

Involving patients in Patient Safety in Primary Care

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Why?

- Why?
- How?
- What are the barriers?
- The evidence
- LINNEAUS EURO-PC WP8
 - The Copenhagen Statement
 - Patient's Guide to safer Primary Care

Why?

- Patients as vigilant partners
- Personal incentives
- Increasing reliance on self-management
- Patients also make errors
- Patients as witnesses
- Patients move across settings, facilities, providers, levels of care, ...
- Assessment of harm

How?

- Measuring Patient Safety:
 - Culture: patient attitudes and behaviours
 - General perceptions of Patient Safety
 - Experience of Patient Safety
 - Reporting of events: experiences and outcomes

How?

- Ensuring Patient Safety:
 - Participating in process of safe care, such as sharing decisions about treatments and procedures, contributing to safe use of medications, ...
 - Patient centred strategies
 - Increasing awareness and knowledge of safety risks
 - Specific patient safety advice
 - ‘Speaking up’
 - Informed consent
 - Check-lists
 - Self-management and concordance
 - Information to help choose safe providers

How?

- Patient safety advice on medication
 - Get the facts about prescribed medication and report side effects to physician
 - Ask questions
 - Tell and repeat everything to physician about current medication
 - Remind physician about medication allergies and reactions
 - Talk about costs if medication is expensive
 - Use one pharmacy to avoid drug interactions
 - Have a yearly check-up
 - Take caution if medication makes you dizzy
 - Schedule medication into your daily life
 - Take medication as directed

How?

- Checklist

- ✓ Is there an agreement between the patient and me concerning the purpose of the contact?
- ✓ Is the patient sufficiently informed about his/her condition?
- ✓ Have any problems concerning communication issues been addressed?
- ✓ Have patient's options and choices for management been sufficiently described?
- ✓ Has the patient been informed about next steps and appointments (time, date, location, name of professional)?
- ✓ Does the patient have an updated list of medicines?
- ✓ Has the patient been informed of precautions and actions to take if the condition develops in an unanticipated direction?

How?

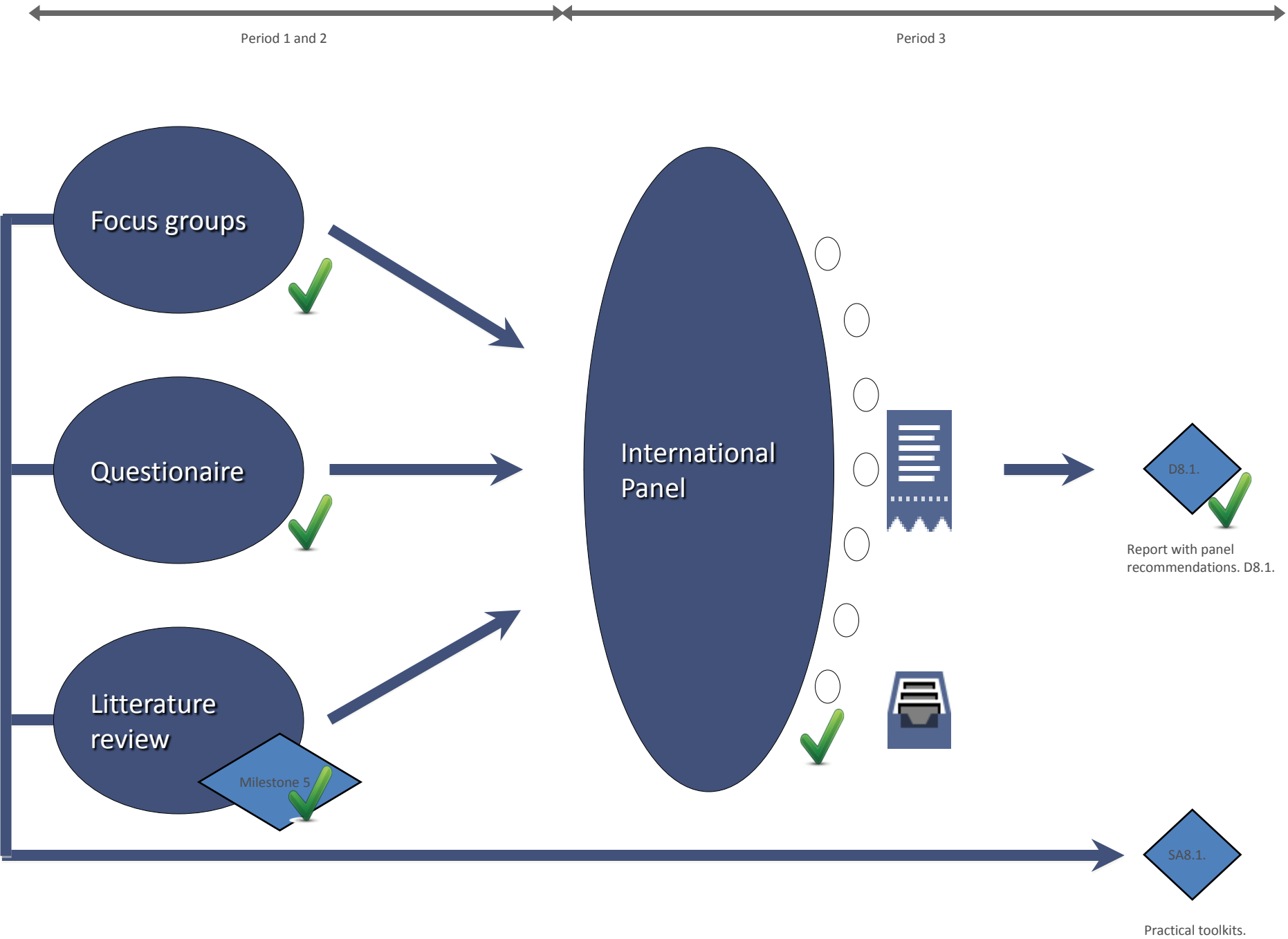
- Improving Patient Safety:
 - Participating in the development of safe models of care
 - Post-event involvement
 - Writing patient information
 - Information to help choose safe providers
 - Design and improvement of services

What are the barriers?

- Engagement of health professionals
- Patients need support for involvement
- Organisational processes, legislation and policy are frequently not well aligned
- Weak evidence base for effectiveness of interventions

The evidence

- Scope (coordination, communication, diagnosis, medication, information)
- Willingness to be involved
 - disposition higher than actual involvement
 - Varying with socio-demographic and perceptions and experience of patient safety
- Effectiveness of interventions:
 - Self-management of medication
 - Simplification of dosing regimes
 - Education of health workers in patient involvement



Period 1 and 2

Period 3

Focus groups

Questionnaire

Litterature review

International Panel

Milestone 5

D8.1.

Report with panel recommendations. D8.1.

SA8.1.

Practical toolkits.

The Copenhagen Statement

- We recommend professional organisations, clinicians and researchers to:
 - Act as **first movers**
 - Establish ways of **communicating** with patients
 - Encourage **feedback** on patient safety
 - Endorse the development of a **checklist**
 - Secure more qualified **evidence** on interventions
 - Integrate patient involvement and safety in health **curricula**

The Copenhagen Statement

- We recommend policymakers and health authorities to:
 - Ensure that **legislation** facilitates patient involvement
 - Supporting safe **processes** and promoting safety **culture**
 - Support **patient**-led voluntary **associations**
 - Encourage IT solutions for increasing professional **access to health data**
 - Secure access for **patients** to relevant **information** on health, disease and safety
 - Enhance public attention through specific campaigns



Patient's Guide

TO SAFER PRIMARY CARE

A template for creating Patient Guides for patient involvement and safety in primary care. Developed in the Linneaus EU project.

LINNEAUS EURO-PC

www.linnEAus-pc.EU