

Your Health Care Be Involved



June 2005

Funding for this project was provided by
the Ontario Ministry of Health and Long-Term Care

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OHA Patient Safety
Support Service

Background of the Patient Safety Support Service

Managed by the Ontario Hospital Association (OHA) and funded by the Ministry of Health and Long-Term Care, the Patient Safety Support Service will provide Ontario hospitals with information, tools, and training to promote effective strategies that enhance patient safety.

The goals of the Patient Safety Support Service are to:

1. Raise the awareness among management and front line staff about patient safety;
2. Foster the development of local expertise in safety;
3. Promote effective strategies that enhance patient safety and;
4. Provide leadership and serve as a resource to hospitals in their efforts to affect system change for improved patient safety, providing assistance that is both focused and practical.

Overview of the Patient Safety Tips program

- Involving and communicating openly with patients, family and caregivers is essential to ensuring patient safety.
- As part of the OHA's commitment to involving patients as partners in their healthcare, they are launching the ***Patient Safety Tips Campaign*** - a patient-focused empowerment strategy.
- Patients have an important role to play at each stage in their care.
- To support patients in this role, five patient safety tips have been developed.

Tips Development

- The “Tips” have been created based on an extensive literature review and a study of similar initiatives and programs across other jurisdictions
- The “Tips” were tested with patient and provider focus groups in Toronto and in North Bay
- The “Tips” were discussed with stakeholder groups including:
 - Ontario Medical Association
 - Registered Nurses Association of Ontario
 - Ontario Pharmacists Association
 - OHA Regional Council Executive Committees

Introduction to the 5 Tips

- **“Your Healthcare - Be Involved”** is the tagline for the Patient Safety Tips Campaign.
- The focus of the campaign is around five “common-sense” tips that have been developed to actively engage patients in their own healthcare.
- The “Tips” are foundational and provide valuable information to all patients across the province.
- The “Tips” will be available in 13 different languages.

CLAD Approved

The “Tips” have been assessed for readability - Grade 6 level. A seal of approval attesting to the readability of the “Tips” has been provided by a “clear language” design firm. It appears on the brochure.



Tip #1



Be involved in your health care.
Speak up if you have questions or
concerns about your care.

Tip #2



Tell a member of your health care team about your past illnesses and your current health condition.

Tip #3



Bring all of your medicines with you when you go to the hospital or to a medical appointment.

Tip #4



Tell a member of your health care team
if you have ever had an allergic
or bad reaction to any medicine or food.

Tip #5



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Program Elements

The Brand



Formal Communications

Permanent, mounted, 18"x24" Poster



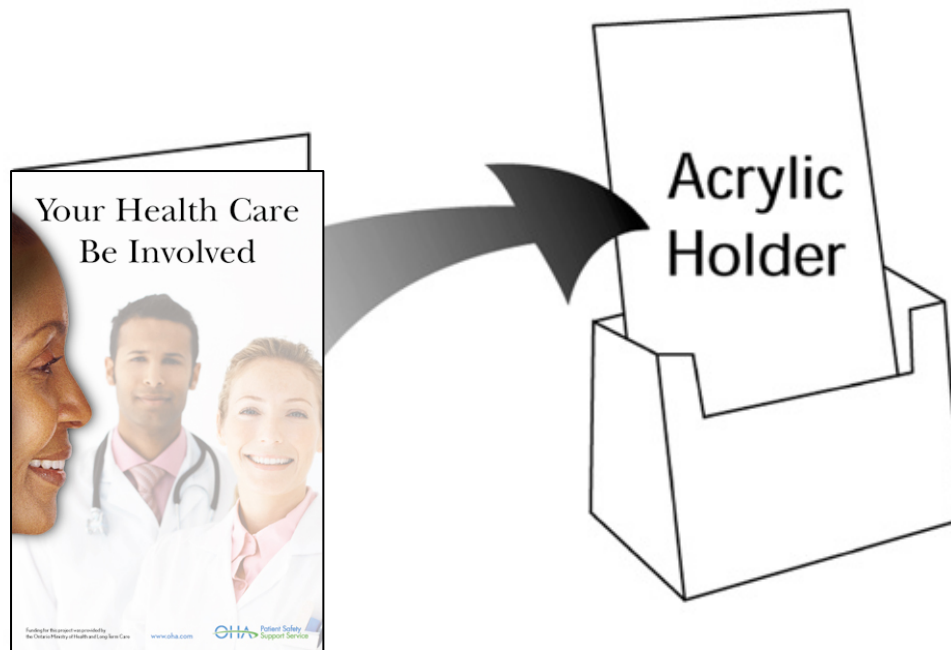
Formal Communications

Brochure



Formal Communications

Acrylic Holder



Formal Communications

Wallet Card

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OHIA Patient Safety Support Service

Family doctor's name: _____


Family doctor's phone number: (____) _____

Medication/food allergies: _____

Blood type: _____

Your Health Care Be Involved



	Be involved in your health care. Speak up if you have questions or concerns about your care.
	Tell a member of your health care team about your past illnesses and your current health condition.
	Bring all of your medicines with you when you go to the hospital or to a medical appointment.
	Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.
	Make sure you know what to do when you go home from the hospital or from your medical appointment.

Formal Communications

Patient Summary Form

What I need to know before I go home

My name: _____

Date: _____

Hospital: _____

Ward or unit where I was treated: _____

Doctors who treated me: _____

Health problem I was treated for: _____

Medical treatment I received: _____

Instructions for my care at home: _____

What should I eat and drink? _____

What should I avoid eating and drinking? _____

What activities can I do? _____

What activities should I avoid? _____

When can I go back to work or resume normal activities? _____

Name of medicine I am taking: _____

Front


How to take the medicine: _____

Follow-up appointments: _____

Phone numbers to call if I have questions or problems: _____

Other important information: _____

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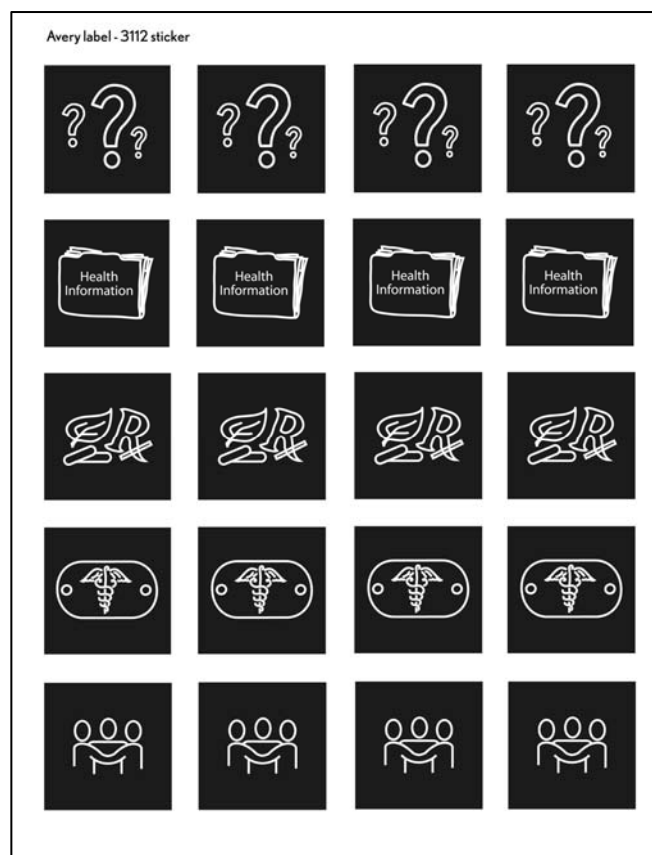
Formal Communications

Multimedia DVD



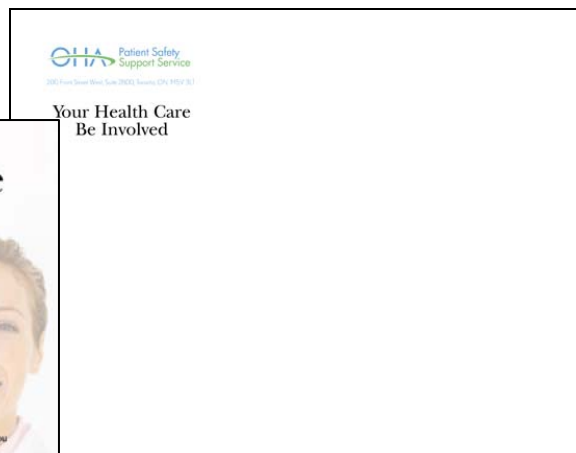
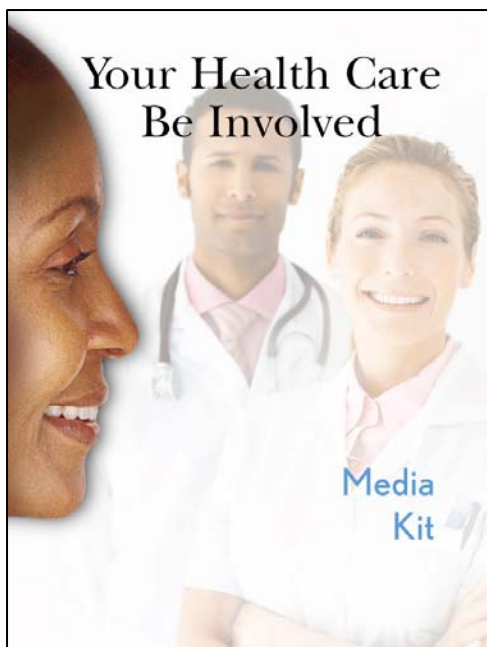
Formal Communications

Icon Stickers



Formal Communications

Media Kit



Formal Communications

Toolkit



What does it mean for my hospital?

- The success of the Patient Safety Tips campaign is strongly dependent on the support and collaboration from hospital staff and physicians at all levels and across all departments in the organization.
- You are encouraged to be as inclusive as possible and to identify the roles and responsibilities each group will play to facilitate the success of this initiative.

What does it mean for my hospital?

Possible groups to include in launching this initiative are:

- Senior Management Team
- Chiefs of Staff and Service
- Chief Nursing Officers
- Professional Practice Leaders
- Patient Safety Managers
- Risk Managers/Quality Managers
- Front-line healthcare team
- Community Relations/Patient Relations
- Volunteers

What can I do to prepare?

- Pre-Launch (May-August 2005)
- How do I display the materials? (August-September 2005)
- Prepare for the Public Launch on **September 13, 2005**
- Post Launch (September 2005 onwards)

Keep up the pace!

- The program is about the **Partnership** between providers and patients.
- **“Your Healthcare - Be Involved”** is here to stay and its **success is up to you!**
- **Everyone** at your hospital has an important role to play to disseminate the powerful message of **patient empowerment and involvement**.
- Staff and physician **support and collaboration** across all departments and all levels is essential. Incorporate the patient safety tips program into future staff education, orientation, and communications.

For questions, contact:

Patient Safety Support Service at:

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or 416-205-1378

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