



ATLANTIC
LEARNING
EXCHANGE

HEALTH QUALITY
& PATIENT SAFETY

Using Patient Complaints to inform and improve the Patient Experience

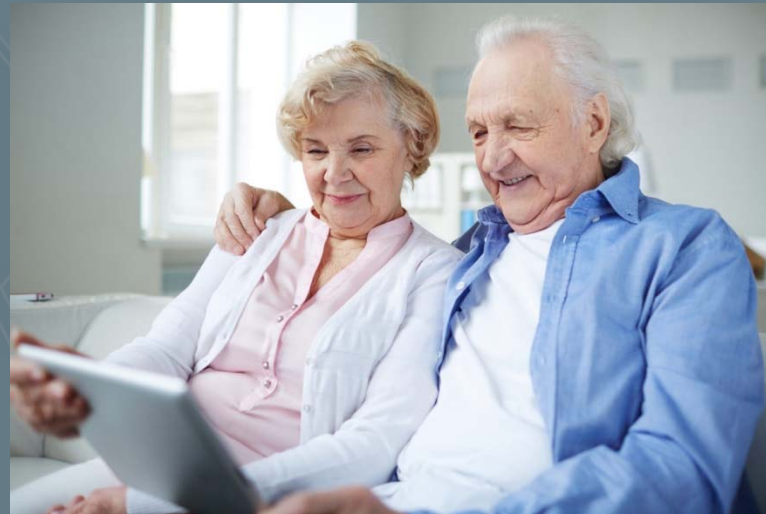
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Our Premise

- Patient/families are the teachers that we need, the experience that we seek and the champions of effective change.



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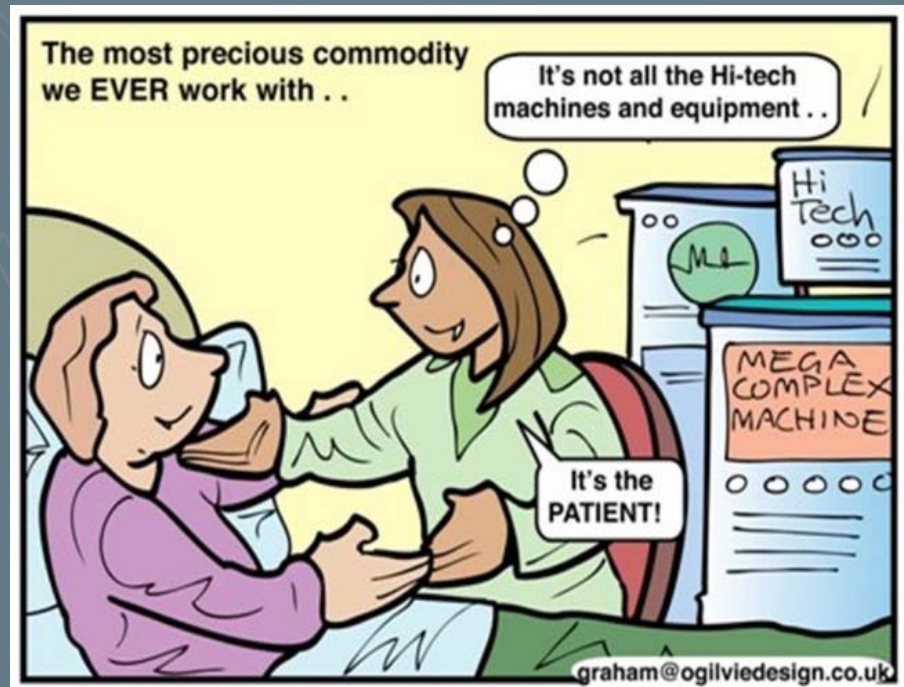
Our Premise

- They are what will make the medications work by giving the perspective of compliance, the surgery safe, by giving the perspective of what patients need to know and the agents of change by sharing their experiences.



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Why are we here?





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Potential barriers

- One of the largest barriers to the collaboration of patient/family and in care is culture.
- The culture of healthcare providers, and also the culture of healthcare recipients!



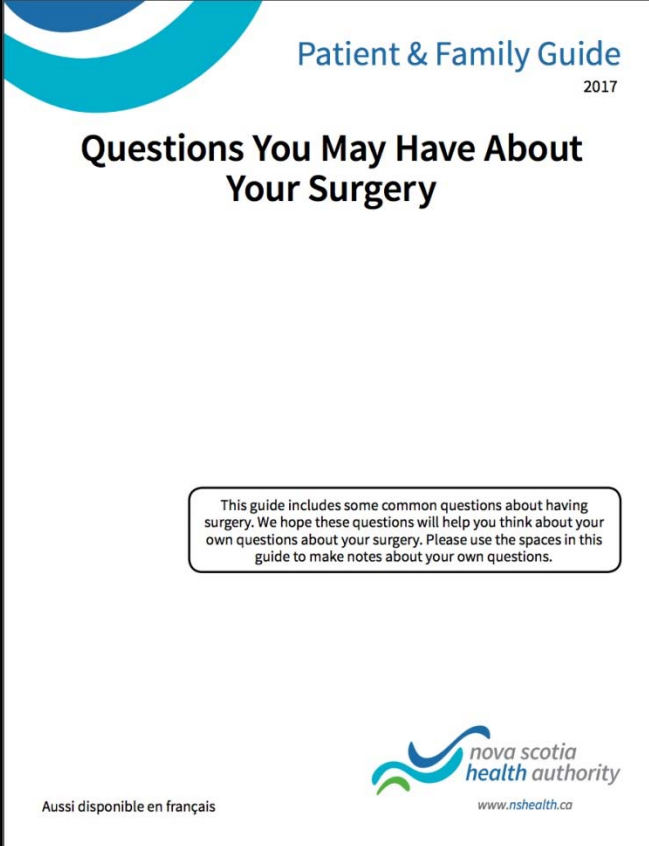
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What have we learned?

- From patient complaints?
- What have we done with the knowledge?



Communication Tools




Patient & Family Guide
2017

Questions You May Have About Your Surgery

This guide includes some common questions about having surgery. We hope these questions will help you think about your own questions about your surgery. Please use the spaces in this guide to make notes about your own questions.

Aussi disponible en français



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KEEPING YOU SAFE WITH THE SURGICAL SAFETY CHECKLIST

When you come for surgery, our first goal is to keep you safe. Before you even reach the operating room, many different health professionals will ask you the same questions:

- What is your full name?
- What surgery are you having today?
- On what part and/or side of your body are we going to operate?
- Have you or a family member ever reacted to anesthetic? (drugs used to put you to sleep during surgery)
- Do you have any known allergies?

We ask these questions many times to ensure your safety. When you enter the operating room, the surgery team will confirm the answers you gave above. We complete this checklist to make sure that your answers are the same as the information in your chart. All of these checks help to keep you safe. The checklist also includes routine questions that surgical team members ask each other, such as: "Is the required equipment checked and ready? Is the patient an aspiration risk?" These questions allow the team to double-check all important details to protect your safety. This checklist was developed by the World Health Organization and is used around the world. If you have any questions or concerns about your surgery, please ask your health care team.

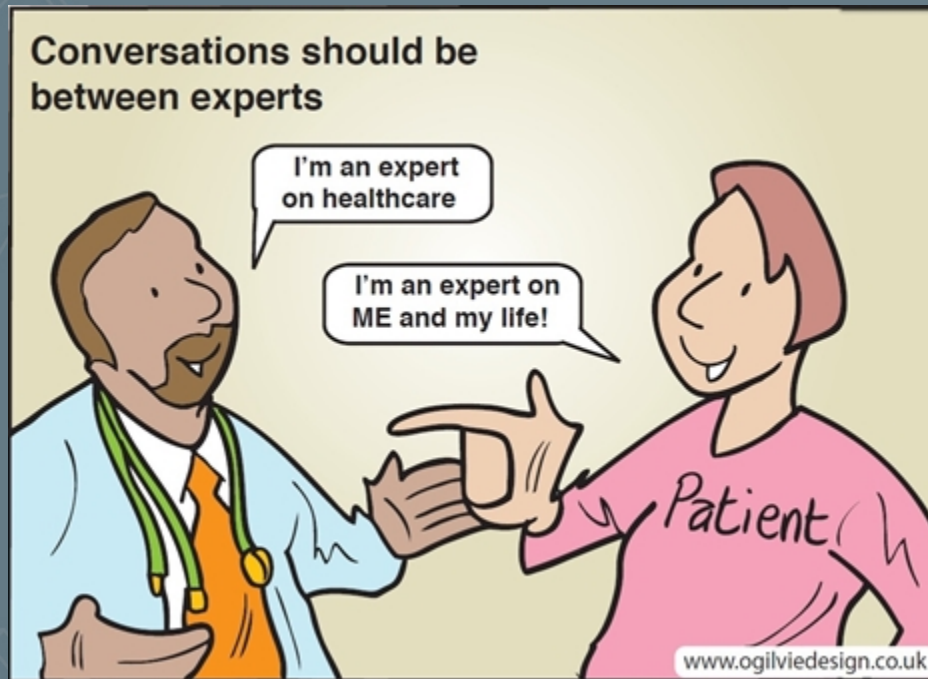


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It is a partnership...





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Tips and Tools

- Focus on action
- Identify champions (staff and patient)
- Don't overthink
- Check in with patients and staff – is this still relevant? Is it still working?



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Measures

- Success can be difficult to measure, as patient satisfaction can be a difficult benchmark to truly capture. However, for example, in the case of the ortho waitlist complaints, complaints went from many/week, to virtually zero.
- The waitlist times have not changed.



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