ASQua
ASIAN SOCIETY FOR QUALITY IN HEALTH CARE

Topic 1

Promoting Patient Engagement Towards Patient Safety

Promoting Patient Engagement towards Patient Safety through Feedbacks and Improvement.

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Promoting Patient Engagement towards Patient Safety.

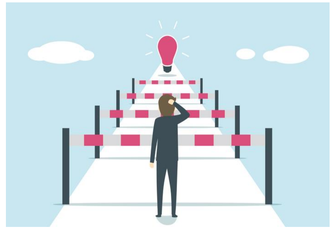
Introduction

Patient safety is crucial in ensuring the smooth operation of healthcare services. By receiving patients' feedbacks and opinions regularly, healthcare providers are able to continually improve their services provided to patients.



Suggestions

Well-established feedback mechanisms to ensure every feedback, suggestion and complaint by patients are attended and actions for improvement or corrections are taken within appropriate time frame.



Barriers

Healthcare providers' attitude towards negative feedback and adaptability to make changes Time and resources



Facilitators

Well-trained customer service staffs/ healthcare providers to receive feedback effectively and efficiently. Healthcare providers should have the perception and mindset that each feedback received is an opportunity for them to make improvement in their services.



Possible Outcomes

Healthcare providers are able to improve their services based on the feedback received. Patients feel more secure as they know their feedbacks would be attended and hence they are more engaged with patient safety.



Conclusion

As conclusion, both delivering and receiving feedback from patients are vital processes to promote patient engagement towards patient safety.

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