

# SAUDI PATIENT SAFETY CENTER

***“Nothing about Me, without Me”***  
**Empowering Patients for the Provision of  
Safer Health Care.**

# What is Patient Empowerment?

**Patient empowerment is a process that helps people gain control over their own lives and increases their capacity to act on issues that they themselves define as important.”**

# Why patient and family engagement matters

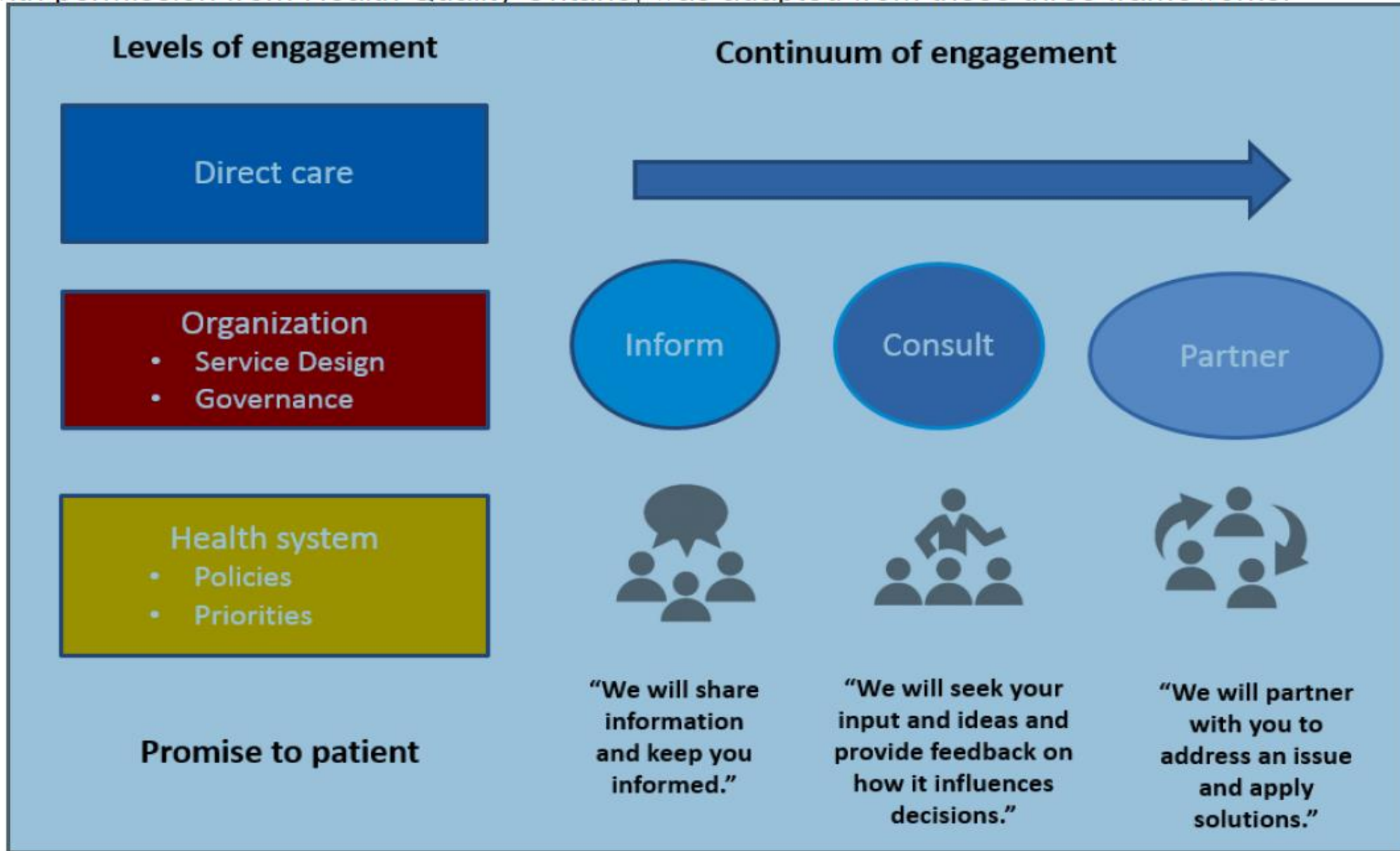
- **Critical to reorienting healthcare;**
- **Make more informed decisions** resulting in **better care** and **more affordable care;**
- **Improved recall of information, knowledge and confidence** to manage their conditions;
- **Improved patient experience** leading to improved **utilization patterns** and **adherence to treatment.**
- **Patients** are a big repository of info



# Think About This

- Do you engage patients and their caregivers/families in your work?  
Yes, I feel confident about engaging patients and families!**
- Somewhat, I know it's a good idea, but I am not so sure I am  
engaging patients effectively.**
- This is new territory for me. I am seeking support in starting out on  
my journey to engaging patients in my work.**

with permission from Health Quality Ontario, was adapted from these three frameworks.



## CHANGE IS NEEDED

To fully engage patients and families, health care organizations must change at multiple levels

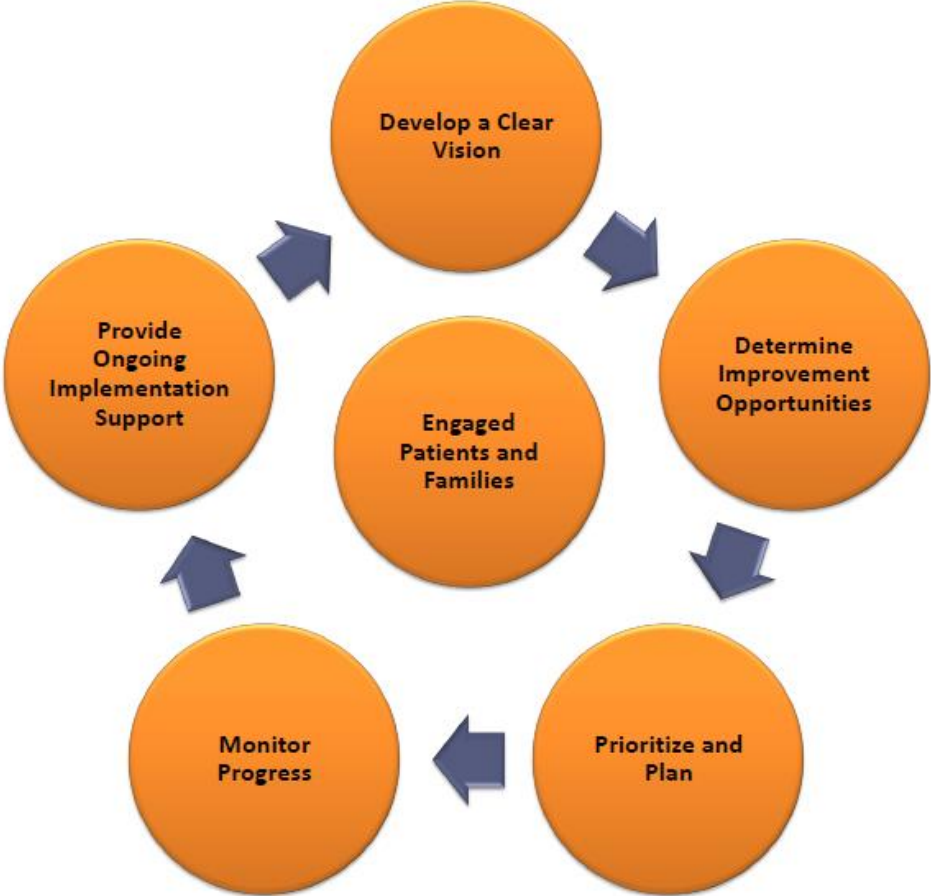
- ✓ At the individual level,
- ✓ At the health care team level,
- ✓ At the organizational level,

## FOUR KEY COMPONENTS

- 1. understanding by the patient of his/her role;**
- 2. acquisition by patients of sufficient knowledge to be able to engage with their healthcare provider;**
- 3. patient skills;**
- 4. the presence of a facilitating environment.**

# Five Action Steps for Patient Empowerment

to move your hospital to full patient and family engagement





## Developing a Clear Vision of Patient Engagement:

### *Checklist*

Did you:

- ✓ Ensure your organization has a **clear definition** of patient and family engagement
- ✓ **Discuss patient and family engagement with your senior leadership** team so that they understand it matters to you and the organization
- ✓ **Elicit input from your board, your staff and representative patients and families** about what your organization will look like if it is successfully engaging patients and families
- ✓ **Make improving patient and family engagement an organizational goal**
- ✓ **Allocate time in meetings** with senior leadership, staff and the board to hear and tell stories about engagement successes and shortcomings

# How

**Reviewing documents that your hospital creates and uses such as :**

- incentive plans,
- employee evaluation processes,
- orientation materials,
- quality and patient safety teams
- strategy documents
- meeting agendas

**This would reveal that the important issue of patient and family engagement is not or is being addressed**

# Implementing a Plan to Strengthen Your Organization's Patient Engagement Efforts:

## *Checklist*

**Did you:**

- ✓ **Assess the options for strengthening patient and family engagement in your hospital**
- ✓ **Set priorities based on needs, opportunities and input from key stakeholders**
- ✓ **Equip and empower your staff to support the engagement strategies you are implementing**
- ✓ **Anticipate barriers and proactively intervene to overcome them**

# How

- working with patients and families as advisors,
- improving communication at the bedside with patients and families,
- using nurse bedside shift reporting to engage patients and families and
- engaging patients and families transitioning to home using the discharge planning process.

# Education and Training on How to Communicate With Patients and Families

## Checklist

- ✓ Develop approaches for eliciting the values, goals and needs of patients and families
- ✓ Create opportunities to hear patients and family members describe their perspective of the hospital care experience
- ✓ Get help for families in different situations that might arise
- ✓ Learn strategies to involve patients and families in process improvement, redesign work and/or committees
- ✓ Develop skills in the teach-back method
- ✓ Work with patients and families in difficult situations

## How

- Including patients and families in these training sessions whenever possible
- Invite patients or families to attend staff orientation and in-service programs and share stories about their care experiences
- Involve patient and family advisors in training activities for staff and physicians that focus on collaborating with patients and families to improve safety and quality
- Train patient and family advisors to participate as “actors” in simulation-based training for clinicians and staff
- Involve patient and family advisors in teaching medical students, residents, fellows, other physicians and faculty and nurses about medical errors

# Monitoring Your Progress Improving Your Patient Engagement Effort

## *Checklist*

Did you:

- ✓ **Select measures that will allow you to see whether processes and outcomes are changing**
- ✓ **Ensure systems are in place so that needed data can be quickly collected and shared**
- ✓ **Compile results in a format that is easy to understand and monitor**
- ✓ **Share the results with staff, senior leadership, board, community and public**

# WHERE TO START WHAT CAN YOU DO