

## 3rd ANEI Annual Patient Safety Conference 30<sup>th</sup> September, 2023

# Patient Involvement & Centricity



# Patient is more than his Disease

Are my symptoms serious?

Is my diagnosis correct?

Are all the tests required?

How should I keep my records?

What all do I tell the doctor?

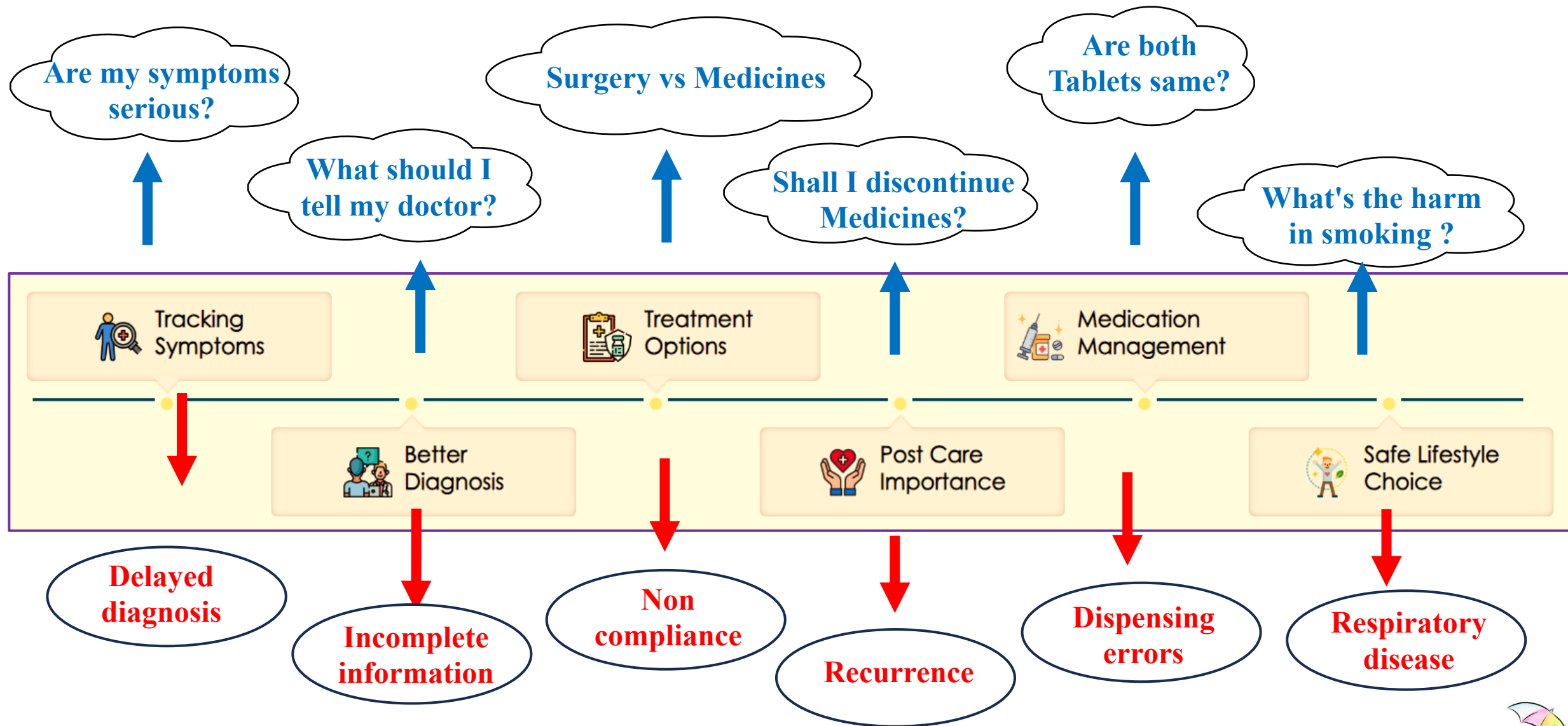
Shall I take a second opinion?  
When & How?

How expensive is the treatment?

Where can I get answers to these questions?



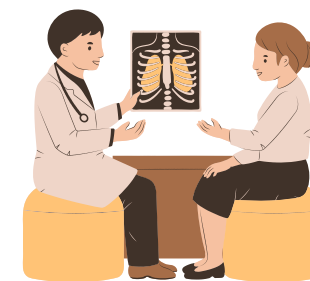
# Patient Journey filled with doubts-possible harm?



# Nurses Play a Critical Role



- **First & Critical Point of Patient Contact**
- **Execution of Treatment Plan**
- **Main communicator, and Educator**
- **Patient assessment, and Vigilant Monitoring**
- **Provide Comfort, Care, and Compassion**
- **Overburdened but your smile/empathy makes the difference**



**Thanks for your Invaluable Contributions**

# How can Nurses help Patients

- Encourage them to Ask Questions & have Open Communication
- Educate them about Treatment Plan, Medications etc.
- Explain all documentation and Reports to Patients and Caregivers including side-effects of medicines
- Educate them about Home care issues, e.g. risks of falls, infections, diets etc.
- Educate them about signs of deterioration & emergency protocols, What to do, What not to do & Why it is important
- Teach Patients and Caregivers how to control infections at home



# How Patients can assist Nurses perform



Be Polite and Respectful



Share medical history, Express concerns or doubts



Inform about any allergy & adverse reactions



Verify your Identification band



Maintain health Records



Follow all instructions

**By observing & learning from Nurses we can build own capability**

## My Health My Responsibility

# Patient engagement with patient education

## Preparation before visiting your Doctor

- ✓ Jot down your symptoms in detail
- ✓ Take your previous prescriptions
- ✓ Carry your latest test reports & current medication list
- ✓ Inform any allergies or relevant family history
- ✓ Prepare your questions; Take along a caregiver



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## Role of a Caregiver

**Communication & co-ordination** in follow-ups, medical tests, sharing symptoms and concerns with doctor

**Monitoring medication and treatment** by ensuring continuity as caregiver

**Providing personal care** like bathing, grooming, mobility and diet administration

**Giving emotional comfort and companionship** which helps reduce stress and therefore aids in recovery



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## Tips to Prevent Falls at Home



Install handrails near toilet seats and shower area, don't close the toilet door

Put a riser seat on the toilet

Add handrails on both sides of the stairs

Mark step edges with colored tape

Remove obstacles, extra furniture and foot mats from your path.

Keep frequently used items within reach

Keep your house well lit, easy to reach switches

Wear close-fitting slippers with non-slip soles

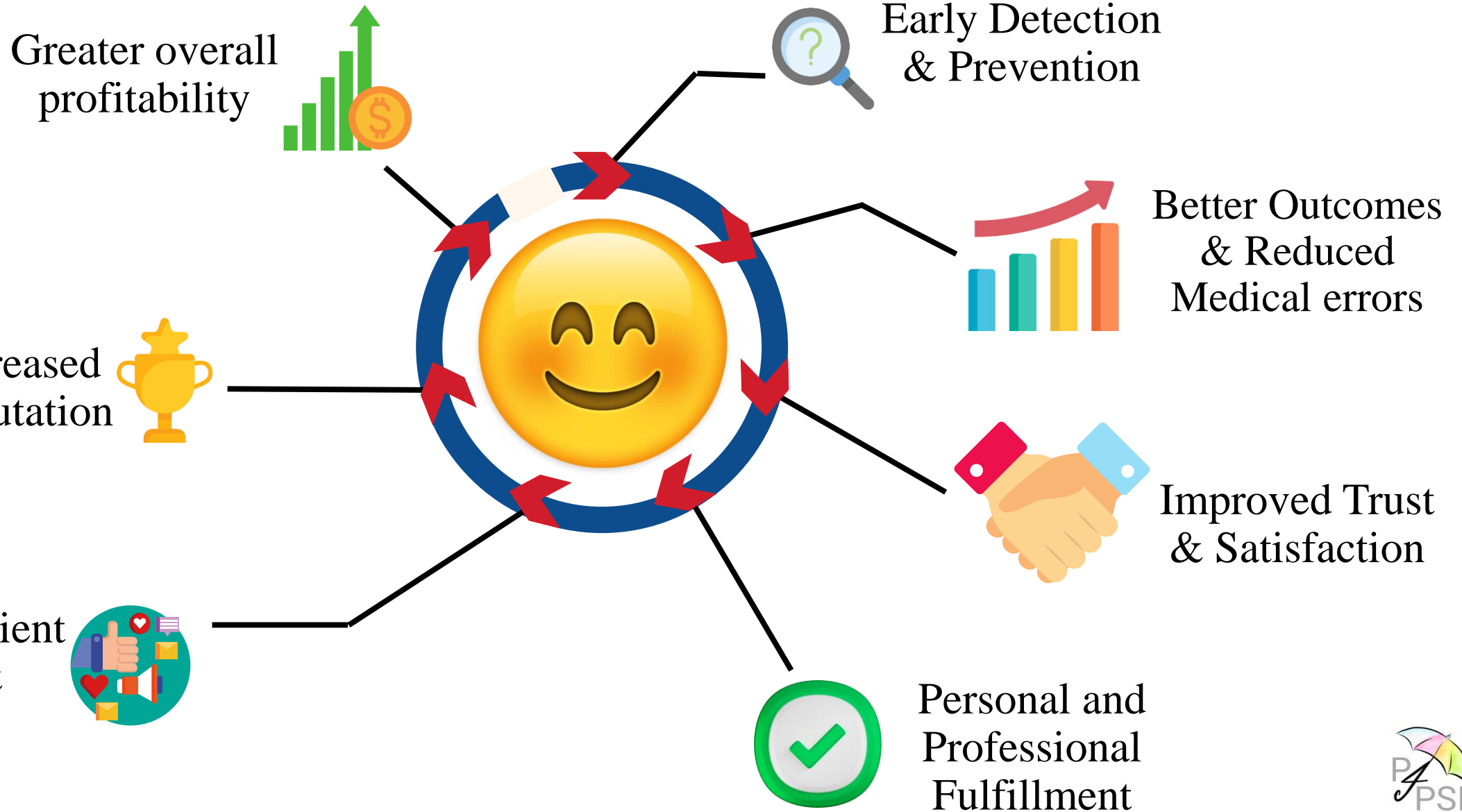


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# Advantages of Patient Engagement to HCP





# Patient Provider Partnership in safe care

## As a Healthcare provider I Pledge To

Protect and promote the rights of every patient

Work tirelessly to ensure their safety and well-being

Create an environment of trust, open communication and shared decision-making

Ensure their rights to avail timely, equitable and high-quality healthcare

Protect their personal health information and maintain confidentiality

Promote equity and access to healthcare, without discrimination

Always adhere to professional standards



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## As a Responsible Patient I Pledge To

Actively participate in my own healthcare journey

Provide my complete, accurate and honest medical history

Comply with the prescribed treatment plan, medications and follow-up reviews

Respect the rights and well-being of healthcare providers and fellow patients

Understand & fulfil my financial obligations

Follow Healthy lifestyle practices



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# In Conclusion



**You play a vital role**



**Involve Patients**

**Patients are comfortable communicating with you**



**Encourage them to Ask**

**Patients understand your guidance**



**Please re-confirm**

**You know how to prevent harm**



**Share it**

**Patients are stressed**



**Your empathy is Magical**

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