

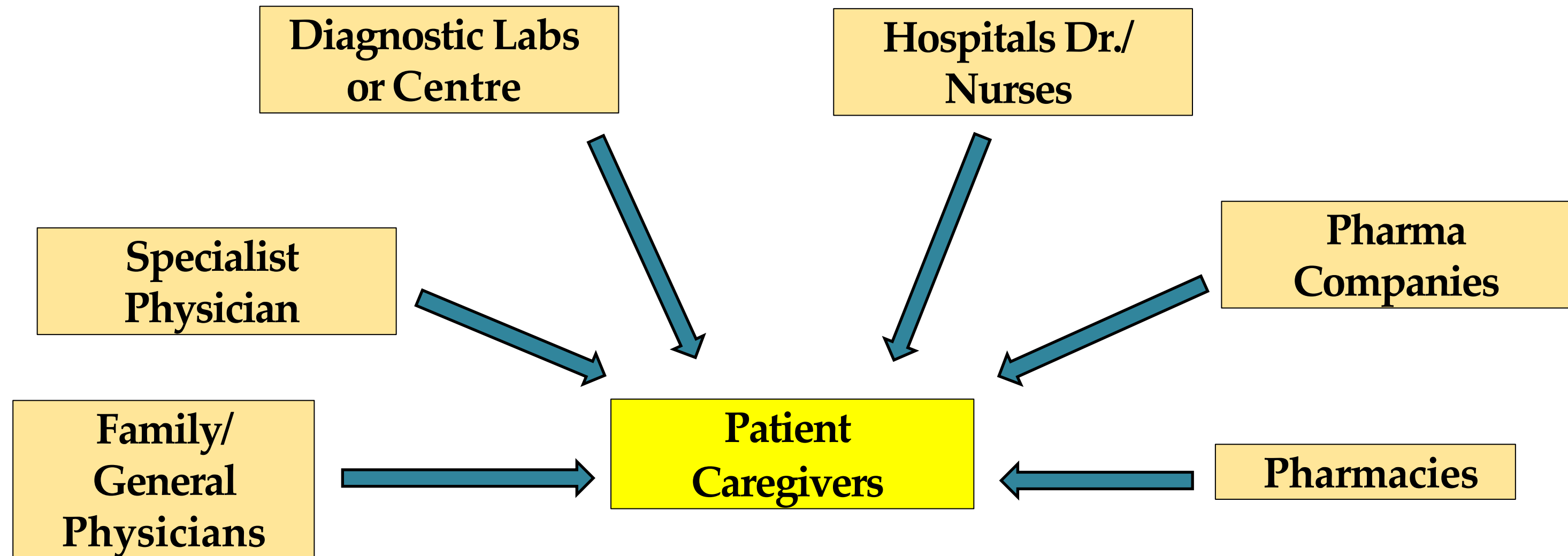
CAHOCON APRIL 2023

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”.

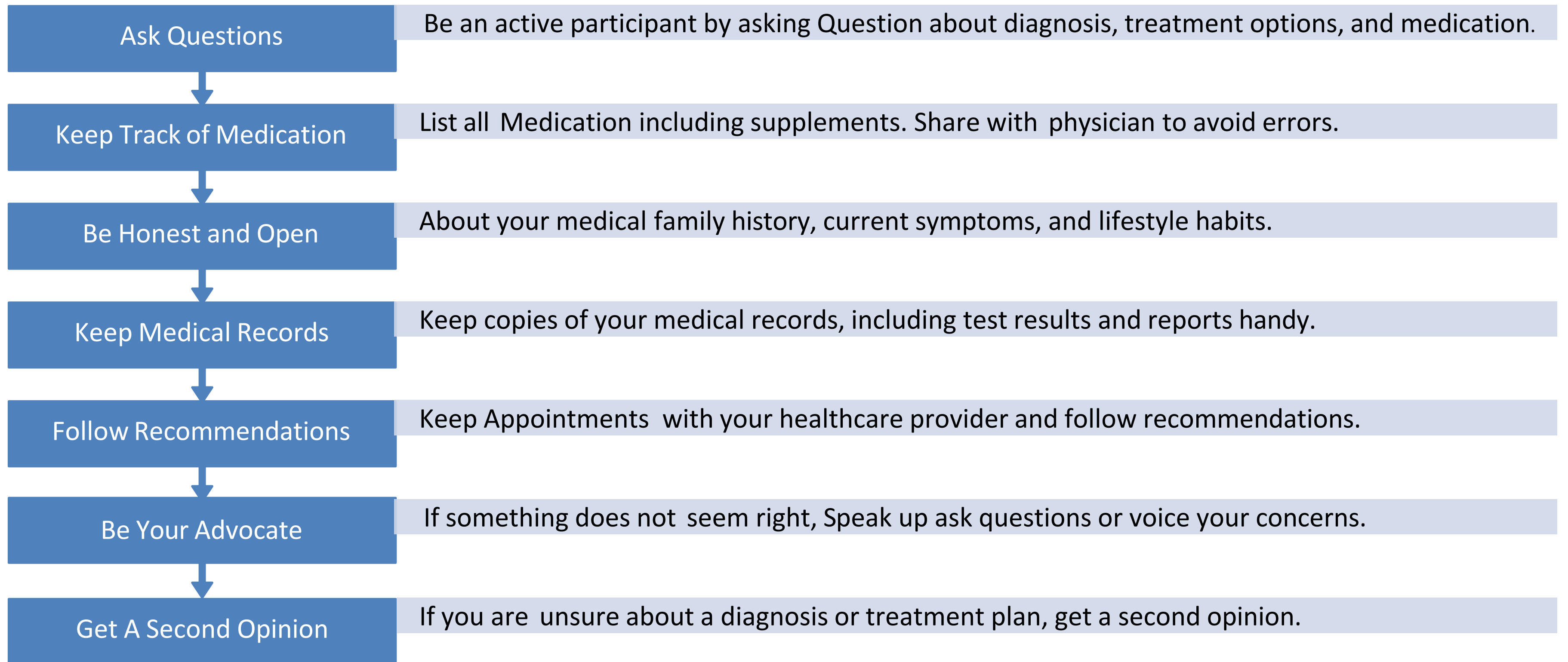
Patients / Caregivers are stressed and at their edge – lack of empathy at each touchpoint aggravates.

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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