Our strategy for safety

Crystal Masse

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Welcome
Theresa Malloy Miller

Moderator
Member Patients for Patient Safety Canada
Objectives

At the end of the session the participants will be able to take at least one practical idea to implement, especially:
- Define the role of an empowered patient
- Access practical tools to support engagement
- Identify strategies for facilitating partnership between patients/families and providers

Agenda
- Three presentations, each followed by discussion
- Two speakers
Dr. Amy Nakajima

Wabano Centre for Aboriginal Health and Bruyère Continuing Care
Dr. Nakajima provides obstetrics and gynecology consultation services at the Wabano Centre for Aboriginal Health and at Bruyère Continuing Care in Ottawa.

Even though Amy is a recognized expert in patient safety and an active educator at the University of Ottawa, she is a continuous learner – Amy is currently completing a Master’s in Human Factors and Systems Safety through Lund University, Sweden.

Amy contributed to many patient safety resources including: Canadian Disclosure Guidelines, Patient Safety and Incident Management Toolkit, the Safety Competencies, the Canadian Medical Protective Association’s online patient safety curriculum, the Royal College of Physicians and Surgeons of Canada Just Culture of Patient Safety white paper, the Physician Competency Framework and the Handover Toolkit.

Throughout her career, Amy has advocated for patients to be partners in care as well as in policy, education and system design.
Crystal Masse

Member, Patients for Patient Safety Canada
Patient Advocate, Ontario
Crystal Masse Bio

Has been active in the healthcare and wellness community for more than a decade helping others create and maintain optimal health and well-being.

- Member of Patients for Patient Safety Canada

- Certificate in Patient Advocacy; Member of the Alliance of Professional Health Advocates

- Passionate about patient engagement, empowerment, and partnership, she holds dear the inherent value in patient advocacy whether advocating as a career, a mission, or both.

Advocates in honour of those she’s lost including her late husband and mother.
Becoming a Patient Partner

- Advocacy started with mismanagement of my children’s dental care in 1991
  - There is always a need to be involved in your own care
  - Care does not always go according to plan
  - The need for advocacy and oversight in the care of my family became a major focus
- In the early 2000s six family members did not survive major health challenges
  - For all of them there was a need to be involved and watching carefully
  - I became a patient advocate through their health experiences and taking a patient advocacy training program
Christie
Learning to Persist

- Be aware – Christie knew she was in trouble; beyond her daily fibromyalgia challenges.
  - Had been sent home from ER
  - No one listened
  - The care she received didn’t seem to fit with what she needed or was experiencing
- Gather Support, Bring an Advocate- call mom
- Trust Your Intuition- strong feeling that she needs to be seen
- Communication: Voice Your Concerns and Desires
- Speak Up Respectfully
- Partnership leads to better outcomes.
Discussion
Pat
Partner in Cancer Treatment

- Access, Organize and Update Your Medical Records
  - Up to date excel sheet of all blood work results
  - Having available for each appointment
  - Oncologist was appreciative all of this background work
- Be Prepared; Research, Research, Research
  - Gathered quality information from reliable sources
  - Speak with confidence; be persistent
- Speak Up Respectfully
  - Took substantial effort to be included as a partner
  - Being respectful opens the door
Discussion
Tyler
Managing a Chronic Disease

- Create a Medical History
  - Helps medical professionals determine a proper diagnosis

- Access, organize and Update Your Medical Records
  - Always ask for a copy of reports and results
  - Ensure Family Doctor is included

- Build Your Healthcare Team
  - Patient coordinates

- Make Sure Diagnosis is Correct

- Trust Your Intuition/ Know when a Second opinion is Appropriate

- Follow Up- Adhere to Agreed Upon Decisions and Treatment Plans

- Maintain a Positive Outlook
Discussion
Patient Partners

**Become involved:**
- Be aware
- Trust your intuition
- Build your healthcare team
- Create a medical history
- Access, organize and update your medical records
- Be prepared: research, research, research

**Communicate:**
- Voice your concerns
- Ask questions (diagnosis, second opinion)
- Gather support, bring an advocate
- Speak up respectfully

**Stay involved:**
- Adhere to decisions and treatment plan
- Follow up
- Maintain a positive outlook
Tips – how to ask

CUS - a communication tool

I am CONCERNED!
I am UNCOMFORTABLE!
This is a SAFETY ISSUE!

STATE: A Tool to Lead the Conversation

W
Share your facts. (I noticed...)

H
Tell your story. (It made me think...)

A
Ask for others’ path. (What is your take?..)

T
Talk tentatively. (Perhaps, In my opinion...)

O
Encourage testing. (Would love to hear your thoughts...)

STATE – a crucial conversation tool

Sources: https://www.pqcnc.org/node/13800 and opportunityculture.org
Tips – what to ask

Patient Question Checklist
Shift to advocate for your healthcare safety. Empower yourself with information and tools to help you ask good questions, connect with the right people, and learn as much as you can to keep you or a family member safe while receiving healthcare.

Before Your Appointment
- Ask someone to go to your appointment with you to help you understand and remember answers to your questions.
- Write down the questions you have for the visit.
- Create a health history that includes your current conditions and past surgeries or illnesses, as well as all your medications. Bring it to your appointment.
- Know your family’s health history, such as your parents’ medical conditions.
- Bring all your medicines with you, including prescriptions, non-prescription medicines (e.g., Aspirin, antacids), vitamins, and dietary or herbal supplements.

During Your Appointment
- Explain your symptoms, health history, and any problems with medicines you have taken in the past.
- Ask questions to make sure you understand what your doctor* is telling you.
- Let your doctor know if you are worried about being able... Make appointments to have tests done or see a specialist.

If you need a test, ask:
- How do you perform the test?
- How will it feel?
- What do I need to do to get ready for the test?
- How will I get the results?

If you require a prescription, tell your doctor if you are pregnant, are nursing, have reactions to medicines, or take vitamins or herbal supplements.

Find out what to do next. Ask for written instructions, brochures, videos, websites.

After Your Appointment
- Always follow your doctor’s instructions.
- If you do not understand your instructions after you get home, call your doctor.
- Talk with your healthcare provider or pharmacist before you stop taking any medicines that your doctor prescribed.
- Call your doctor if your symptoms get worse or if you have problems following the instructions.

Partner for Safe Care

• For your safety and the safety of others:
  – Get informed, educate yourself, and ask questions
  – Actively participate in your own care and treatment
  – Share information, concerns, and suggestions
  – Work closely with your care providers, especially during care transitions
  – Learn how to reduce infection risks while at home and in the community

• If you or your family member has experienced unanticipated harm:
  – Speak up and ask questions about what happened, why, and what will be done about it
  – Seek out the proper way to report the incident
  – Expect an apology and to be informed about next steps
  – Ask for practical or emotional support to cope with the incident
  – Find out where else you can find support if you feel you are not getting the answers you need (e.g., patient complaints or ombudsman office)
  – Share ideas, concerns, and suggestions to improve the incident management process

Resources

Engaging Patients in Patient Safety – a Canadian Guide

SHIFT to safety – public. Patient question checklists.

It’s safe to ask and S.A.F.E toolkit

Crucial Conversations.
When Doctors Don’t Listen – How To Avoid Misdiagnoses and Unnecessary Tests. Dr. Leana S. Wen

You Bet Your Life – The 10 Mistakes Every Patient Makes (How to Fix Them to Get the Health Care You Deserve). Trisha Torrey

Let Patients Help! A “patient engagement” handbook – how doctors, nurses, patients and caregivers can partner for better care. “E-Patient Dave” deBronkart, Dr. Danny Sands

Questioning Protocol. Randi Redmond Oster

Overtreated – Why Too Much Medicine Is Making Us Sicker and Poorer. Shannon Brownlee (of particular interest pages 308-312)

A Bitter Pill – How The Medical System Is Failing The Elderly. John Sloan, MD

Over-Diagnosed. Dr. H. Gilbert Welch, Dr. Lisa M. Schwartz, and Dr. Steven Woloshin


How To Talk So Your Doctor Will Listen. Dr. Lissa Rankin
Recap and Evaluation

At the end of the session the participants will be able to take at least one practical idea to implement, especially:

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Thank You

Contact us: patients@cpsi-icsp.ca