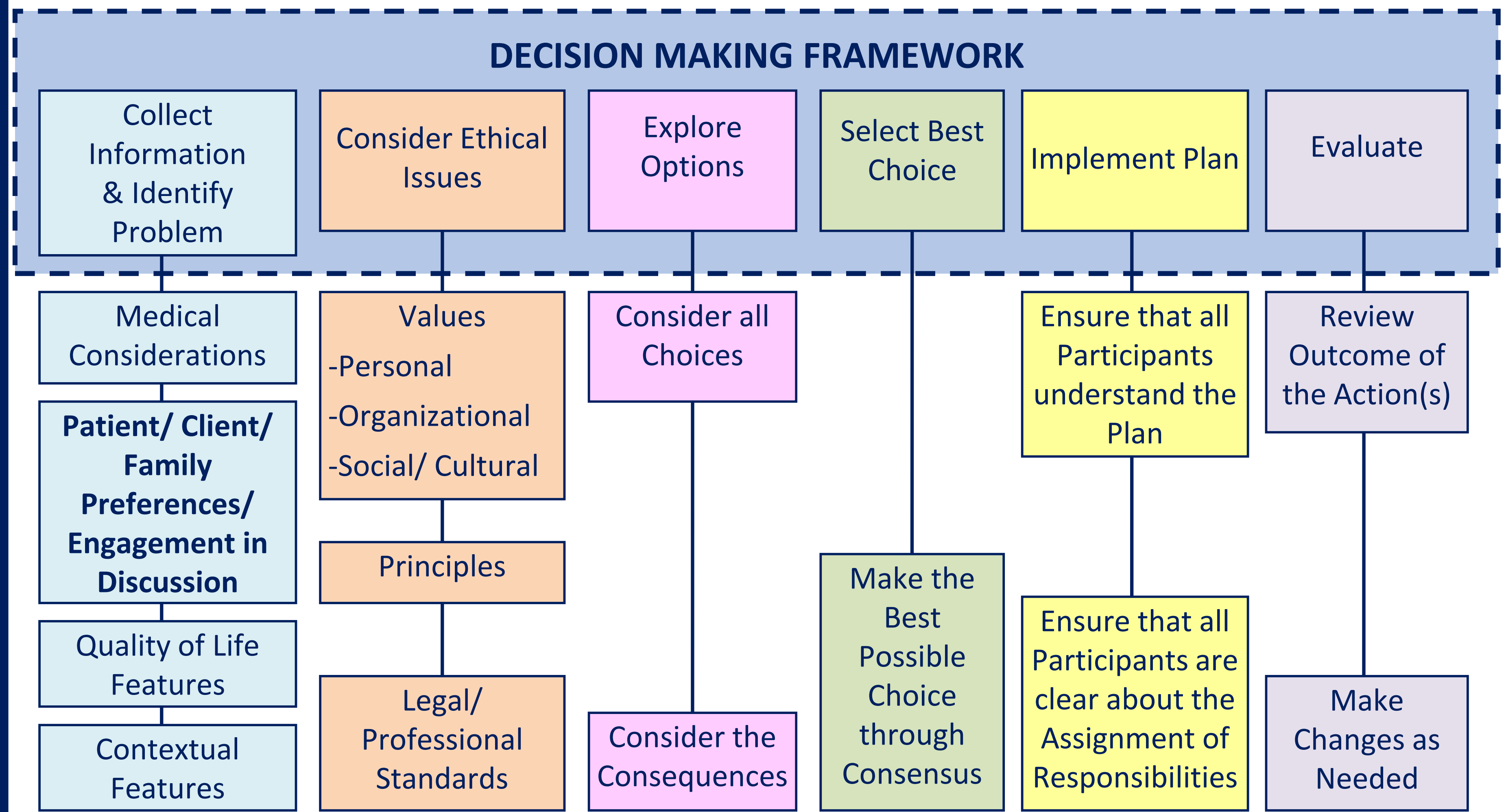
To resolve discordance, we can promote group discussions, Observational studies, randomized controlled trials, and case studies were included that described patients serving in an advisory role where primary outcomes were mentioned. Qualitative thematic analysis was performed to synthesize results.

REFERENCES & ACKNOWLEDGEMENT

- <https://www.researchgate.net/publication/320572009> The impact of patient advisors on healthcare outcomes A systematic review
- <https://www.epihc.org/about>

IMPACT / RESULT

Here we can make patient and family engagement in decision making as per patient's rights. A brain storming will happen with a group of expertise in the clinical field, administration and lay people. These kind of activities can make improvements in clinical outcomes.



CONCLUSIONS

As clinics and hospitals implement patient advisory councils, rigorous evaluation of their programs is needed to support the expansion of system-level patient engagement.

SUSTENANCE

This has to be done periodically and give the responsibility to the Patient Counselors.
All the activities are documented, changes can be made accordingly.
Activities to be discussed in the quality improvement committee.

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Empowering Patients, Elevating Experiences: The Power of the Patient Advisory Council



Patients' Voices

Theme -1

Aileen J, Ramaiah University of Applied Sciences, Bangalore

INTRODUCTION

The active engagement of patients in the decision-making processes of healthcare organisations through the establishment of a **Patient Advisory Council (PAC)** can significantly influence and enhance the overall patient experience.

In recent years, there has been an increasing acknowledgment of the key significance of **patient empowerment in augmenting both the patient's encounter and healthcare results**. The concept of patient empowerment is the active engagement of patients in various aspects of their healthcare, including care management, decision-making processes, and treatment plans. (1)

The establishment of open and transparent communication facilitates the development of mutual comprehension, **encourages collaborative decision-making, and guarantees that treatment plans** are in accordance with the preferences and values of patients.(4)

AIM

The aim of this study is to examine the patient experience within healthcare facilities and their perception about decision making in hospital

Objectives:

1. To identify the factors related to patient empowerment and experience
2. To assess the knowledge and perception of patients related to decision making and rights
3. To analyse the patients experience with healthcare professionals

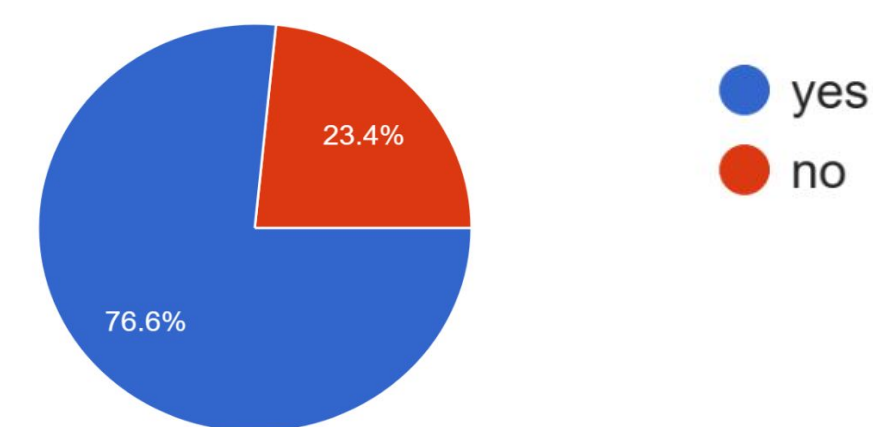
METHOD

1. Cross sectional study was conducted among general population
2. Literature review was conducted to identify the key factors for patients empowerment and experience in hospital
3. Questionnaire was developed using 12 factors and 4 open ended questions
4. Convenient sampling method was used to collect the data
5. Sample size: 154
6. Descriptive data analysis was used
7. Inclusion criteria:
 - o At Least one hospital visit as attender or as patient in the last 1 year(in any private healthcare facility)
 - o Age above 18 years

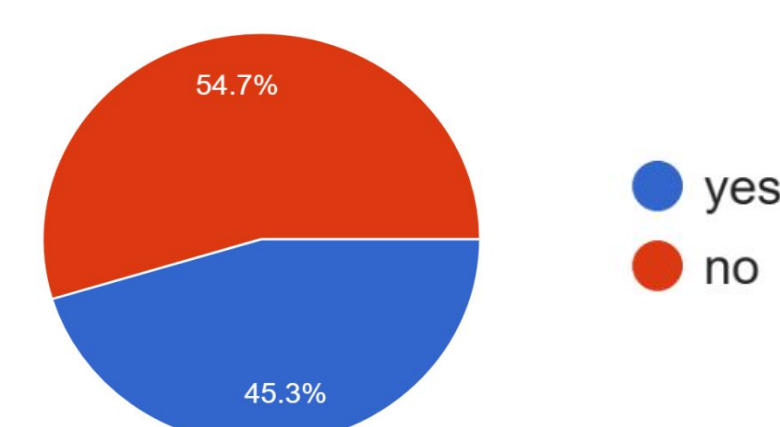
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1. European Medicines Agency (2014) Annex II: EMA activities where patients and consumers are involved.
2. Jerofke-Owen, Teresa and Bull, Margaret J., "Nurses' Experiences Empowering Hospitalized Patients" (2018). College of Nursing Faculty Research and Publications. 570.
3. Garattini L, Padula A. Patient empowerment in Europe: is no further research needed? Eur J Health Econ. 2018;19(5):637-40
4. Bravo P, Edwards A, Barr PJ, et al. Conceptualising patient empowerment: a mixed methods study. BMC Health Services Research. 2015;15(1):252
5. Bailo L, Guidi P, Vergani L, et al. The patient perspective: investigating patient empowerment enablers and barriers within the oncological care process. Ecanermedicalscience. 2019;13:912.
6. Manary MP, Boulding W, Staelin R, et al. The patient experience and health outcomes. N Engl J Med. 2013;368(3):201-3.

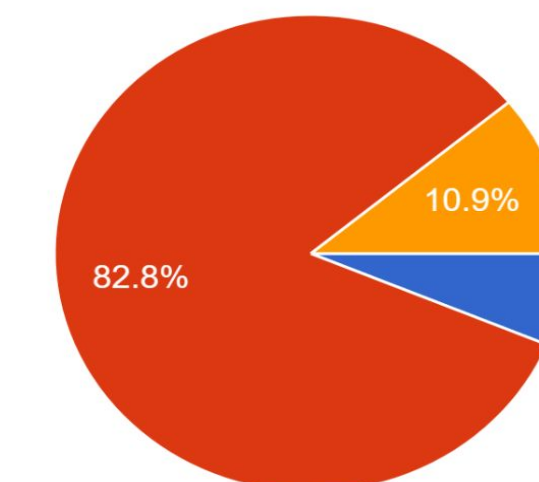
IMPACT / RESULT



Awareness about patients rights



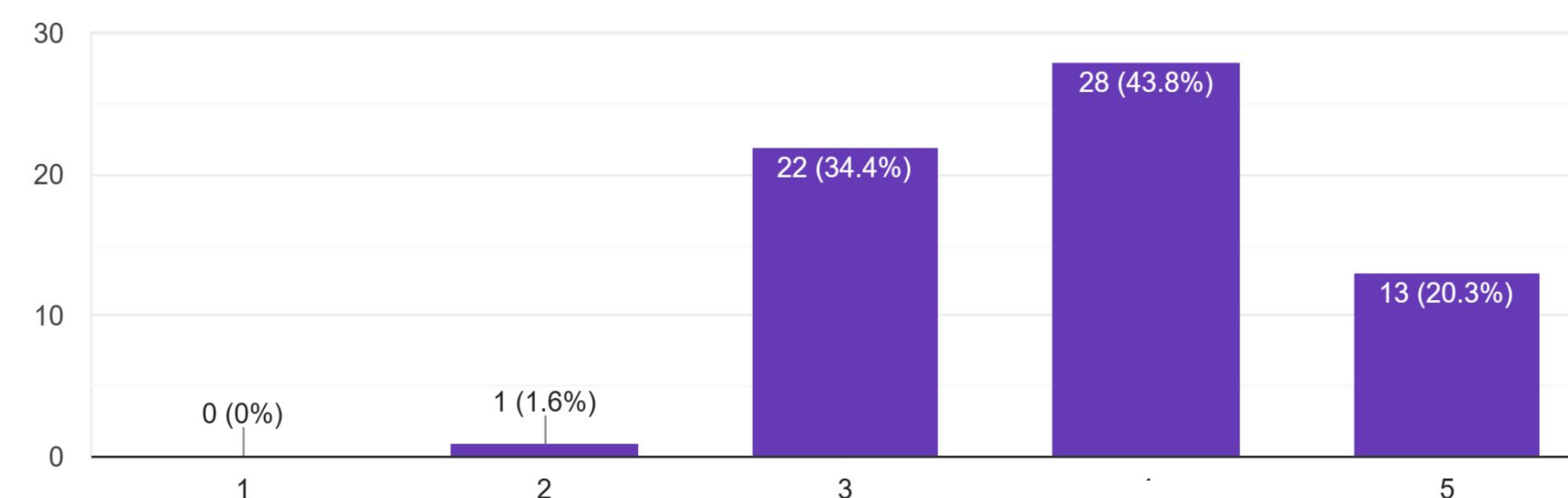
Have you ever exercised your right to refuse a recommended medical treatment or procedure



In healthcare decision-making, do you prefer to:

- Make decisions independently without input from healthcare providers
- Collaborate with healthcare providers to make decisions
- Rely on healthcare providers to make decisions on your behalf

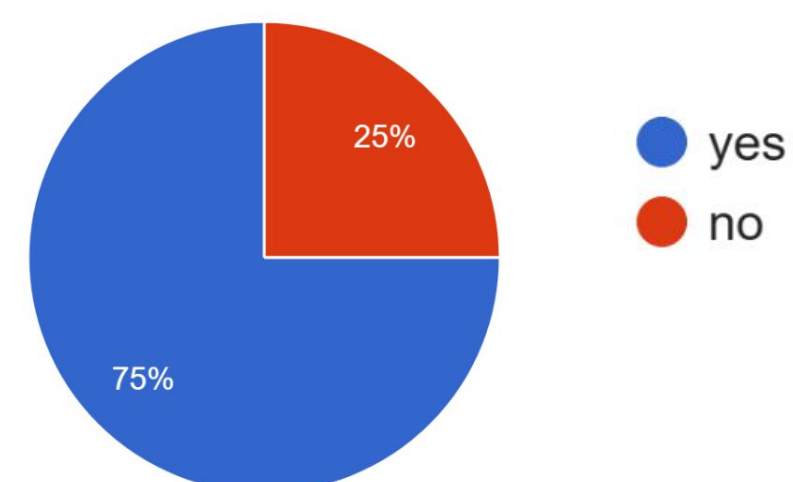
Overall experience regarding patients rights during the stay



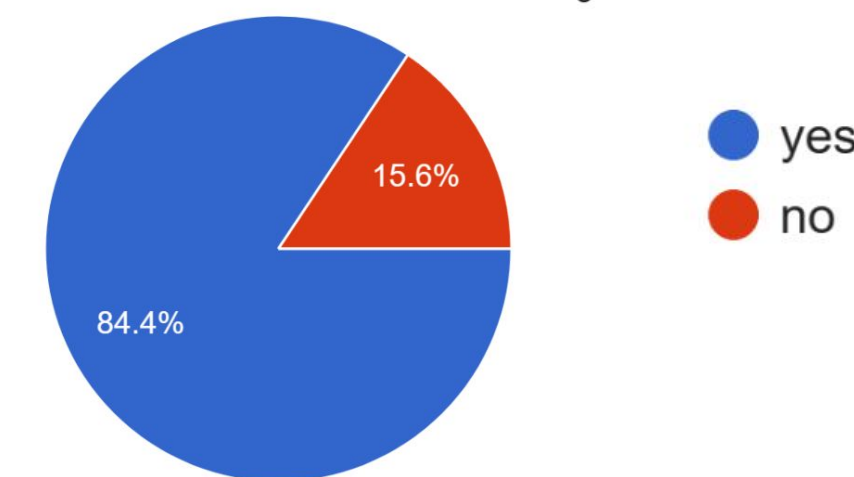
- 1- very dissatisfied
- 2-dissatisfied
- 3-neutral
- 4-satisfied
- 5- Very satisfied

Key Results

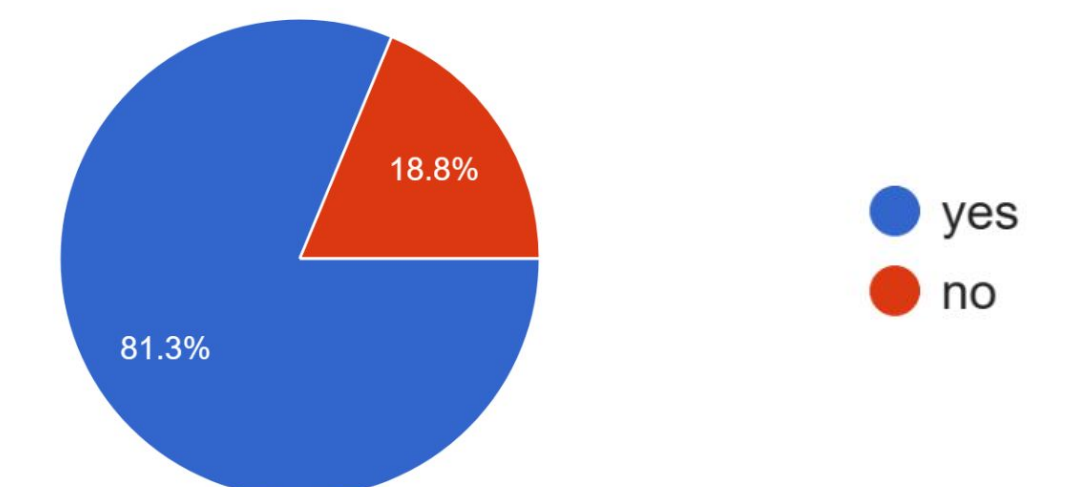
- 62% of the participants said the consent was not explained to them clearly
- 34% said they feel empowered at hospital
- 69 % said they need a platform to raise the concerns
- 22% of the participants had at least one bad experience in the hospital during their treatment



If you had concerns or complaints during your hospital stay, did you feel comfortable raising them with hospital staff?



Were you encouraged to ask questions and express your concerns?



Enough time to ask questions and make informed decisions about your treatment

CONCLUSIONS

- In summary, the concept of patient empowerment plays a crucial role in enhancing both the patient experience and healthcare outcomes.
- 87% of the study participants felt a need for establishing Patient Advisory council(PAC) , hence healthcare stakeholders should consider as the priority.
- 23.4% of participants said they are not aware of patient rights in the hospital, this calls for a immediate education dissemination program among hospital patients and attenders
- By actively engaging patients in their healthcare, healthcare systems can enhance communication, foster treatment adherence, and improve overall patient well-being.
- The necessity for healthcare professionals and policymakers to prioritise patient empowerment as a fundamental aspect of contemporary healthcare delivery is emphasised by the favourable outcomes documented in numerous research.(2,3)

SUSTENANCE

- Ensure that the PAC is seen as a long-term initiative rather than a short-term project.
- Keep members and the broader community informed about the council's activities, decisions, and outcomes.
- Highlight the positive changes and improvements made as a result of the PAC's work.
- Recognize and appreciate the efforts of PAC members through awards, certificates, or other forms of recognition.
- Use the PAC's collective voice to advocate for patient-centered policies and improvements within the hospital.
- Review patient feedback data to identify trends and areas for improvement.
- Create agendas that focus on patient-centered topics and align with the council's objectives.

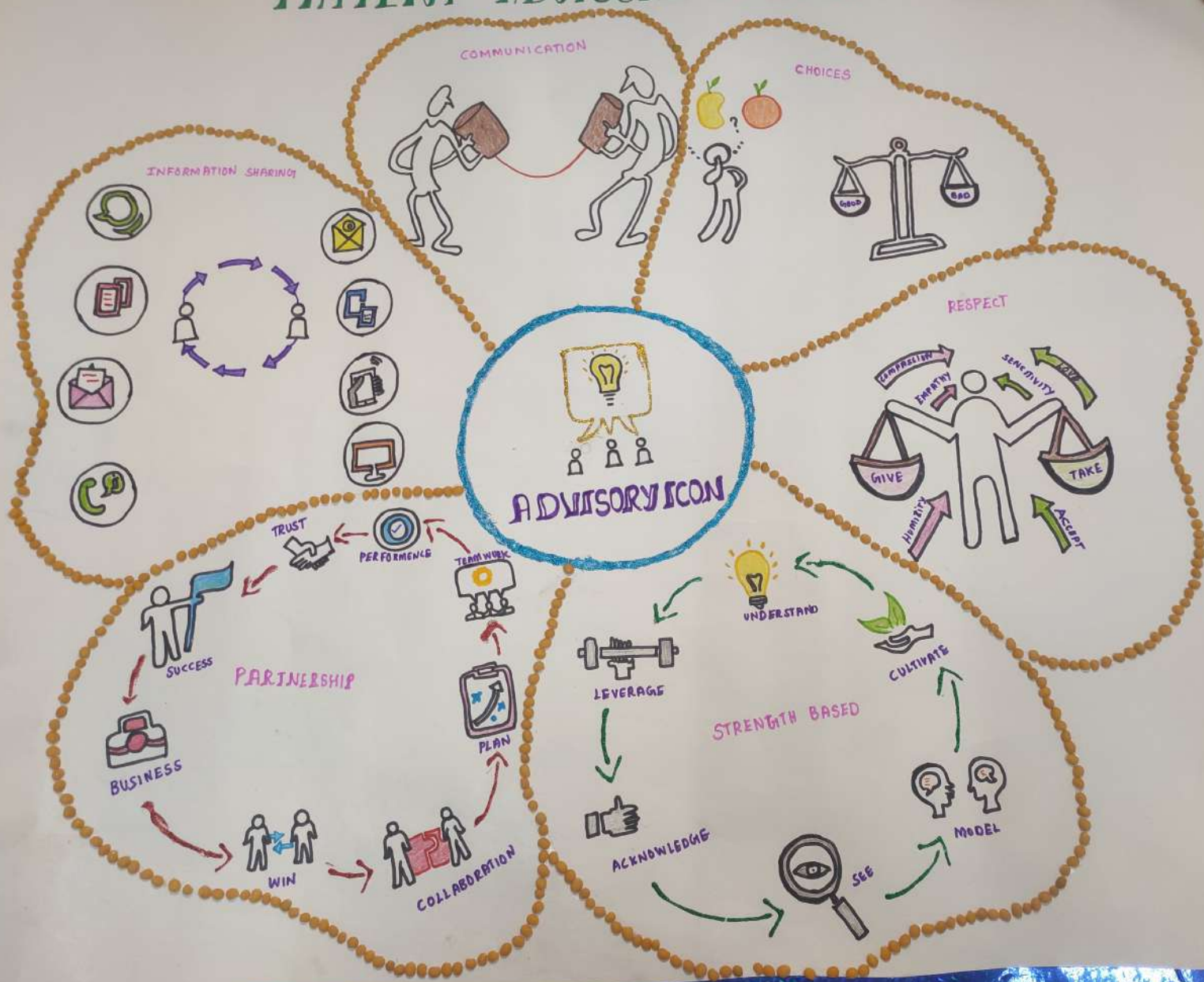
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PATIENT ADVISORY COUNCIL



BENEFITS OF SETTING UP

PATIENT ADVISORY COUNCIL

PATIENT ADVISORY COUNCIL : "TO EDUCATE, ENGAGE AND EMPOWER PATIENTS FOR PATIENT SAFETY"

A representative group of patients and caregivers who meet regularly with clinic staff to enhance clinical performance

Depending on the healthcare organisations goals, the diversity of its population and issues, the council may vary

