

World Patient Safety Day Patna – 17th September 2023

Why is patient engagement challenging to HCP



How can we work towards it

HCP-Disease centric or Patient centric?

Are my symptoms serious?

What all do I tell the doctor?

Is my diagnosis correct?

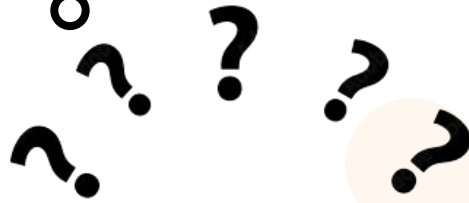
Shall I take a second opinion?
When & How?

Are all the tests required?

How expensive is the treatment?

How should I keep my records?

Where can I get answers to these questions?



Challenges in Patient Engagement

full faith, but trust deficit

For Healthcare Providers

- Time shortage
- Lack of importance or awareness of benefits of patient engagement
- Fear of reprisal if patient is educated
- Over worked, under staffed
- Lack of patient centricity

For Patients and Caregivers

- Vulnerable, stressed
- Time shortage
- God syndrome wrt Doctors
- Lack of awareness of R and R
- Confused about disease, treatment
- Demographic challenges

Way forward – build Patient- Centric culture

- **Behavioural Re- orientation** of entire staff, refresher **trainings**
- **Shared decision making** – keep patient fully informed ,involved
- **Structural** aspects- Patient Advisory Councils **PAC**
- Patient **education on early prevention and intervention**
- Gathering patient **experience and feedback** for futrue improvements
- **Local support groups**

Some Tools of Engagement

- Promote **Rights and Responsibilities**
- **Patient education** material outreached to patients, vendors, associates-prints, digital display, visual literacy
- Forums to gather **patient experience**, feedback, provide **counselling**
- Make multi- departmental and cross hierarchy groups for **continuous improvement** with patient insights
- **Training programs** and curriculums in nursing, medical, administrative colleges

My Health My Responsibility

how can patients engage



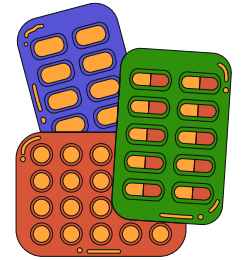
Being Alert - Asking Questions



Providing Complete Information



Following Prescriptions/ Advise



Keeping Track of Medication/ Symptoms



Getting a Second Opinion; Building Trust



Keeping Updated Medical Records



Giving Valuable Feedback

Your Health My Responsibility

How can HCP engage

BEST PRACTICES FOR PATIENT ENGAGEMENT

- **Communication:**
Healthcare providers should clearly communicate with patients



- **Education:**
Educate them about their health conditions and options



- **Shared decision-making:**
Involve them in treatment decision makings



- **Patient Portals:**
To access their information



- **Support for Self-Management:**
Provide them with support for post care



How will PFPSF help

Make patients understand their Rights and Responsibilities

Risk & Causes of Medical harm, Guidelines to help prevent

Guidance on the Role that Patients can play

Provide alerts, tips, and advice for a Safe Patient Journey

Knowledge of healthy lifestyle choices

Partnership in safe care-take a pledge

स्वास्थ्य सेवा प्रदाता होने के नाते मैं प्रतिज्ञा करता/करती हूँ,

प्रत्येक रोगी के अधिकारों की रक्षा और समर्थन करूँगा/करूँगी

उनकी सुरक्षा और भलाई सुनिश्चित करने के लिए अथक प्रयास करूँगा/करूँगी

विश्वास, खुले संचार और साझा निर्णय लेने का माहौल बनाऊँगा/ बनाऊँगी

समय पर, न्यायसंगत और उच्च गुणवत्ता वाली स्वास्थ्य सेवा प्राप्त करने के उनके अधिकारों को सुनिश्चित करूँगा/करूँगी

उनकी व्यक्तिगत स्वास्थ्य जानकारी को गोपनीय और सुरक्षित रखूँगा/ रखूँगी

बिना किसी भेदभाव के समान स्वास्थ्य सेवाएं प्रदान करूँगा/ करूँगी

हमेशा पेशेवर मानकों का पालन करूँगा/करूँगी



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एक ज़िम्मेदार मरीज़ होने के नाते मैं प्रतिज्ञा करता/करती हूँ की,

अपनी स्वास्थ्य सेवा यात्रा में सक्रिय रूप से भाग लूँगा/लूँगी

मैं अपना सही एवं सम्पूर्ण चिकित्सा इतिहास, ईमानदारी से अपने चिकित्सक को बताऊँगा/बताऊँगी

मैं अपने चिकित्सक द्वारा निर्धारित दवाओं का सेवन एवं उपचार योजनाओं का पालन करूँगा/करूँगी

मैं अपने साथी रोगियों के अधिकारों का सम्मान करूँगा/करूँगी

मैं अपने सभी वित्तीय दायित्वों को समझकर, उन्हें पूरा करूँगा/करूँगी

मैं स्वस्थ जीवन शैली का पालन करूँगा/ करूँगी



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Partnership in safe care-take a pledge

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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Hindi Infographics

डॉक्टर के पास जाने से पहले की तैयारी

- ✓ अपने लक्षणों को विस्तार से लिखें
- ✓ अपनी दवाओं का विवरण साथ रखें
- ✓ अपनी वर्तमान परीक्षण रिपोर्ट और दवा सूची ले जाएं
- ✓ किसी भी एलर्जी या पारिवारिक इतिहास के बारे में सूचित करें
- ✓ अपने प्रश्न तैयार करें; एक देखभालकर्ता को साथ ले जाएं



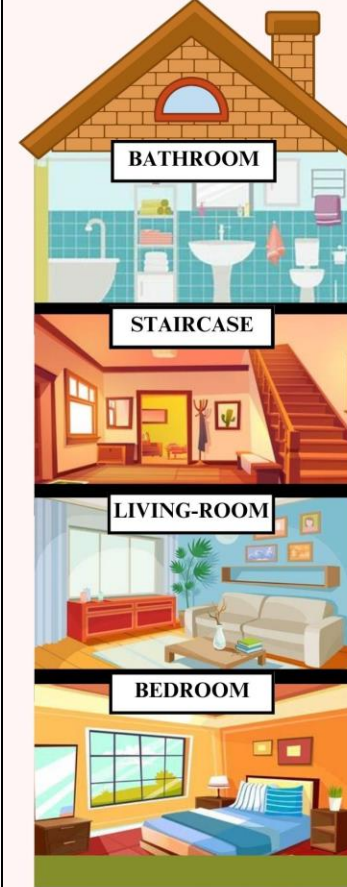
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घर पर गिरने से बचने के उपाय



- शौचालय की सीटों और शॉवर क्षेत्र के पास रेलिंग स्थापित करें, शौचालय का दरवाजा बंद न करें
- शौचालय में ऊंची सीट लगवाएं
- सीढ़ियों के दोनों ओर रेलिंग लगाएं
- सीढ़ी के किनारों को रंगीन टेप से चिह्नित करें
- अतिरिक्त फर्नीचर आदि को हटा दें
- बार-बार उपयोग में आने वाली वस्तुओं को पास में रखें
- अपने घर में अच्छी रोशनी रखें, स्विच पास में लगायें
- बिना फिसलन वाले तलवों वाली क्लोज-फिटिंग चप्पलें पहनें



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English Infographics

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**

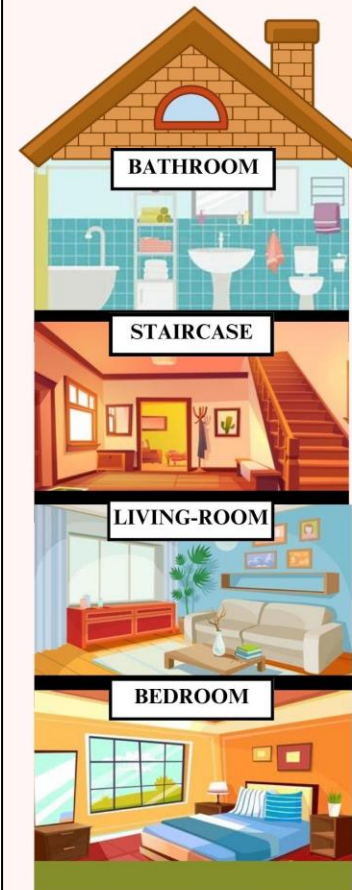


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Tips to Prevent Falls at Home



→ 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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