

PATEINTS FOR PATIENT SAFETY FOUNDATION

Building Partnerships Between Patients And Healthcare
Providers

CAHOCON APRIL 2023

Interaction With Healthcre Experts

Who We Are- Our Goals and Action Plans

Our goal is 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 and their Role in own care
- **Educate** patient community with **best practices** in healthcare
- **Engage** patients to be vigilant in own care
- **Empower** them to **Speak Up** , and **exchange** experiences, provide feedback and suggestions for future improvements

With Healthcare Providers

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

Action taken so far- Website, and Outreach

Website features 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

RIGHTS AND RESPONSIBILITIES,

RESOURCE CENTRE

FAQs,

SPEAK UP,

PFPSF is different from Google or other sources, because it is :

- **Patient Centric** without complex medical terminologies
- **Pertinent to Indian context,**
- **Authenticated by healthcare experts,**
- **Aggregated from global sources like WHO and other research organization**
- **Simplified and translated in regional languages**
- Available by email, text, infographics, WhatsApp and social media formats

Everyone can become a Patient Safety Champion

Individuals

- **Get involved**
- **Share your stories**
- **Spread the word**
- **Share your ideas**
- **Ask your questions**
- **Fund the cause**

Healthcare Provider*

- **Partner with us**
- **Share your expectations of patients**
- **Share best practices for patients/ caregivers to follow**
- **Encourage your patients to leverage this programme**
- **Use Patient stories in your training programs**
- **Jointly reduce avoidable harm**

**MORE IN NEXT 4 SLIDES*

Patient Groups

- **Get your members involved**
- **Help disseminate**
- **Share your knowledge**

Corporates

- **Share with employees, customers, partners**
- **Fund the cause, sponsor & events**

Structural changes-Space, Staff, SOP

- Create a dedicated space for capturing Patient Experience and feedback in a friendly environment/room away from wards
- Appoint or designate a senior position/person as patient experience office CPO
- Create empowering positions (1-2 patients by rotation) on your Patient Advisory Councils *for policy changes or audits
- Appoint External agency to gather incidents of harm independently
- A prominently placed Suggestion Box for anonymous suggestions from patients/caregivers
- Include patient-centricity as a key area in Accreditation guidelines

* *More details on role of patient advisory councils attached separately*



Reach Out - become our Knowledge Partner

- Share your insights of **Best Practices** for patients/caregiver
 - Share your **Expectations Of Patients**
 - Create awareness of patients **Rights, Role And Responsibilities**
- Encourage doctors, nurses and paramedics to **think out of the box**, report incidents of harm, learn and grow
- Share **innovative insights** with medical fraternity
- **Send our knowledge tips** to your patient networks and staff

Reach in-Instill a Patient-centric Safety Culture through Behavioral changes

3 dentists story

- Capture feedback from patients- Listen actively
- Use Patient experiences and suggestions in your training programs, thus enrich your clinical and service performamnce
- KSA- knowledge, attitude and skill trainings for staff- add patient safety and patient-centricity as focus areas'
- Encourage, recognize, applaud and include staff experiences and insights into processes
- Applaud, reward and motivate staff to report and ideate
- Hold Open Mike events periodically for each department to express concerns and solutions

Before, Beyond, Surround- UMBRELLA

- What happens before the patient is admitted?
- What happens after the patient leaves the hospital?
- Who is accountable for the independent doctors and ambulatory care practitioners in the neighborhood who are the first port of call?

Suggestion- UMBRELLA ACADEMY

- Larger hospital chains can take individual independent clinics/practitioners under their umbrella for training, supervision, consultation and referrals, co-branding, and sharing of expertise?
- Regulators and accreditors can play a role here

Governance and Structure



Som Mittal

Chairperson – PFPSF
Management Advisor



Nadira Chaturvedi

Co-Chairperson – PFPSF

Academician, Social Entrepreneur and
Management Consultant



Dr. Vijay Agarwal

President – CAHO
Healthcare Advisor



Dr. Lallu Joseph

Secretary General – CAHO
Healthcare Administrator



Dr. BK Rana

Founder CEO – QAI
Quality and
Accreditation Expert



Dr. Anuradha Pichumani

Executive Director- Sree
Renga Hospital
Regulator Quality and
Healthcare Standards

PATIENTS FOR PATIENT SAFETY FOUNDATION is governed by Board of Trustees, supported by Advisory Council of experts

- A Screening committee will review all content/stories on website
- We respect the knowledge and judgment of healthcare providers
- We will not prescribe, endorse or deliver any medical services
- This is not a grievance forum for resolution of individual cases
- Identity of patients, doctors and hospitals will be anonymized
- As aggregators, we acknowledge the valued contribution of our resources without claiming ownership for the content.

BECOME A PATIENT SAFETY CHAMPION, BUILD A PATIENT SAFETY CULTURE – let us reduce avoidable medical harm and enhance patient safety TOGETHER



Explore our website

www.patientsforpatientsafety.in



Write in with your suggestion

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