ASQua
ASIAN SOCIETY FOR QUALITY IN HEALTH CARE

Topic 1

Promoting Patient Engagement Towards Patient Safety

‘Your Voice Matters’ – Patients for Patient Safety Initiative

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INTRODUCTION

Engaging patients in patient safety is an important aspect of healthcare. While some care related decisions might have multiple options of treatment, it is important patients are engaged in shared decision making. This ensures compliance to appropriate treatment plan and safe care delivery. An important component to ensure patient safety is by getting them involved.

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SUGGESTIONS

Engaging patients can be done in multiple methods. Some ways of engaging patients towards patient safety includes:

- **Education & Awareness**
- **Informed Decision Making**
- **Effective Communication**
- **Patient Advisory Councils**
- **Feedback Mechanism**
- **Promoting a Culture of Safety**
- **Community Outreach**
- **Health Technology & Patient Engagement Portals**

BARRIERS

Some of the barriers may include:

- **Limited Access to Information**
- **Cultural / Language Barriers**
- **Time Constraints of Healthcare Professionals**
- **Healthcare System Complexity**
- **Organization Resistance to change or lack of transparency**

FACILITATORS

The major facilitators for patient engagement includes:

- **Healthcare Provider / Organization support to encourage patients engagement**
- **Patient Awareness program to help them understand their role in ensuring safe care delivery**
- **Hearing out to Patient’s Experience and suggestions as part of Quality and Patient Safety Improvement process**
- **Communication ensures expectations are set, transparency of treatment plans discussed and engaging patients in informed decision making**

POSSIBLE OUTCOMES

Engaging patients for patient safety ensures these:

1. **A well informed patient will be a happy patient and a one who is more compliant to treatment protocols**
2. **Helps identify processes for quality & patient safety improvement**
3. **Leads to a positive patient safety culture in the organization**

CONCLUSION

WHO in 2004 had also identified on patients and their Families engagement as one of the 6 priorities of patient safety.

It is important that Healthcare Providers engage their patients to ensure safe delivery of healthcare. The way forward to reduce adverse events and enhance patient experience will be by getting them involved in shared decision making and hearing their voice to ensure we deliver what is expected and what is appropriate in the care plan.

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