



MITSS

mame
mothers against medical error

Your Patient's Safety Matters and So Does Yours!



PROVIDER IDENTIFICATION

All Staff Should Wear ID Badges with Their Jobs and Status Clearly Stated

e.g. Primary Care, Susie Smith MA, Medical Assistant

e.g. General Surgery, Jimmy Johnson MD, First Year Resident

Use plain language where possible (e.g., Jane Doe RN, Nurse)

Badges Should Be Clearly Visible

e.g. not flipped over, not hidden under jacket name and title should be in large print

Explain Your Role and the Meaning of Your Job to the Patient

e.g. "Hello, I'm Susie Smith. I'm Dr. Jones's medical assistant. I will be helping you get checked in for your appointment."

e.g. "I'm Jimmy Johnson. I am a first year surgical resident. A resident is a doctor in training for a specialty. I will be helping you get checked in for your surgery. I will be in the operating room and I will help take care of you after your surgery."



MEDICATION LISTS

Pay Attention to Medication Lists Patients Have Brought!

Patients are told to do this

They have taken time and effort to do this in an attempt to make your job easier

Actively Review Medications, Even Those Prescribed by Other Doctors

Remove or point out unnecessary or incompatible medicines

Do not downplay the possibility of medication side effects as cause of symptoms



OPEN AND EFFECTIVE COMMUNICATION

Encourage Patient to Speak Up, Share Information, Ask Questions

Listen Carefully and Nonjudgmentally

Give Out Patient Safety Materials and Engage in Conversation About Them

Use Shared Decision-Making

Decision aids that can be stopped and started (video, graphic video, or interactive) are easiest for most patients to use

Printed materials: Don't just give out!! Use as prop, discuss with patient, circle or mark important areas.

Have discussion about how the options best fit with patient's personal situation

Be sure you understand patient's risk-benefit perspective even when guidelines seem clear: costs, living conditions, mental status, side effects, etc...

Take Advantage of Communications Technology

Patient portal to share test results and clinical information in a timely fashion

Secure email for efficient communication with patients

Open Notes – patients can add information to their records

Pay Attention to the Principles of Health Literacy

Use "living-room language" – translate medical jargon

Slow down, break it down, use short statements

Need to know vs. nice to know: Organize into 2-3 concepts

Check for understanding (chunk & check). Use teach-back

Home Care

Actively involve family or support person – telephone them if they can't come in

Be sure patient/family understand instructions

Call to follow up

Be sure they have a number to call 24/7

End-of-Life

Do not hesitate to initiate end-of-life discussions with patients with terminal conditions

Patients and families are often unaware of the patient's true condition

Fragmented care can result in no one taking responsibility for helping the p/f prepare

Be sure staff really understand patient's wishes

85% of healthcare workers misinterpret living wills as DNRs, resulting in needless deaths



INFECTION PREVENTION

Be Receptive to Patient Requests to Wash Your Hands

Patients are constantly reminded to do this

Clean hands are important to patient well-being!

Be Sure Your Staff Understand the Principles of Hand Hygiene

Hands must be washed inside the room to avoid re-contamination

Doorknobs, phones, computers, monitors can contaminate hands

Gloves can be contaminated as well as hands

Gloves must be changed and hands washed between patients

Use soap and water where possible to reduce chance of c diff

Bedside table is not for medical supplies, whether clean or dirty

Be Sure Patient Understands the Principles of Hygiene

Remote control, bedside table, visitors are among sources of germs

Visitors should not sit on bed

Visitors with colds should stay away

Give Patients the Opportunity to Practice Hygiene

Offer hand sanitizer or other means to wash hands, especially before eating

Offer bed baths, clean gowns to patients

Teach wound care to homeward bound patients



REPORTING SAFETY CONCERNS

Be Courteous and Responsive if Patients Report a Safety Concern

Teach staff to take patients' concerns seriously and report them to the appropriate place

Encourage Patients to Report Safety and Quality Concerns

Have a place where patients can report patient safety concerns

Think about setting up exit interviews, which are an opportunity to find out patient concerns

Consider "Shadowing" as an Effective Technique for Finding Out Gaps in Patient Care