

World Patient Safety Day
ASQua– 26th September 2023

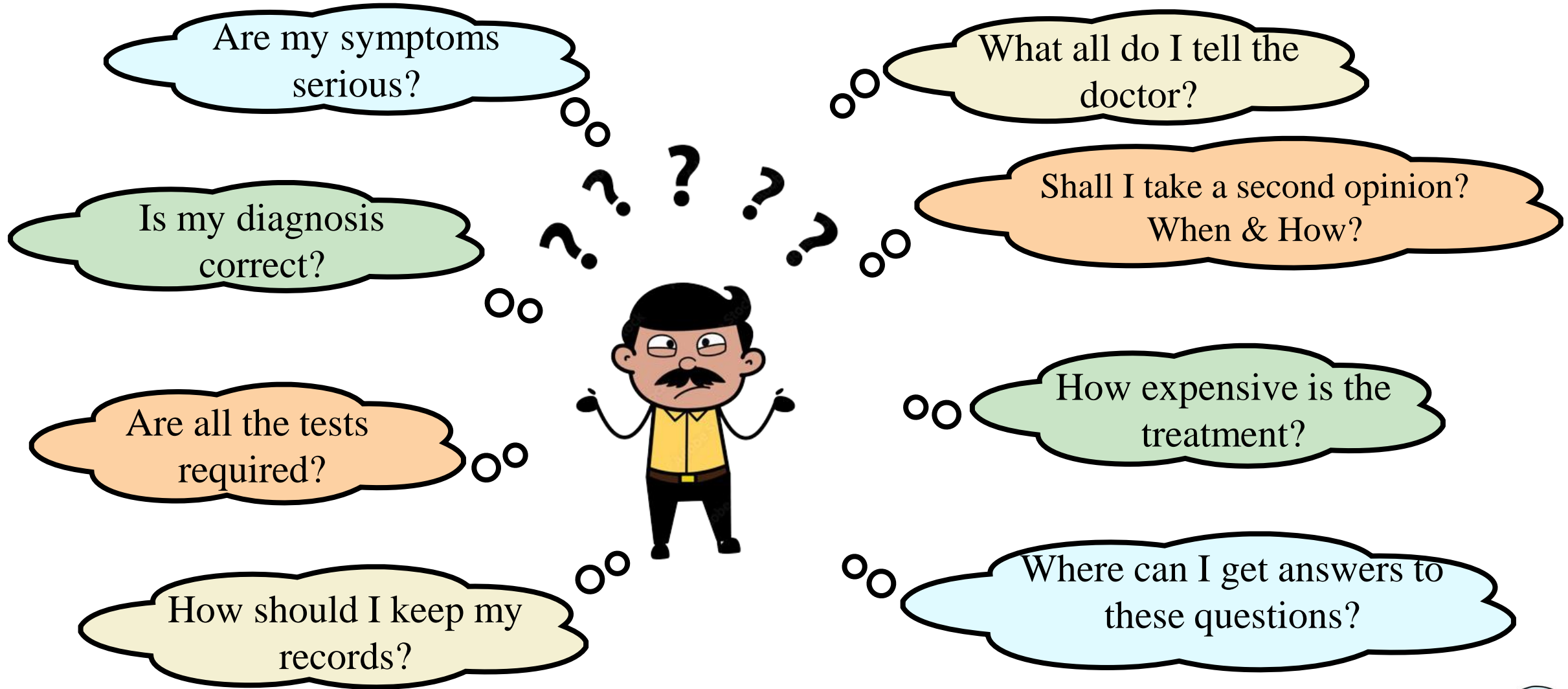
Patient Engagement for Patient Safety



Patients Perspective

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Patient is more than his Disease



Harm- What, Where, Why, Who is responsible

Barriers in patient engagement

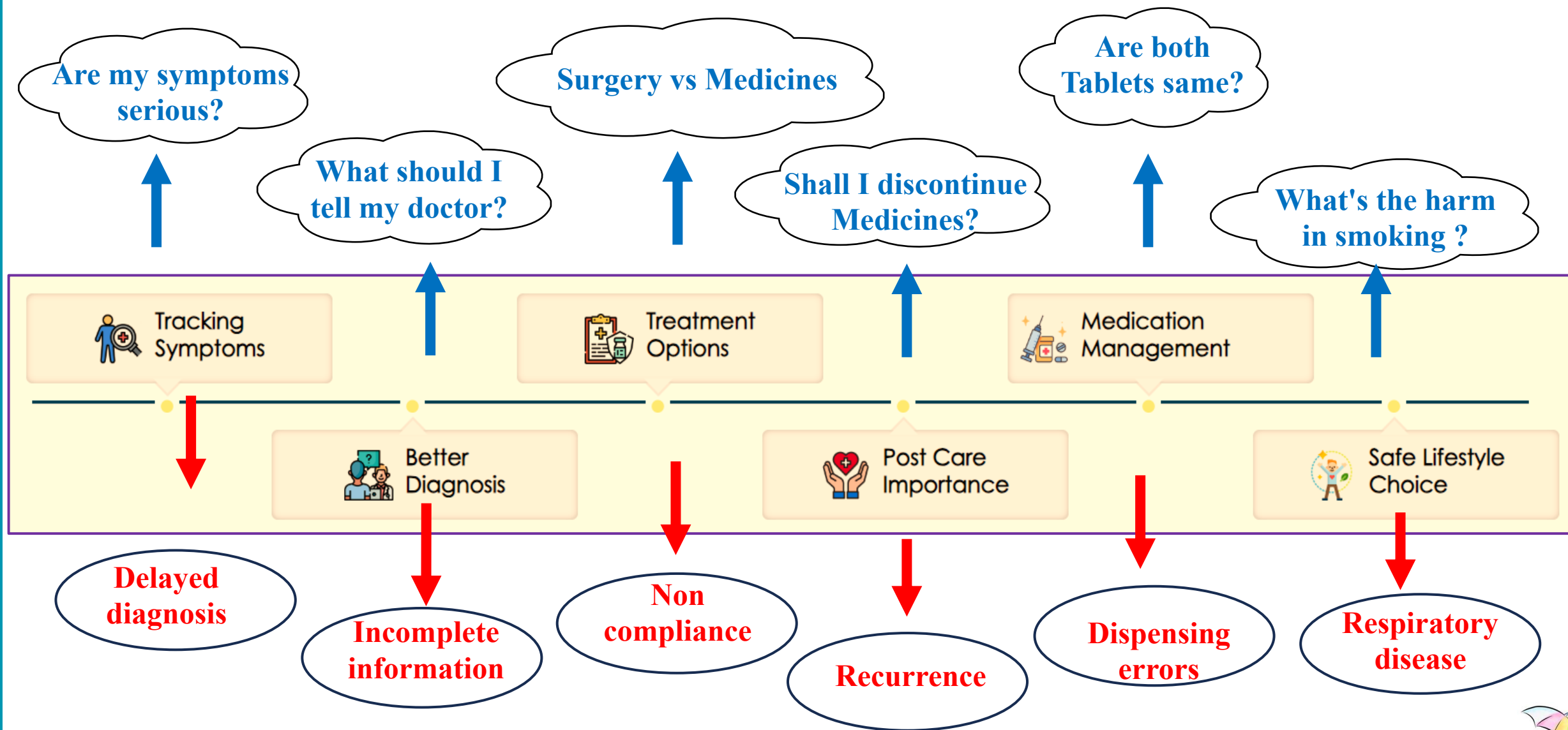
Patients and Caregivers

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

Healthcare Providers

- Too many patients
- Unaware of benefits of patient engagement
- Fear of reprisal if patient is educated
- Over worked, under staffed
- Lack of patient centricity,
- Inadequate communication

Patient Journey filled with doubts-possible harm?



Patient engagement- participation in own care



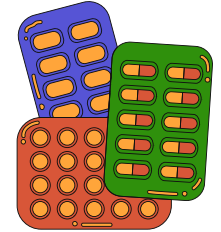
Being Alert - Asking Questions



Providing Complete Information



Following Prescriptions/ Advise



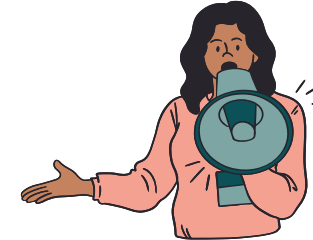
Keeping Track of Medication/ Symptoms



Getting a Second Opinion; Building Trust



Keeping Updated Medical Records




Giving Valuable Feedback

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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CAHO

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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CAHO

Tips to Prevent Falls at Home

- BATHROOM**
 - Install handrails near toilet seats and shower area, don't close the toilet door
 - Put a riser seat on the toilet
- STAIRCASE**
 - Add handrails on both sides of the stairs
 - Mark step edges with colored tape
- LIVING-ROOM**
 - Remove obstacles, extra furniture and foot mats from your path.
 - Keep frequently used items within reach
- BEDROOM**
 - Keep your house well lit, easy to reach switches
 - Wear close-fitting slippers with non-slip soles



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CAHO

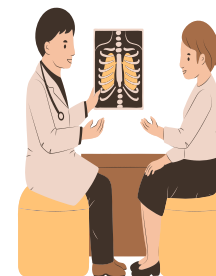
Regional Language Translations are available on our website

Kannada		Malayalam		Bangali		Gujrati	
Hindi		Marathi		Nepali		Punjabi	
Sindhi		Urdu		Tamil		Telugu	
Manipuri		English					

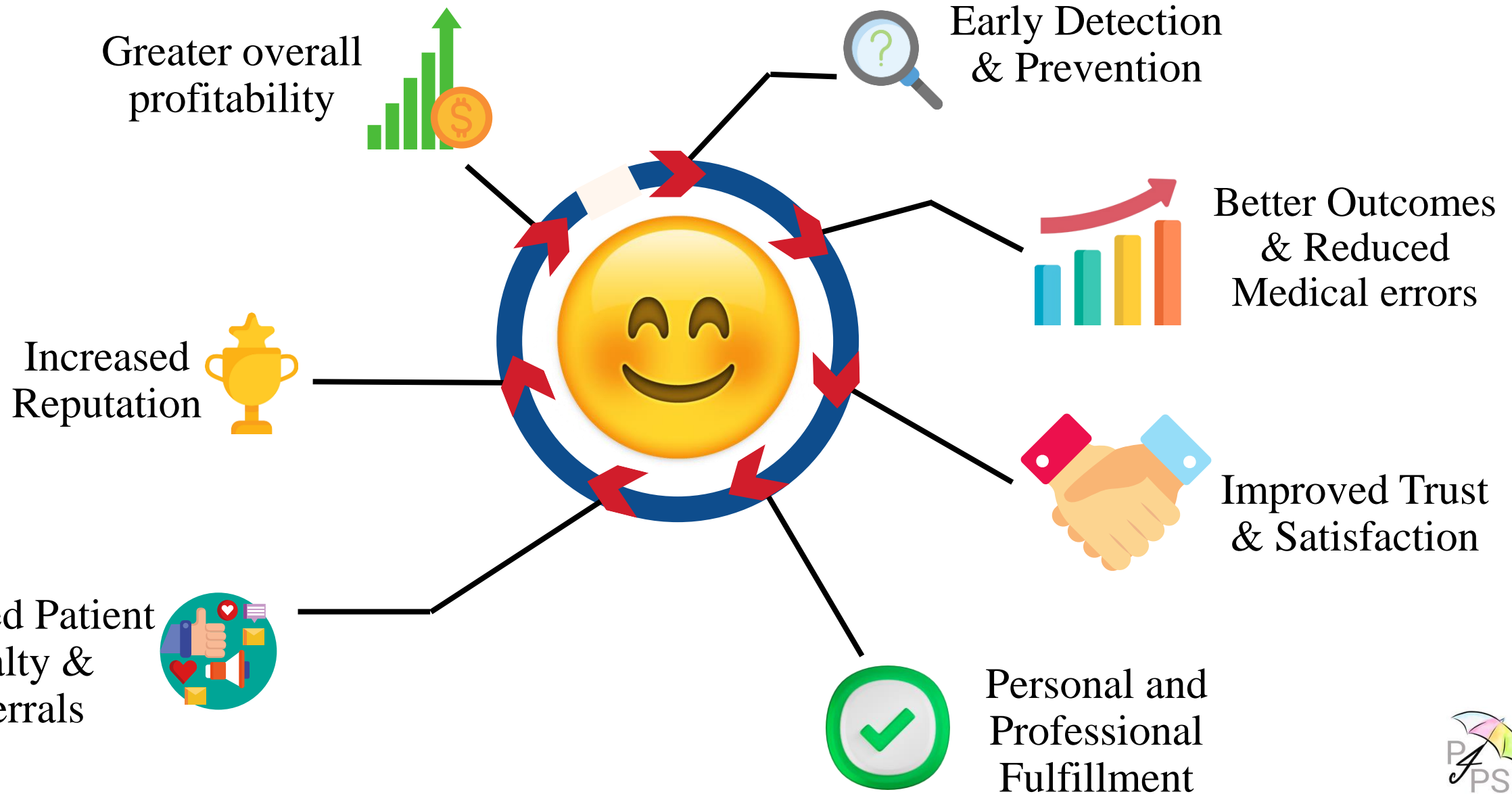
What Patients need from HCP



- Safe and Quality care without harm
- Clear and Effective Two-way Communication
- Response to Questions-What & Why
- Receive Empathy, Respect, and Dignity
- Access to Information , Records, to help decide
- Coordination of care across specialties
- Patient Education, share best practices and advise for home-care



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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Patient Advisory Councils- a collaboration of patients and providers for common goals



- Promote **patient safety** and reduce medical errors
- Improve **communication** between patients and providers
- Improve quality of care and **patient satisfaction**
- Learning through **patient experiences**
- Determine effective ways to **educate patient** community

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Thank You



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