The Patient Perspective: The Value Behind the Work

Welcome!
Mary Foley PhD, RN, FAAN, Clinical Professor, UCSF School of Nursing and Director, Center for Nursing Research and Innovation
Karen Curtiss BCPA, Founder, CampaignZERO: Families for Patient Safety, Author: Safe & Sound in the Hospital! Must-Have Checklist for Your Loved One’s Care

A little background about Karen and Mary

Why Partner with Families?
How to Partner with Families?
How to Advance Patient Safety Together
“Bring someone with you.”

Who are Your Nearest and Dearest?

I Was a Care Partner for My Dad

Devastating Diagnosis

Successful lung transplant at Super Star!

IPF cured!

Fall

VAP

MRSA

C diff

DVT

PE

MRSA… again

C diff… again

Stage 4 Bed Sore

Bill Aydt, married to Margaret, 51 years
6 children, 9 grandchildren

Family bedside 7 months

On the job learning – too little, too late
I Was my Father’s Care Partner…
And I Failed.

Next, I was a Care Partner for my Husband

“Routine” Bowel Resection
Sepsis
Emergency Surgery
VRE
Discharged with…
... an IV,
... colostomy and
... drains
No supplies
No confidence
Lots of questions and...
High anxiety

And Then… for Our Child, Alex

Misdiagnosis:
Appendicitis
Crying at Stoplights

Just bad luck?

1 in 3 Patients Needlessly Suffer or Die from Preventable “Adverse Events”*

Three out of four patients – 75% – age 64+, leave the hospital with an incorrect prescription or no understanding of their medication regimen. (Yale New Haven study, Leora Horowitz, December 2012)

Patients Forget 80% of What You Tell Them

*Numerous studies in the U.S. and U.K.
"We have trained, hired and rewarded people to be cowboys, but it is pit crews that we need – pit crews for patients."

- Atul Gawande MD

Informed and Activated Care Partners
Your Pit Crews for Care

No one is more patient centered. No one knows your patient better.
HOW?
Your “Cliff Notes” for Informing & Activating Family Support

SHARE INFORMATION:
Simple checklists in simple terms
Checklists can take many forms

MOTIVATE:
Share reasons why — be transparent
Friend-to-friend tone

Provide Tools:
Familiar “every day” items transform
helplessness to help-full

One solution...
Checklists Work!

- Virtually eliminated central line infections in ICU’s in University of Michigan Hospitals
- Reduced mortality rate in these hospitals overall by 10%
Checklists Put Everyone on the Same Page
For Patients!

Same Information:
Which Will Inform, Motivate, Activate?

We cannot solve our problems with the same thinking we used when we created them.

- Albert Einstein
Translation Please!

What you say...
- Decubitus Ulcer
- Heart Failure
- MRSA
- Isolation precautions
- Jaundice
- Up fluids
- PCP

What everyone else says/thinks
- Bed Sore
- OMG, about to die!!
- Infection, bad germs
- ???
- Yellow
- Drink more water
- Main doctor (or... a street drug?)

The Power of Empathy
In the Hospital:
Give Families Tools to Support Communication

“"I Just Want a Milkshake.""
In the Hospital:
Prep Families to Help Prevent Infection

Please Help Us
Wipe Out Germs!

Infection?
Not on My Watch!

Catherine: 42 Days

Before Discharge
Prep Families to Stay “On the Job” at Home
Lisa Meers

Husband collapsed playing golf
- Quintuple bypass surgery
- Quiet waiting room, looked over checklists: realized how frail Robert was — PANIC!
- Called insurance: Nurse approved!
- Went back to work w/peace of mind
- No mishaps in recovery
- No readmission!

In the Hospital and at Home:
Prep Families to Support Safe Med Use

Keep Track of Medications
Help Prevent Mis-ups

Hit RECORD for Discharge Conversations

“Good to Go” Cullman Regional Medical Center
- 15% reduction in readmissions
- 62% increase in satisfaction on HCAHPs discharge questions

Discharged with a Recording: How Cullman Regional is Optimizing Readmissions
Levanthal, R., Healthcare Informatics, October 2013
I carefully went through the checklists...these will be very helpful!
It will bring comfort and peace.”
- Joanne Cerling
"So never lose an opportunity of urging a practical beginning, however small, for it is wonderful how often in such matters the mustard seed germinates and roots itself."
- Florence Nightingale