



THE NATIONAL  
PATIENT SAFETY  
FOUNDATION'S  
**LUCIAN  
LEAPE**  
INSTITUTE

# **Safety Is Personal: Partnering with Patients and Families for the Safest Care**

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**National Patient Safety Foundation's  
Lucian Leape Institute**

Webcast | Tuesday, April 29, 2014

# Participant Notification

This educational activity offers 1.0 contact hours for physicians, nurses, pharmacists, healthcare executives, and quality and risk professionals.

## **Physicians**

The Doctors Company designates this educational activity for a maximum of 1.0 AMA PRA Category 1 Credit(s)<sup>™</sup>

This webinar activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of The Doctors Company and the National Patient Safety Foundation (NPSF). The Doctors Company is accredited by the ACCME to provide continuing medical education for physicians.

## **Nursing**

Inquisit is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation..

Inquisit is Iowa Board of Nursing provider 333 and 1.2 contact hours will be awarded for this program.

# Participant Notification

This educational activity offers 1.0 contact hours for physicians, nurses, pharmacists, healthcare executives, and quality and risk professionals.

## Pharmacy



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\*This activity will provide 1.0 ACPE Contact Hour under UAN 0232-9999-14-050-L05-P

## Executives

Inquisit is authorized to award 1.0 hours of pre-approved ACHE Qualified Education credit for this program toward advancement or re-certification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

## Quality

This activity has been submitted to the National Association of Healthcare Quality for 1.0 CPHQ CE credit.

# Participant Notification

This educational activity offers 1.0 contact hours for physicians, nurses, pharmacists, healthcare executives, and quality and risk professionals.

## **Risk**

This program has been submitted for approval for a total of 1.0 contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of Fellow (FASHRM) and Distinguished Fellow (DFASHRM) and towards Certified Professional in Healthcare Risk Management (CPHRM) renewal.

# Disclosure

## **Faculty Disclosure**

Susan Edgman-Levitan, Lucian L. Leape, Tejal K. Gandhi, Helen Haskell, and Jan P. Boswinkel have disclosed no relevant, real or apparent personal or professional financial relationships.

## **Acknowledgement of Commercial Support**

There was no commercial support received for this activity.

# Learning Objectives

At the end of the session, participants will be able to:

- Evaluate information and tools that support patients and families to engage effectively in their own care.
- Outline how to engage patients as equal partners in safety improvement and care design activities.
- Express clear information, apologies, and support to patients and families when things go wrong.
- State best practices for engaging patients and families and understand how to begin implementing these within their organization.

# Moderator



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**Tejal K. Gandhi, MD, MPH, CPPS**

*President, National Patient Safety Foundation*

*President, NPSF Lucian Leape Institute*

# The National Patient Safety Foundation's Lucian Leape Institute



- Mission
- Strategic Focus
- Transforming Concepts

# Members of the NPSF Lucian Leape Institute



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Harvard School of Public Health*

**Tejal K. Gandhi, MD, MPH, CPPS**

*President, NPSF Lucian Leape Institute  
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~

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*President & CEO  
Hospital Quality Institute of California*

**Dennis S. O'Leary, MD**

*President Emeritus  
The Joint Commission*

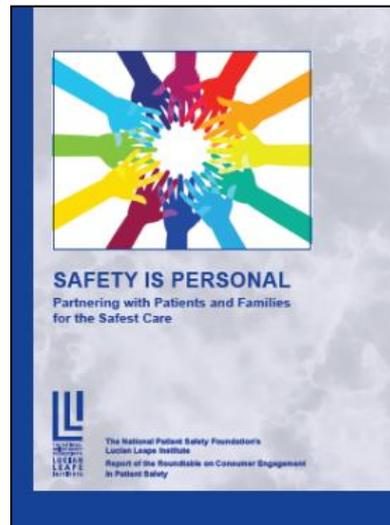
**Paul O'Neill**

*Former Chairman and CEO, Alcoa  
72nd Secretary of the U.S. Treasury*

**Robert M. Wachter, MD**

*Associate Chair  
Department of Medicine  
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# Safety Is Personal: Partnering with Patients and Families for the Safest Care



From the NPSF Lucian  
Leape Institute Roundtable  
on Consumer Engagement

Download at

<http://www.npsf.org/lli/safety-is-personal>

# Webcast Faculty



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**Helen Haskell, MA**

*Founder and President  
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**Jan P. Boswinkel, MD**

*Vice President of Medical Operations  
Patient Safety Officer  
The Children's Hospital of Philadelphia*



# NPSF LLI Transforming Concepts



- Medical education reform
- Integration of care within and across delivery systems
- Restoration of joy and meaning in work and ensuring the safety of the health care workforce
- Active consumer engagement in health care
- Transparency as a practiced value in everything we do in health care

Leape L, Berwick D, Clancy C, et al., for the Lucian Leape Institute at the National Patient Safety Foundation. 2009. Transforming healthcare: a safety imperative. *Qual Saf Health Care* 18(6):424-428. doi:10.1136/qshc.2009.036954.

# Four Levels of Engagement



The framework/declaration was originally developed for the World Innovation Summit for Health (WISH) 2013, an initiative of Qatar Foundation. See WISH Patient Engagement Report (available at [www.wish-qatar.org/reports/2013-reports](http://www.wish-qatar.org/reports/2013-reports)).

# NPSF LLI Patient Engagement Recommendations



- **Leaders of health care systems:**
  - ❑ Establish patient and family engagement as a core value for the organization
  - ❑ Involve patients and families as equal partners in the design and improvement of care across the organization and or practice. Educate and train all clinicians and staff to be effective partners with patients and families
  - ❑ Partner with patient advocacy groups and other community resources to increase public awareness and engagement

# NPSF LLI Patient Engagement Recommendations



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## ■ Health care clinicians and staff:

- ❑ Provide information and tools to support patients and families to engage effectively in their own care
- ❑ Engage patients as equal partners in safety improvement and care design activities
- ❑ Provide clear information, apologies and support to patients and families when things go wrong

# NPSF LLI Patient Engagement Recommendations



- **Health care policy makers:**
  - Involve patients in all policy-making committees and programs
  - Develop, implement and report safety measures that foster transparency, accountability, and improvement
  - Require that patients be involved in setting and implementing the research agenda

# NPSF LLI Patient Engagement Recommendations



- **Patients, families and the public:**
  - ❑ Ask questions about the risks and benefits of recommendations until you understand the answers
  - ❑ Don't go alone to the hospital or doctor visits
  - ❑ Always know why and how you take your medications, and their names
  - ❑ Be really clear about the plan of action
  - ❑ Say back in your own words what you think you hear from clinicians

# NPSF LLI Patient Engagement Recommendations



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- **Patients, families and the public (contd):**
  - Arrange to get any recommended lab tests done before a visit
  - Determine who is in charge of your care

# Characteristics of Excellent Patient/Family Partners



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- The ability to share personal experiences in ways that others will listen and learn from them.
- The ability to see the “big” picture.
- Interested in more than one issue.
- Interested in improving health care or research.
- The ability to ask tough questions constructively.
- The ability to connect with people.
- A sense of humor.
- Representative of the relevant patients/families/conditions.

# Chinese Proverb



*Those who say it cannot be done should not interrupt the person doing it.*

*- Chinese proverb*

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# Engaging Each Other



## Patients, Healthcare Professionals, and Patient Engagement

# Patients' Top Three Concerns



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- Dismissal/Trivialization of the patient voice
- Absence of caring attitudes from providers
- Lack of continuity in care

*"Building A Collective Vision Across the Continuum of Care," Planetree International, Patient-Centered Care CEO Summit, October 23, 2008*

# Patients as Partners – Core Competencies



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- Receptiveness
- Coordination and teamwork
- Openness and transparency
- Learning and improvement

# Receptiveness



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- Avoiding prejudice and labeling
- Respect for the knowledge of patient and family
- Respect for the autonomy and dignity of the patient
- Active listening with teachback tools
- Caring attitude
- Timely action
- Avoidance of harm

# Coordination and Teamwork



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- Flattening the hierarchy
- Training in communication skills
- Flexibility and responsiveness
- Patient-activated rapid response
- Patient-centered discharge
- Navigational tools for patients

# Not in My Name: Real Patient-Centeredness Means Sharing Power



The most accurate measure of “patient-centered” care lies not in intentions but implementation. Ask one simple question – what effect does this policy have on patients’ ability to control their own lives? – and you start to separate the revolutionary from the repackaged.

- Michael Millenson

# Transparency



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## Free Flow of Information Across the System

- Informed choice
- Real-time access to medical record
- 24/7 visiting hours
- Bedside rounding/Bedside change of shift
- Patient-activated rapid response
- Respectful treatment of adverse events

# The Learning Institution



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- Patient reporting of errors and outcomes
- Patient involvement in root cause analysis
- Patients as faculty
- Patient and family advisory committees
- Patients on safety and quality committees
- Patient members of boards
- Working with community groups

# And Beyond



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- Patient representation on policy-making committees and programs
- Training programs for patient representatives
- Improved and expanded safety metrics
- Encourage participation in federal reporting programs
- Engage patients in setting and implementing the research agenda

# Putting the Patient First



“Putting the patient first—empowering patients to do everything they can for themselves and getting better results—is the best guarantee of a sustainable healthcare delivery system.”

- Don Berwick

# The Promise of Partnership

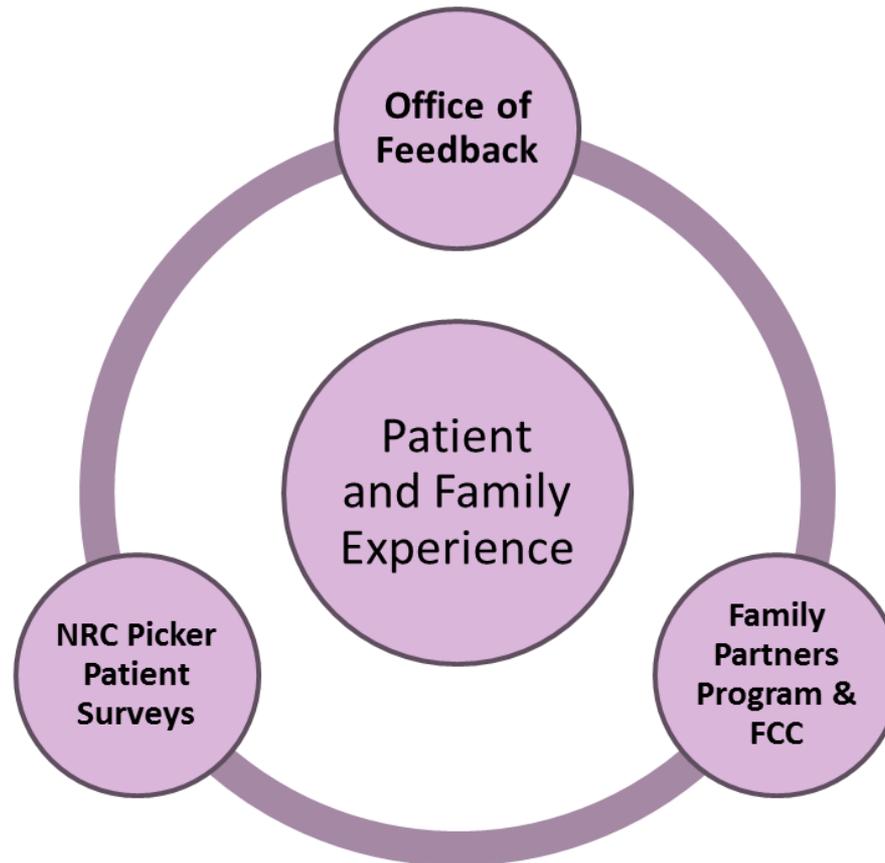
## Partnership

Family-centered care is the commitment to integrate the family voice in all we do. It ensures better and safer outcomes for patients and families.



# The Promise of Partnership

## Social Work and Family Services



# The Promise of Partnership

## Family Consultants And Family/Youth Partners



Family Speakers for staff training

EG: FCC Grand Rounds,  
Language of Caring,  
Promise of Partnership  
meetings

Members of Safety  
Workgroups(HAC's) and  
CHOP's Safekeeping Steering  
Committee

Family Advisory Council  
Youth Advisory Council

LEND Family Mentors  
Research Advisory Boards

Material and Document  
Reviewers

Committees, feedback groups  
or focus groups

# The Promise of Partnership

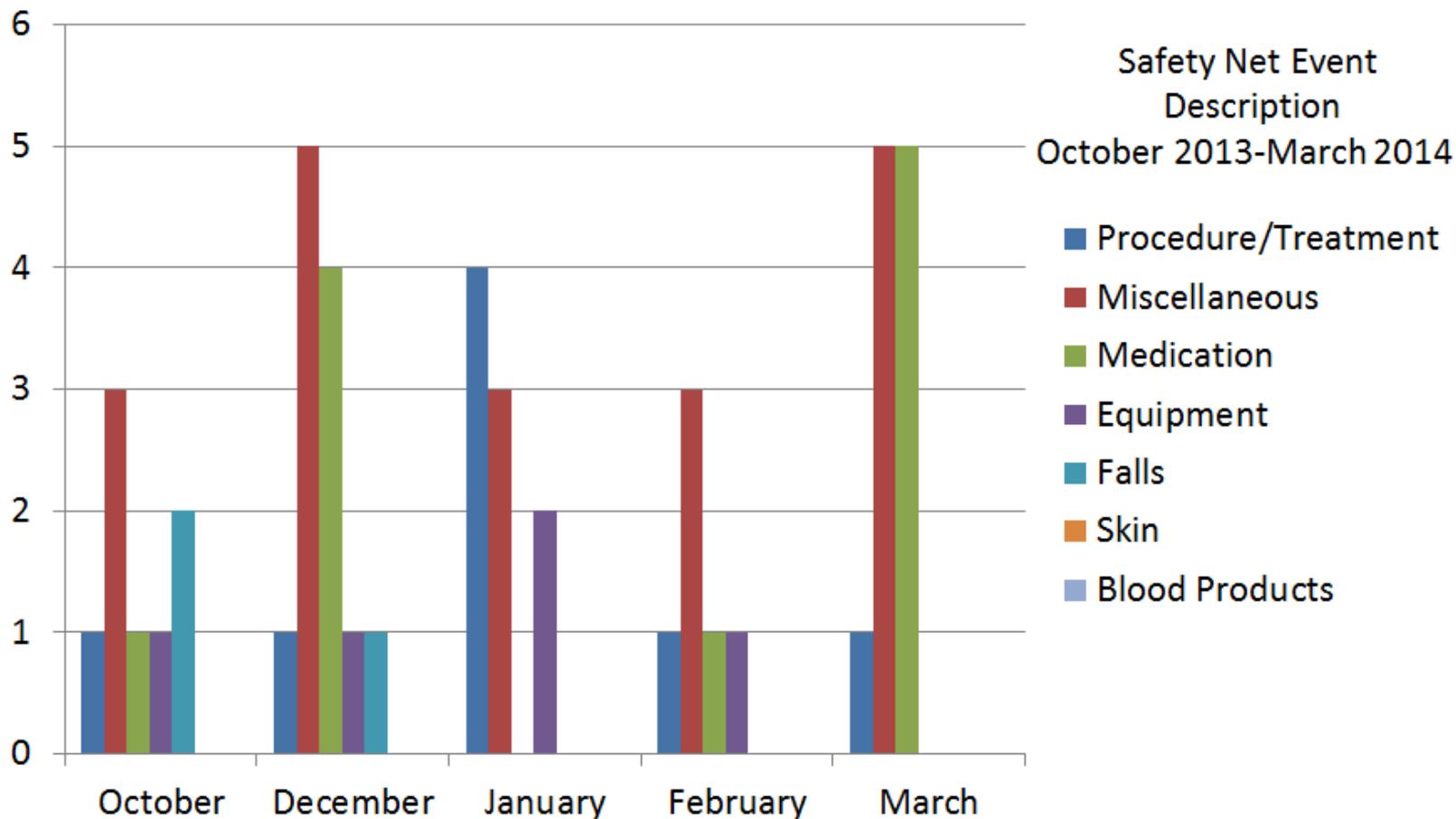
## Family Consultants And Family/Youth Partners

**Family Consultants and Family Partners are embedded and deployed across the institution to help support and advance our safety journey:**

### **Infection Prevention and Control**

- The family voice was critical in the policy revision, education, training and support of CHOP's Limited Visitation Policy and Procedures.
- Family voice embedded in Neat and Tidy Initiative to reduce the amount of personal items that families are bringing into the hospital and overcrowd patient rooms
- Family Members sit on IP&C committees (CLABSI, Hand Hygiene, Nosocomial)

# The Promise of Partnership



# The Promise of Partnership

## Safety and Communication



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- **Effective, balanced communication between families and staff can contribute to increased patient safety.**
- **Ineffective, non-balanced communication or a break down in communication between families and staff can contribute to unsafe outcomes.**

**Safety Net :** Over 100 near miss medication errors were discovered and harm was prevented because of successful communication between members of the healthcare team and families

December 09-Present

**Nursing Notes:** 8 CLABSIs occurred where nursing notes indicate a concern that family behaviors and lack of education could potentially contribute to an infection.

# The Promise of Partnership

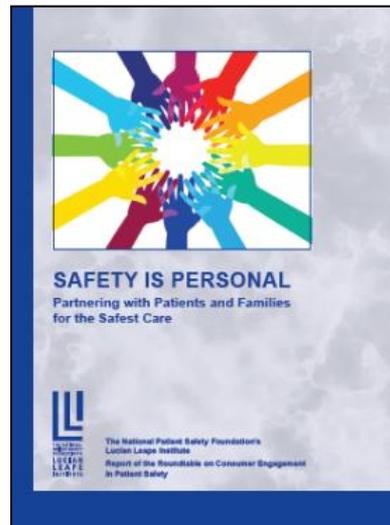
## Safety and Communication

*“Tell me what I need to do to help you keep my child safe,  
and I am completely on board.”*

*-Parent of child cared for at CHOP*



# Attendee Questions & Discussion



From the NPSF Lucian  
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on Consumer Engagement

Download at

<http://www.npsf.org/lli/safety-is-personal>

After reading, share your  
reactions by visiting

[https://www.surveymonkey.com/s/Safety\\_Is\\_Personal](https://www.surveymonkey.com/s/Safety_Is_Personal)

# CE Certification Instructions\*

Please direct your browser to [www.inquisit.org/survey](http://www.inquisit.org/survey)

Please enter **NPSFWebcast** (uppercase NPSFW). Click the Submit button.

Account Creation: Click the first hyperlink entitled *create account* and follow the registration screens.

If you believe you have an Inquisit account click *find account*

If you forgot your password, please click the forgot password hyperlink.

In subsequent visits, you will only need to add your email address and password.

Please enter the exact way you would like your name displayed on the certificate.

Please check the CE accreditation you wish to earn and then click the **Submit** button

Your Webinar title is listed. Click the title.

Please provide your input on the very brief evaluation survey and click the submit button.

This will trigger the system to build your certificate. You will receive a link on the screen in front of you to review and print your certificate AND an auto e-mail is sent to your e-mail address with the same link.

\*Continuing education credits are only available for live webcasts. A post-event survey must be completed within **10 days of participation** to receive continuing education credits.

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# CME Certificate Instructions

For CME, please visit the following link to complete your evaluation:

<https://www.surveymonkey.com/s/DNYH8ZL>

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# Thank You!

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