# of Patient Safety

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PULSE

Patient Safety Education and Support

Giving the Patient and Family a Voice!

- Support – learning from the patient.
- Education –
  - Grassroots, get into the community
  - Teaching what you already know

WHAT DO THEY HAVE IN COMMON?

- They want answers.
  - We can all learn from these answers.
- Make sure it doesn't happen again.
  - Talk about it!
- They may be entitled to compensation.

WHERE IS THE:

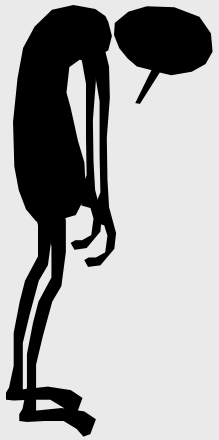
- Red Cross?
- Crisis Team?
- Black Box with all the Answers?

Who is helping the survivors?

PULSE

3 STAGES AFTER AN UNEXPECTED OUTCOME

1) Anger / Guilt
2) Sadness / grief
3) What can I do to make sure this never happens again?



THESE ARE YOUR FUTURE PATIENTS

WHO HAS A STORY:

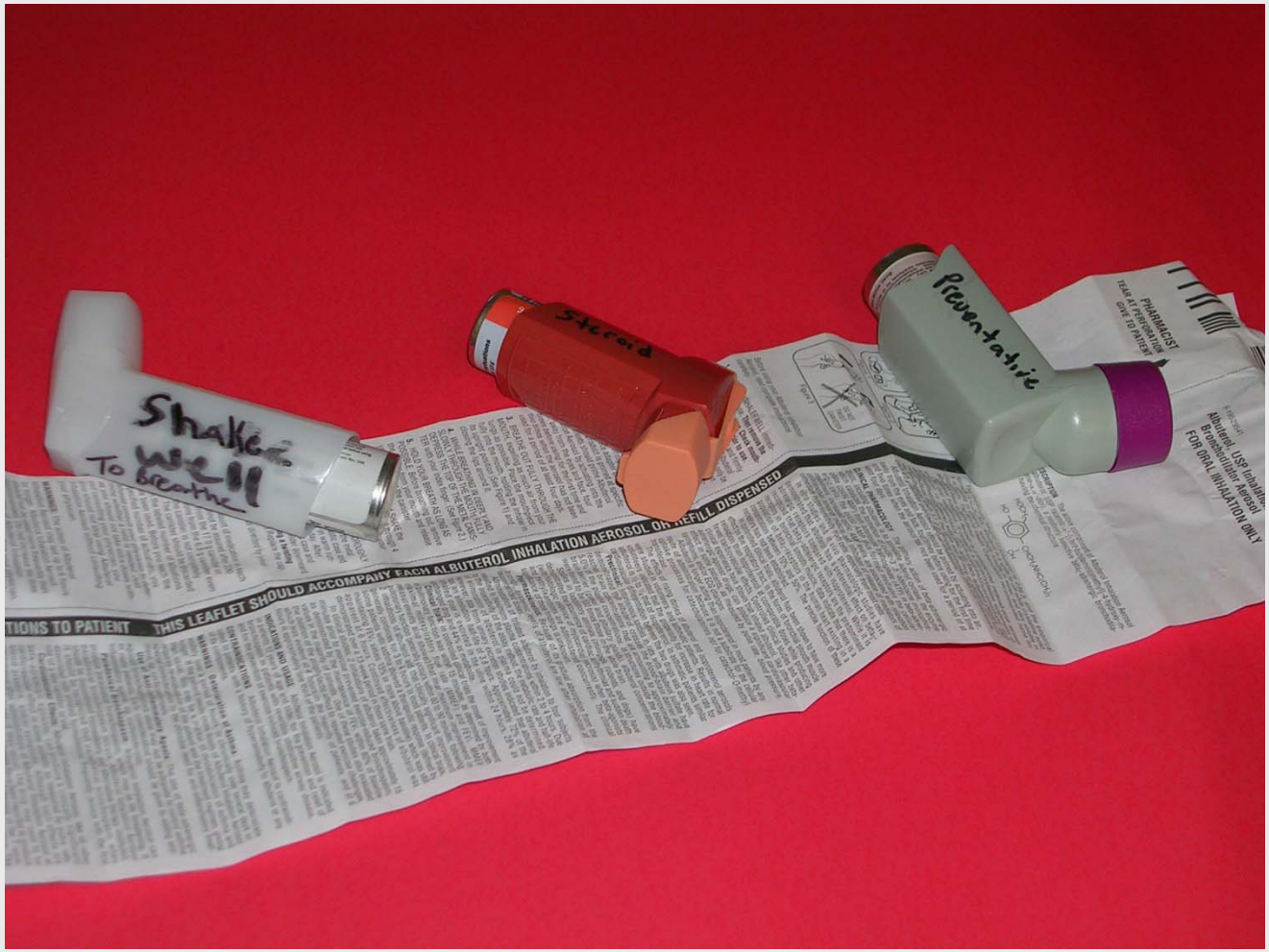
Physicians - Teachers - Religious Leaders
Nurses - Housewives -
Lawyers – Doctors – Hospital Administrators
Legislative Aids
Top Lawmakers
Working and non-working families
Many different races

YEARS AGO WE DIDN'T TALK ABOUT..

- breast cancer
- "safe sex"
- condoms to avoid sexually transmitted diseases.

TALK ABOUT PATIENT SAFETY!

Imagine if this is What You See


Shake well
To breathe
Steroid
Preventative
PHARMACIST
TEAR AT PERFORATION
GIVE TO PATIENT
Albuterol, USP Inhalation
Bronchodilator Aerosol
FOR ORAL INHALATION ONLY
THIS LEAFLET SHOULD ACCOMPANY EACH ALBUTEROL INHALATION AEROSOL
TIONS TO PATIENT

The Joint Commission

Minimizing Fuel Risks

During Preparation

- **Avoid pooling or wicking of flammable liquid preps.**
- **Allow flammable liquid preps to dry** fully before draping; pooled or wicked liquid will take longer to dry than will prep on the skin alone.
- **Use a properly applied incise drape**, if possible, to help isolate head and neck incisions from O2-enriched atmospheres and from flammable vapors beneath the drapes. Proper application of an incise drape ensures that there are no gas communication channels from the under-drape space to the surgical site.

NUMBERS!!!

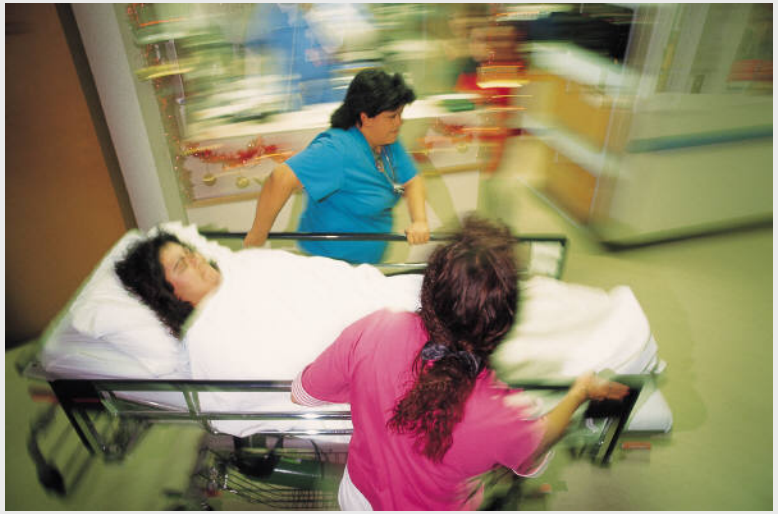
- 1.5 million medication errors IOM 7/06
- 90,000 deaths from infections. CDC
- $29 Billion a year IOM 1999
- 44,000 – 98,000 deaths IOM 1999

THE CULTURE

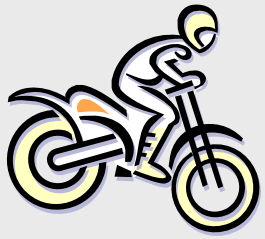
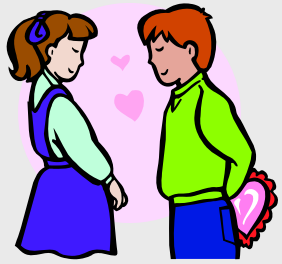
WHAT WELL MEANING PEOPLE SAY:

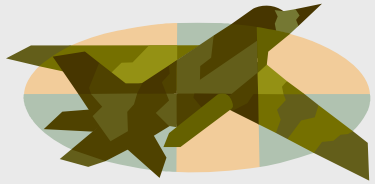
- “I hope you are going to sue!”
- “Make them pay for what they did!”
- “Not at THAT Hospital!”

“WHAT DO YOU WANT TO DO?”



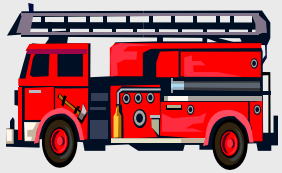
SAFETY

- Motorcycle safety 
- Seatbelt and car seat safety 
- Fire safety 
- Airplane safety 

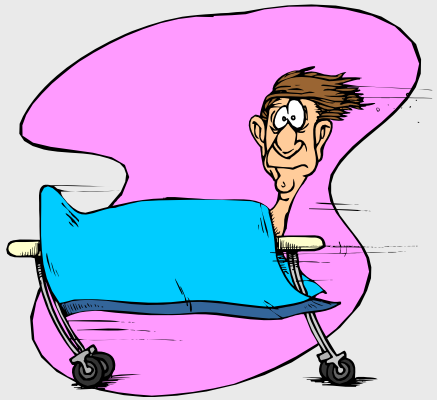


“WELCOME TO YOUR LOCAL FAMILY HOSPITAL”

LESSONS LEARNED:



- What is “Patient Safety”?
- What is a bedsore?
- Communication is a problem.
- Health literacy.



WHAT WE NEED NOW:

- Programs in the hospitals and in communities.
- Offer assistance if there is an unplanned outcome or error.
- Acknowledge that patients can play a role in reducing errors.
- Teach us how.

WHAT WE NEED NOW:

- What is the “mood” of the staff?
- Understand how errors happen.
- Support for staff and patients.
- Is staff aware or is it only administration?
- Recognize that staff can be patients as well as partners.
- Include the staffs input.

PULSE PROGRAMS

- 24 hour availability
- Hospital programs to work with staff/ patients and the community
- Teen Program
- Community Programs:
  - Caring in a Crisis
  - Patient Empowerment
  - Work groups

Let’s All Be Part of the Solution!

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