

○ Patient safety through patient involvement

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www.nhssurveys.org and www.pickereurope.org

Adverse events

- Falls
- Wound infections
- Medication errors
- Wrong site surgery
- Mortality
- Malnourishment
- Pneumonia
- Urinary tract infections
- Decubitus ulcers
- Deep vein thrombosis
- Pulmonary embolus

Patient barriers to being involved

- I don't want staff to think I'm difficult
- I don't want staff to feel threatened
- Staff seem too busy
- I didn't know I could be involved
- I might make the wrong decision
- I probably wouldn't understand

Professional barriers to involving patients

- It takes too long
- Patients wouldn't understand
- I don't see what's good about it
- I don't know how to do it
- Patients will interfere with our work!
- Patients don't want the responsibility

Patient safety myths

- Patients don't want to be involved
- Patients / relatives are “not insured”
- Patients lose their medical notes
- Patients panic if you give them information
- Mobile phones are dangerous

Patient top 6 issues

Adult Inpatients

1. Confidence and trust in doctors & nurses
2. Clear explanations
3. Staff knowing about my condition and treatment
4. Clean ward
5. Being treated with dignity and respect
6. Pain relief

Patient top 6 issues

Young patients

1. Confidence and trust in doctors & nurses
2. Information I could understand
3. Being involved in decisions
4. Clean ward
5. Having the chance to discuss fears with doctor
6. Pain relief

Patient top 6 issues

Outpatients

1. Confidence and trust in healthcare professionals
2. Being listened to
3. Explanations I could understand
4. Having enough time with a doctor
5. Healthcare professionals being open with me
6. Being involved in decisions

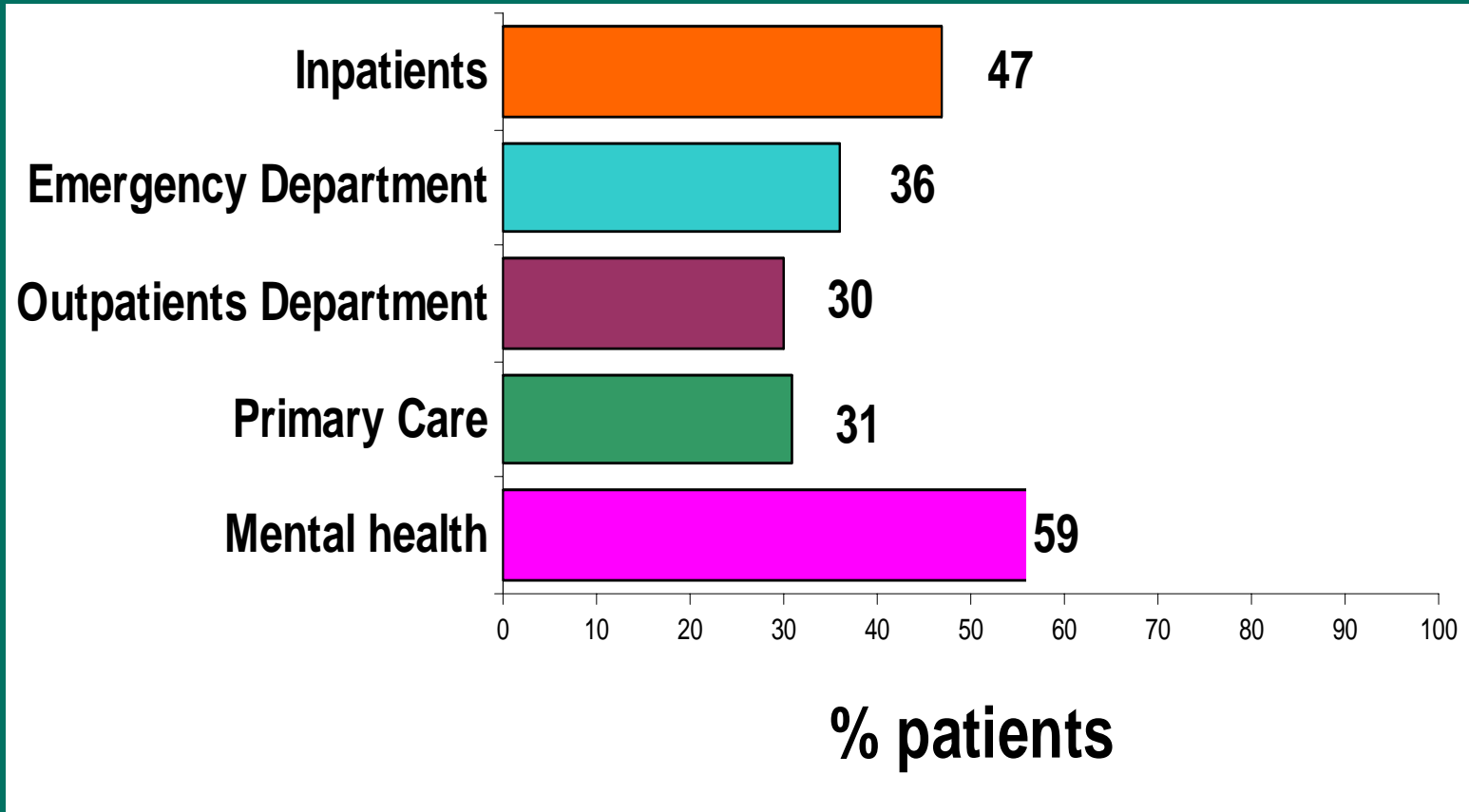
Patient top 6 issues

Emergency care

1. Confidence and trust in doctors & nurses
2. Being treated with respect and dignity
3. Clear explanations
4. Being told what danger signals to watch for
5. Privacy when discussing condition/treatment
6. Being involved in decisions

5 patient surveys:

Wanted to be more involved in decisions



National Surveys of NHS Patients 2004-05 (n=371,421)

Stroke survey findings: essential nursing care

- 37% did not think there were enough nursing staff on duty to care for them
- 34% did not always get help getting to the toilet
- 41% did not always get help with eating meals

“More staff to see to patient’s needs...stroke patients unable to wait 5-10 minutes for toilet.”

“Meals were left at end of bed for [patient] to feed herself, which she can’t.”

Stroke inpatient survey 2005, n=2786

Mental health survey findings: crisis care

- 52% did not have the number of someone in mental health services that they could call out of hours
- 52% did not get all the help they wanted the last time they called the crisis number

“The crisis team is only open until 9pm...”

“I have no-one to call in times of crisis who is qualified in mental health”

Mental health survey 2005, n=25,555

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making patients' views count

Coronary heart disease survey findings: Patient involvement and information

- 39% wanted to be more involved in decisions about their care and treatment
- 46% not told about changes in diet that might affect their condition

“No regard to medicine allergy if it wasn’t for family on three occasions i would be dead.”

“I have no knowledge of what is happening to me. I've had an operation but no-one seems to know who'll see me next. This is worrying.”

CHD survey 2004, n=3,784

Inpatient survey findings: Nutrition

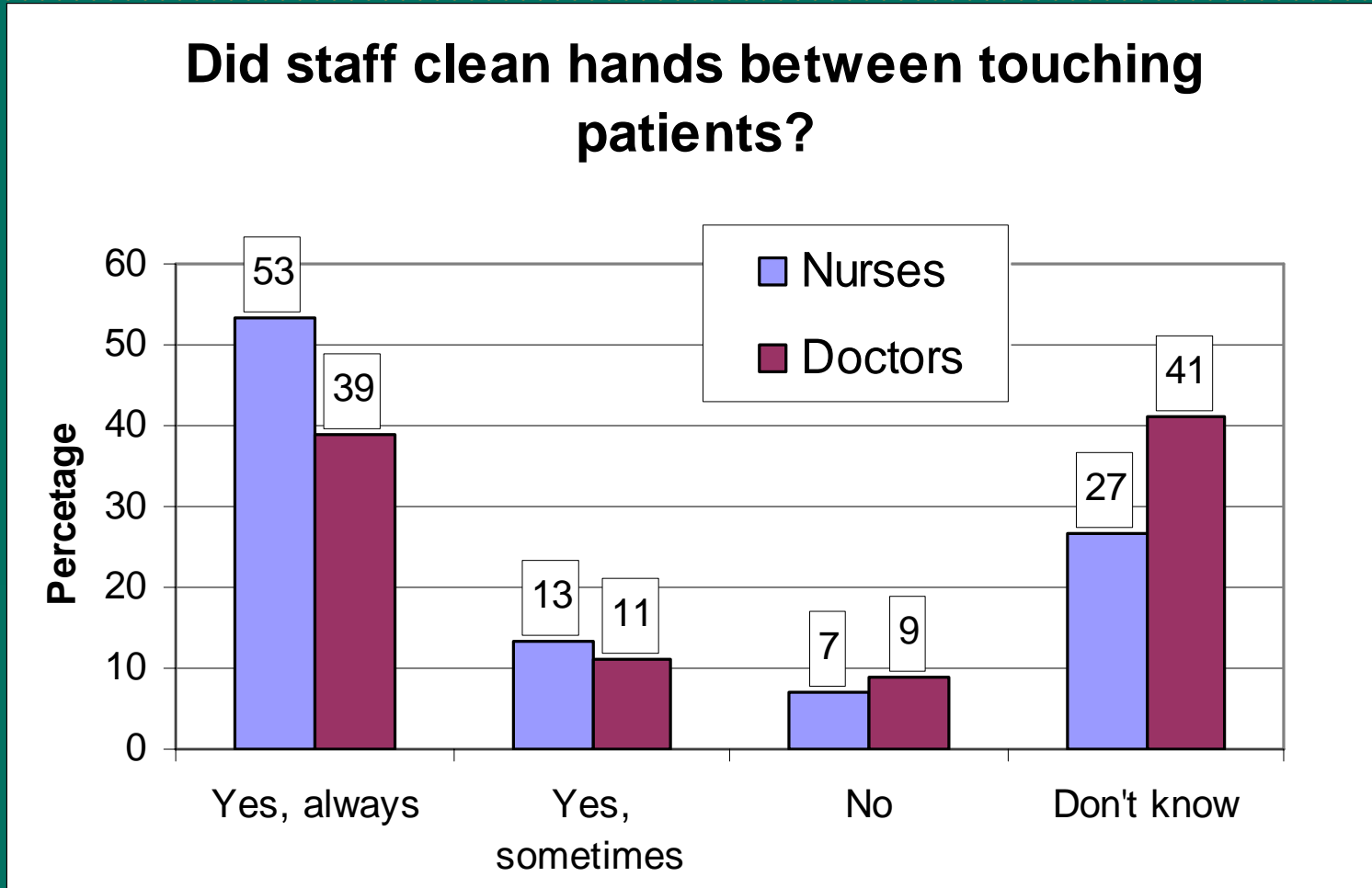
- 49% could not always get healthy meals from the hospital menu (Inpatient pilot survey 2005, n=572)

"I was not allowed to eat after 12 midday. The operation was at 8pm and when I returned to ward around 9pm the only food available was toast."

"The food needs to be more heart friendly. macaroni/cheese was my first meal after quadruple bypass"

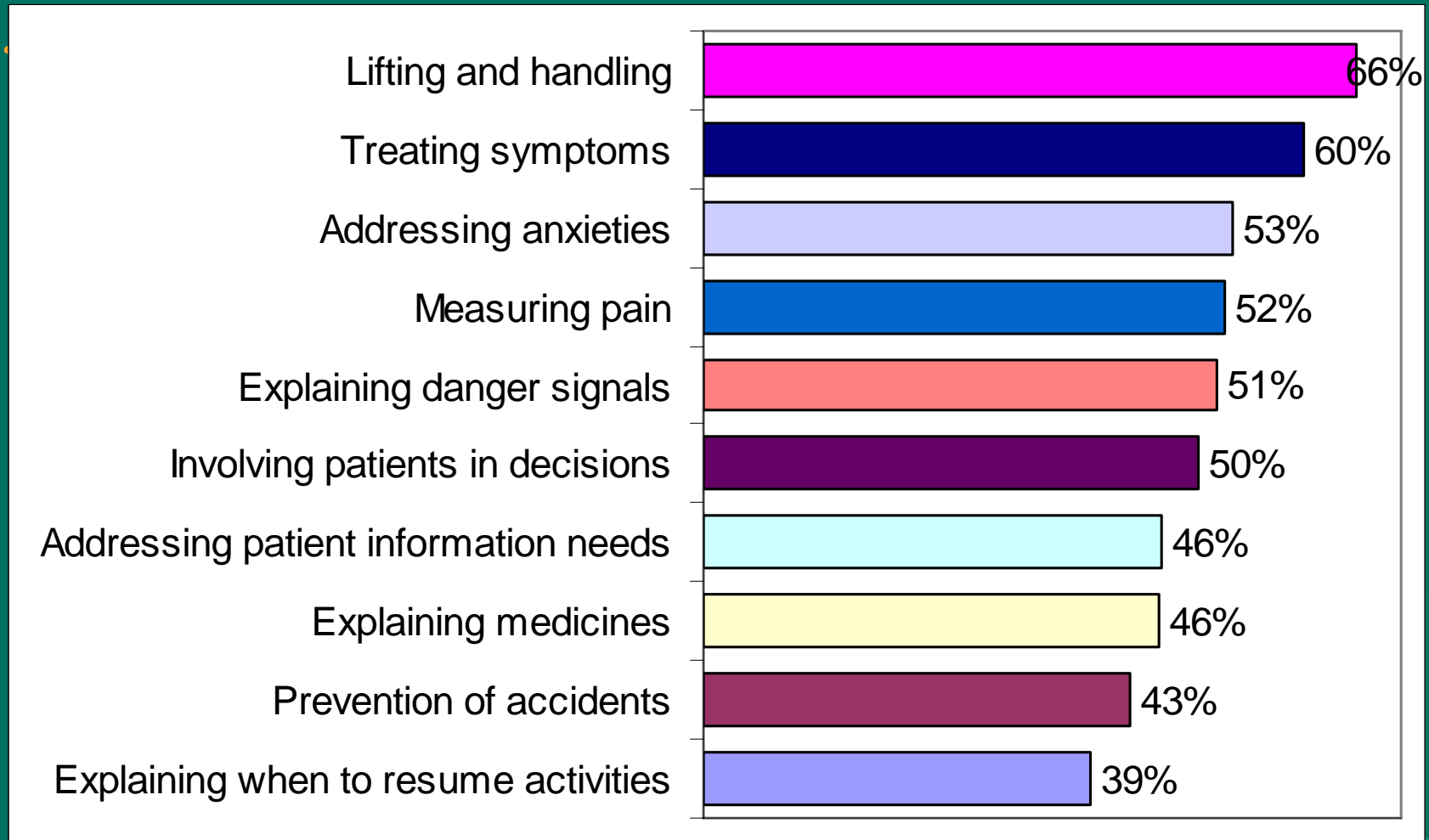
"The food recommended for my condition was often unavailable.."

Inpatient survey: hand washing



Inpatient pilot survey 2005, n=572

Nurses: have you had enough training?



2001 Nurses Survey in 20 London hospitals (n=2889)

How can patients help to ensure safer care?

- Help to reach an accurate diagnosis
- Share decisions about treatments: better decisions, improved compliance
- Contribute to safe medication
- Participate in infection control
- Check the accuracy of medical records (e.g. patient held notes, copying letters to patients)
- Observe and check care processes
- Identify and report complications and adverse events
- Shape the design and improvement of services

Key messages

- Staff need training in sharing information and involving patients
- Patients have an important role in safe treatment
- Well-designed surveys ensure that patient safety is carefully monitored
- Assess risk of action against inaction
- Weigh short-term against longer-term risks
- Patients are decision-makers, not passive victims