

Quality Colloquium

Accountability to Patients for Safe and Effective Care

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National Patient Safety Foundation®

Program Portfolio - 2011

- Annual Patient Safety Congress
- Patient and Family Programs
- Research Grants Program
- Patient Safety Moderated ListServ
- Information Resources
 - Website
 - Current Awareness Literature Alert
 - Focus on Patient Safety Newsletter
- Patient Safety Awareness Week
- Stand Up for Patient Safety Program
 - Hospital-based
 - Ambulatory/Physician Office Practice applications
- Corporate Council
- Patient Safety Leadership Fellowship Program
- Partnership for Clear Health Communications @ NPSF
- Lucian Leape Institute @ NPSF
- CE Learning Modules
- American Society for Professionals in Patient Safety
- January 2012 – Certification program – Certified Professional in Patient Safety

Accountability

Procedures and processes by which one party provides a justification and is held responsible for its actions ***by another party that has an interest in those actions*** (Emmanuel)

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EXPECTATIONS

Accountability to Patients

Requires understanding their expectations

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The Universal Patient Compact™

Principles for Partnership

As your healthcare partner we pledge to:

- Include you as a member of the team
- Treat you with respect, honesty and compassion
- Always tell you the truth
- Include your family or advocate when you would like us to
- Hold ourselves to the highest quality and safety standards
- Be responsive and timely with our care and information to you
- Help you to set goals for your healthcare and treatment plans
- Listen to you and answer your questions
- Provide information to you in a way you can understand
- Respect your right to your own medical information
- Respect your privacy and the privacy of your medical information
- Communicate openly about benefits and risks associated with any treatments
- Provide you with information to help you make informed decisions about your care and treatment options
- Work with you, and other partners who treat you, in the coordination of your care

As a patient I pledge to:

- Be a responsible and active member of my healthcare team
- Treat you with respect, honesty and consideration
- Always tell you the truth
- Respect the commitment you have made to healthcare and healing
- Give you the information that you need to treat me
- Learn all that I can about my condition
- Participate in decisions about my care
- Understand my care plan to the best of my ability
- Tell you what medications I am taking
- Ask questions when I do not understand and until I do understand
- Communicate any problems I have with the plan for my care
- Tell you if something about my health changes
- Tell you if I have trouble reading
- Let you know if I have family, friends or an advocate to help me with my healthcare

What Accountability Looks Like to Patients

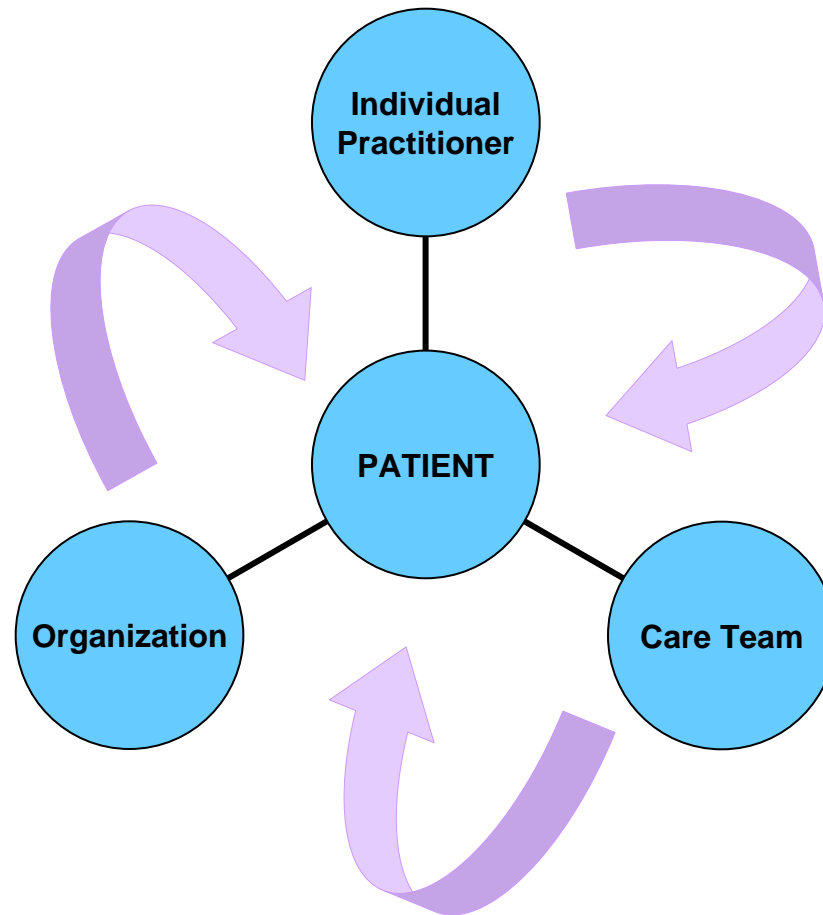
■ Expectations At Patient Level

- Patients will see providers talking to each other and listening to each other collaboratively
- Patients will be feel comfortable asking questions
- Patients will be given periodic briefings, including reviews of their care plans
- Patients will be asked for confirmation of identity at appropriate times
- Patients will be made to feel a part of the treatment team

A sense of trust, engagement and respect

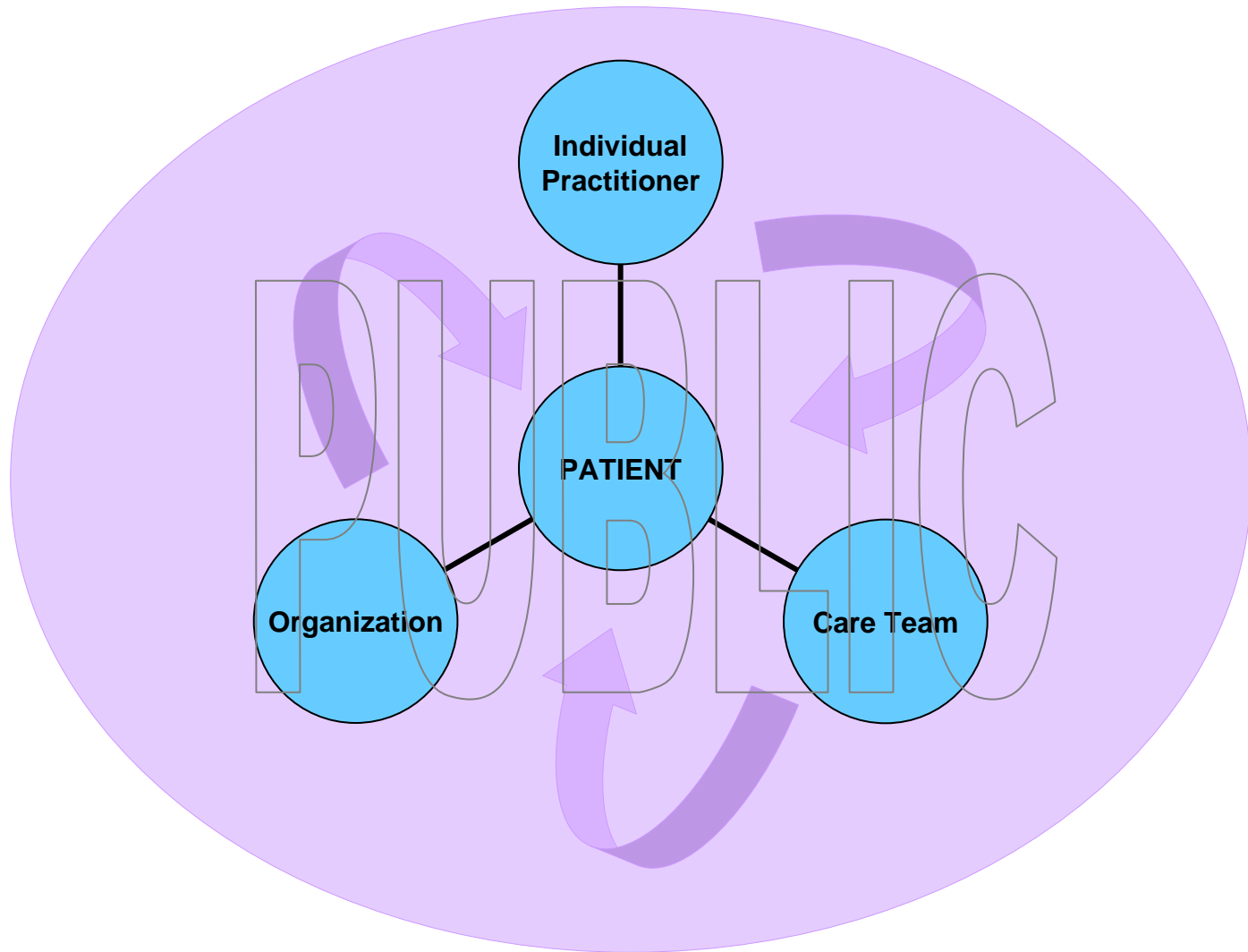
NPSF Leadership Day 2010

Accountability to the Patient



Collective Accountability, Mutual Accountability, Shared Accountability

Accountability to the Public



What Accountability Looks Like to the Public

- Media view role as watchdog for the community
- Availability of data, report cards have helped paint a broad, but incomplete picture and have also helped raise issues for journalists to investigate
- Expectations of Public
 - Open and honest communication about performance (both positive and negative outcomes)
 - Information on how an organization plans to address any problems that exist
 - Communication as a key part of taking accountability

Transparency

NPSF Leadership Day 2010

Consumer and Patient Expectations

Trust, engagement, respect, transparency



Grounding for accountability
Requires translation into deliverables

Current Challenges with Deliverables for Patient Engagement

- Untapped lever for improved safety
- Consumer awareness vs. patient engagement
- Not a systems approach
- Not effectively meeting consumer and patient expectations and therefore falling short on accountability

Reinforcing Appropriate Expectations – Is this a Strategy for Improved Accountability?

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Nutrition Facts	
Serving Size 2 crackers (14 g)	
Servings Per Container About 21	
Amount Per Serving	
Calories 60	Calories from Fat 15
% Daily Value*	
Total Fat 1.5g	2%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 70mg	3%
Total Carbohydrate 10g	3%
Dietary Fiber Less than 1g	3%
Sugars 0g	
Protein 2g	
Vitamin A 0%	• Vitamin C 0%
Calcium 0%	• Iron 2%
* Percent Daily Values are based on a diet of 2,000 calories a day. Your daily values may be higher or lower depending on your calorie needs.	
	Calories: 2,000 2,500
Total Fat	Less than 65g 80g
Sat Fat	Less than 20g 25g
Cholesterol	Less than 300mg 300mg
Sodium	Less than 2400mg 2400mg
Total Carbohydrate	300g 375g
Dietary Fiber	25g 30g

Nutrition Facts

Serving Size 1 cup (228g)
Servings Per Container 2

Start here

Amount Per Serving

Check calories

Calories 250 **Calories from Fat** 110

Quick guide to % DV

% Daily Value*

Total Fat 12g **18%**

5% or less is low
20% or more is high

Saturated Fat 3g **15%**

Trans Fat 3g

Cholesterol 30mg **10%**

Sodium 470mg **20%**

Limit these

Potassium 700mg **20%**

Total Carbohydrate 31g **10%**

Get enough of these

Dietary Fiber 0g **0%**

Sugars 5g

Protein 5g

Vitamin A **4%**

Vitamin C **2%**

Calcium **20%**

Iron **4%**

Footnote

* Percent Daily Values are based on a 2,000 calorie diet. Your Daily Values may be higher or lower depending on your calorie needs.

	Calories:	2,000	2,500
Total Fat	Less than	65g	80g
Sat Fat	Less than	20g	25g
Cholesterol	Less than	300mg	300mg
Sodium	Less than	2,400mg	2,400mg
Total Carbohydrate		300g	375g
Dietary Fiber		25g	30g

Nutrition Facts

Serving Size 2 crackers (14 g)
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Amount Per Serving

Calories 60 **Calories from Fat 15**

	% Daily Value*
Total Fat 1.5g	2%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 70mg	3%
Total Carbohydrate 10g	3%
Dietary Fiber Less than 1g	3%
Sugars 0g	
Protein 2g	

Vitamin A 0% • Vitamin C 0%

Calcium 0% • Iron 2%

* Percent Daily Values are based on a diet of 2,000 calories per day. Your daily values may be higher or lower depending on your calorie needs:

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UNIVERSAL PATIENT TOOL

PATIENT INFORMATION

IDENTIFYING _____ DATE _____

CURRENT DIAGNOSIS _____

MEDICATIONS _____

CURRENT TREATMENTS _____

IMPORTANT INFORMATION FROM LAST HEALTH CARE VISIT

REASON FOR THIS VISIT/REFERRAL

QUESTIONS TO ASK / THINGS TO KNOW

- 1.
- 2.
- 3.
- 4.

NEW INFORMATION

THINGS TO DO NEXT

IMPORTANT INFORMATION FOR NEXT HEALTH CARE VISIT

Common Format for Patient Tools

- Standardized approach
- Designed through expert collaboration
- Appropriate across continuum
- Baseline information in support of all patient engagement initiatives
- Set expectations, raise awareness, change behavior → create lift
- Allow for measurement, continuous improvement, building of business case for patient engagement
- Provide for accountability on patients' terms

