

**HNDL**



# Empowering Patients to Drive Patient Safety

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# Introduction

- Exceptional advancement rate of technology & medical science;
- Growing complexity of health care;
- Difficulty in safeguarding the health & safety of patients.



# Introduction

- Patient's empowerment, patient's self-management, patient-physician interaction (shared collaborative goal setting & problem solving skills) can lead to better outcomes & more satisfaction.



*The people have the right and duty to participate individually and collectively in the planning and implementation of their health care.*

[International Conference on Primary Health Care, Alma-Ata, 1978]



# Presentation Goals

- Addressing barriers to active patient's engagement;
- Understanding the patient's role in medical care;
- Highlighting the importance of an empowered & self-managed patient.



# Patient Safety Imperatives

- Medical errors:
  - 2.9%-3.7% of hospitals admissions.
- Death cases:
  - 8.8%-13.6% of errors.
- *"To err is human" (1999):*
  - 98.000 deaths/year as a result of medical errors.
- *WHO 10 facts on patient safety (2007):*
  - 1/10 patients is harmed while receiving hospital care.
  - 1.4 million suffer from acquired infections in hospitals.



# Patient Safety Principles

- Safe, timely & quality health care;
- Accessibility of sufficient resources: staffing, HMIS, educational materials on patient safety & self-management;
- Uniform national glossary on patient safety;
- Collaboration among health care providers & agencies;
- Reporting on patient safety & concerns.



# Barriers to Engagement

- System-side barriers:
  - Culture;
  - Infrastructure;
  - Financing.
  
- Patient-side barriers:
  - Health care activation;
  - Health literacy;
  - Salience;
  - Unpredictability;
  - Financing.



# Role of the Patient

- Biomedical model:
  - Patients as inactive participants.
- Biopsychosocial model:
  - Patients as active partners in decision making.



# Role of the Patient

- Effective communication:
  - Open & trusting environment;
  - Enhanced compliance;
  - Better diagnostic accuracy & health outcomes.
  
- Medication errors:
  - Importance of problem awareness & prevention strategies.



# Role of the Patient

- Use of electronics:
  - Access to information.
  - Potential harms:
    - Patient's privacy;
    - Inaccuracy of information.



# Steps to Take

*Management must "manage" for patient safety just as they manage for efficiency and profit maximization. And safety must become part of what a hospital or health care organization prides itself on.*

[LUCIAN L. LEAPE]

# Steps to Take

- *Crossing the Quality Chasm: A New Health System for the 21st Century:*
  - The patient is the source of control;
  - Knowledge is shared and information flows freely;
  - Safety is a system property.

# Steps to Take

- Commitment to safety by the organization's governing body & senior management;
- Standardization of work process, well written policies, procedures & protocols;
- Quality documentation in the patient record;
- "*No blame*" environment;

# Steps to Take

- Implementation of self-management education programs for patients;
- Supporting patient with self-management skills building & ongoing assistance from provider, family & colleagues.

*Be part of the process not a helpless victim.*



# Conclusion

- Health care is a team effort and everyone has a role in making it safe;
- As a patient, you are the expert of your own life. Your doctor's role is to add his medical expertise & support in order to create, collectively, a treatment plan that will help you overcome your illness & live as fully & productively as you can.



*It can't be just the hospital or just the doctor  
or just the nurse.*

*It's a societal problem and all of us have a role  
to play-some of us bigger than others.*

[LAN JONES]