Promoting Patients Engagement towards Patient Safety

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Introduction

The ancient Greek word " *phármakon*" means both remedy and poison. The unnerving fact of healthcare is that it can harm us as well as heal us. Thus patient safety is suggested as the heart of healthcare quality. Patient safety is the foundation of good patient care.

It is defined as “the absence of preventable harm to a patient and reduction of risk of unnecessary harm associated with health care to an acceptable minimum."[1]

Patient safety is not only in the hands of healthcare provider but also in the hands of the care receiver. Involving patients in patient safety not only improves the quality of care but also empowers patients to take an active role in their healthcare journey. It fosters a partnership between patients and healthcare providers, ultimately leading to better outcomes and a safer healthcare environment.

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Suggestions

- The inclusion of patient safety ideas in the education of healthcare professionals and the expectation that professionals will take the lead by inviting and motivating patients to participate actively in patient safety culture.
- Using a checklist at the point of care by the clinician to encourage patient involvement.
- To track the numerous mistakes that affect patient safety, all occurrences, near-misses, or unfavorable events that take place in healthcare institutions should be recorded to a representative authority on a national level.
- There should be continuous training and education to be provided to healthcare professionals and motivation and encouraging them to adapt to the new technology and changes.
- The organization with an objective to cut down cost and profit maximization should not compromise on the quality aspects of care

Facilitators



Educational and awareness program: Any patient that visits the hospital should be given patient education and awareness on various aspects of his care in order to take informed and empowered healthcare decisions for patients. This will motivate the patients to ask queries and raise a voice of concern when necessary.



Standardized scalar chain: The standardized scalar chain serves as a structured framework, ensuring seamless coordination and communication among healthcare professionals, acting as a key facilitator in enhancing patient safety.



Training: Training healthcare providers for patient safety and advance scientific technology the cornerstone for the commitment to deliver the highest quality of care.



Having patient advocates/ patient safety council: To ensure that the patient's voice is heard, their concerns are addressed, and their well-being is given first priority throughout their healthcare journey it is necessary to have patient advocates and patient safety councils.



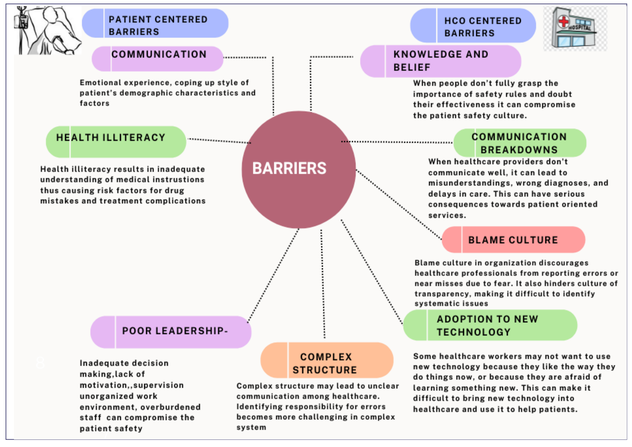
Risk mitigation: Risk mitigation serves as a vital facilitator for patient safety by proactively identifying, assessing, and minimizing potential hazards and uncertainties within healthcare processes, ensuring a secure and reliable environment for patients' well-being.



Empowered incident reporting: Empowered incident reporting by healthcare professionals and patients serves as a proactive catalyst for patient safety, fostering a culture of accountability and continuous improvement for the healthcare

Conclusion

Raising the patient's voice in safety-related decisions not only lowers the possibility of medical errors and unfavorable consequences but also promotes a patient-centered care culture, which in turn leads to better healthcare outcomes and a more sympathetic healthcare system. Patients are engaged participants and advocates for their own safety and for the safety of others; they are not merely recipients of care. The total efficiency of patient care will rise if patients are included in shared decision-making, the reporting of safety concerns, feedback chains, community outreach, crisis response participation, etc. It increases confidence between patients and medical personnel. Healthcare institutions are morally and ethically required to actively involve patients and their families in their care.



Possible Outcome

Improved communication between healthcare professionals enables patients to be involved in decision-making. Health care professionals' ability to communicate, listen, encourage, or instruct patients to ask questions will also lead to patient engagement, education and empowerment. Empowerment of patients is a necessary prerequisite for achieving important goals towards healthcare sustainability, including cost reduction, better health outcomes, less resources wasted, further prevention, improved service quality and patient satisfaction

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