

## XXIVe Congrès National de la Société Française d'Hygiène Hospitalière



## The patient involvement: a key for changing behaviours?

**u<sup>b</sup>**

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# The evolving role of patients in patient safety

## Traditionally:

## Patients as

....

- passive objects of health care delivery
- risk factor , e.g., compliance with medication
- victims of errors and adverse events

## Increasingly:

## Patients as ....

- attentive observers of care, reporters of events
- partners in safety checks, e.g., multiple identity controls
- vigilant "last hurdle" in the prevention of errors



## Patients as vigilant partners

*Many patients observe care very closely and notice what happens with and around them.*

### Typical reports:

- Patient wonders that the wrong knee being preped for arthroscopy
- Patient notices the high flow rate and short infusion time of IV
- Patient is happy that the medication stopped, unexpectedly...
- Patient is surprised about second blood taking within 1 hour
- Patient notices systematically different hand hygiene behaviours of staff after being transferred within the same hospital



# Patients as vigilant partners

*Many patients observe care very closely and notice what happens with and around them.*

## Typical reports:

–Patient

–Patient

–Patient

–Patient

–Patient

staff after

**None of these patients reported their observations to their caregivers.**

**Threats went undetected.**

***WHY?***



# Patients as vigilant partners

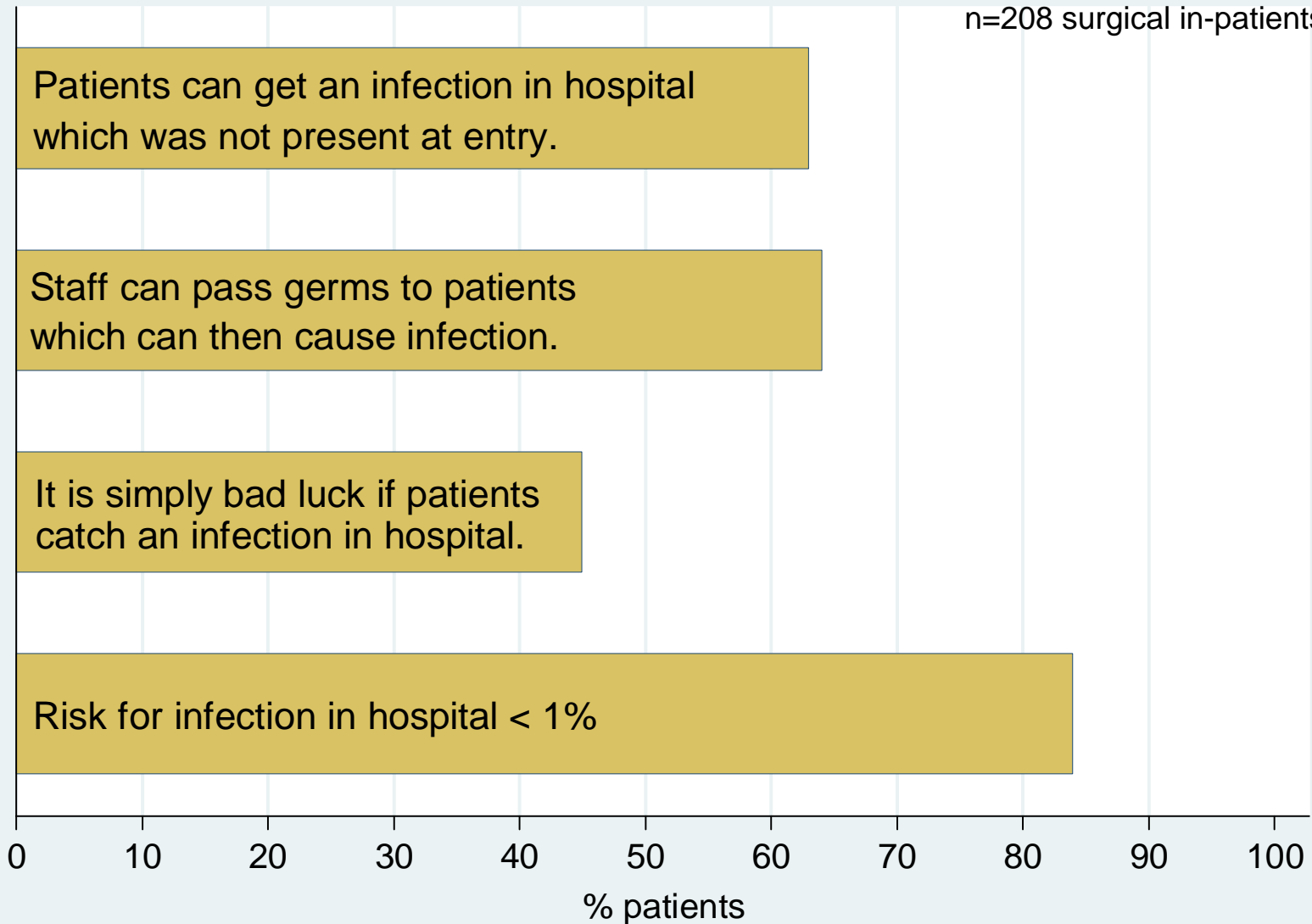
## Reasons underlying patients' silence

1. Limited knowledge and awareness about risks of health care
2. Safety is not a familiar subject
3. Norms in hospital that signal better not to question staff



# Patients as vigilant partners: Knowledge about infections

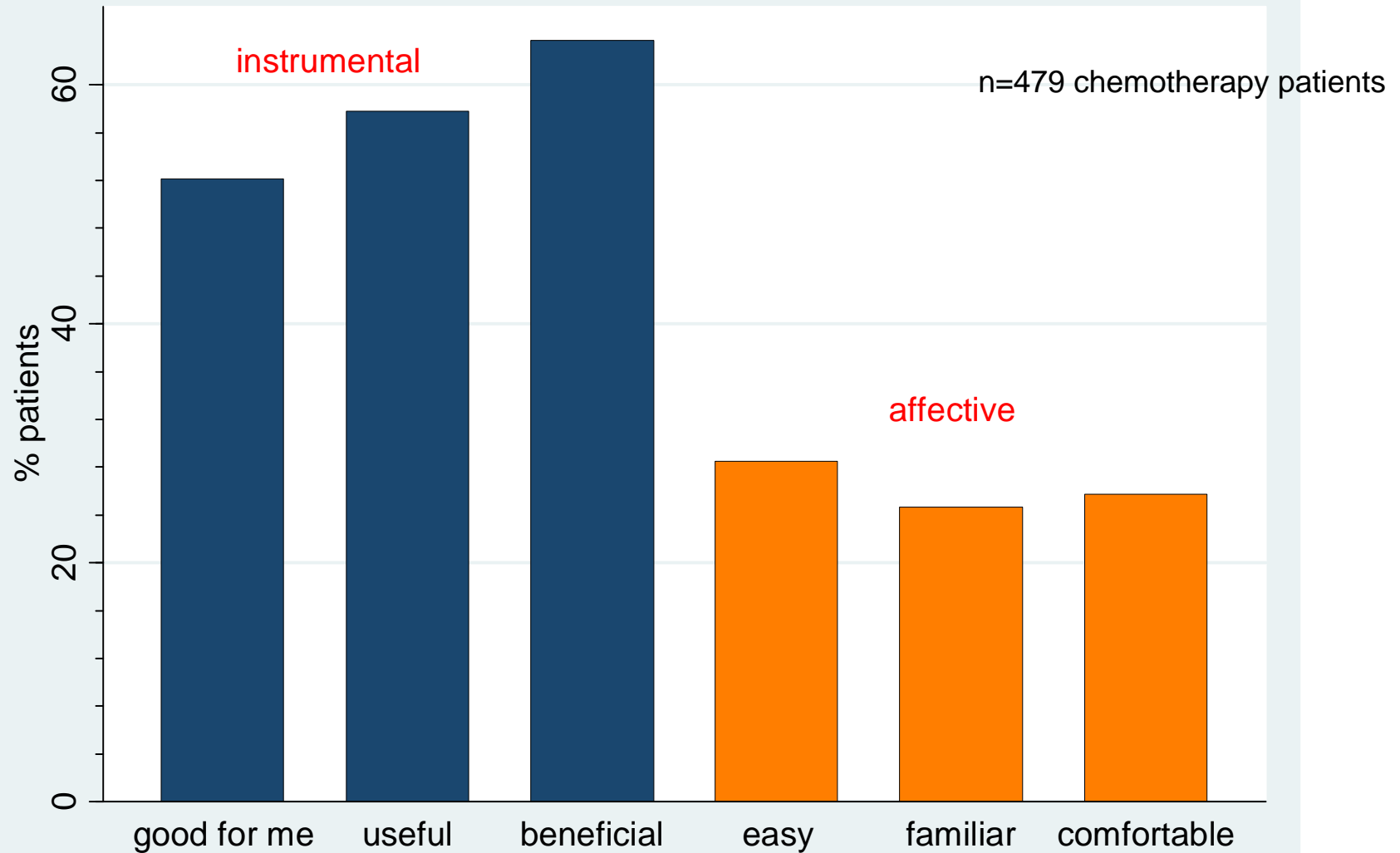
n=208 surgical in-patients





# Patients as vigilant partners: Attitudes of patients

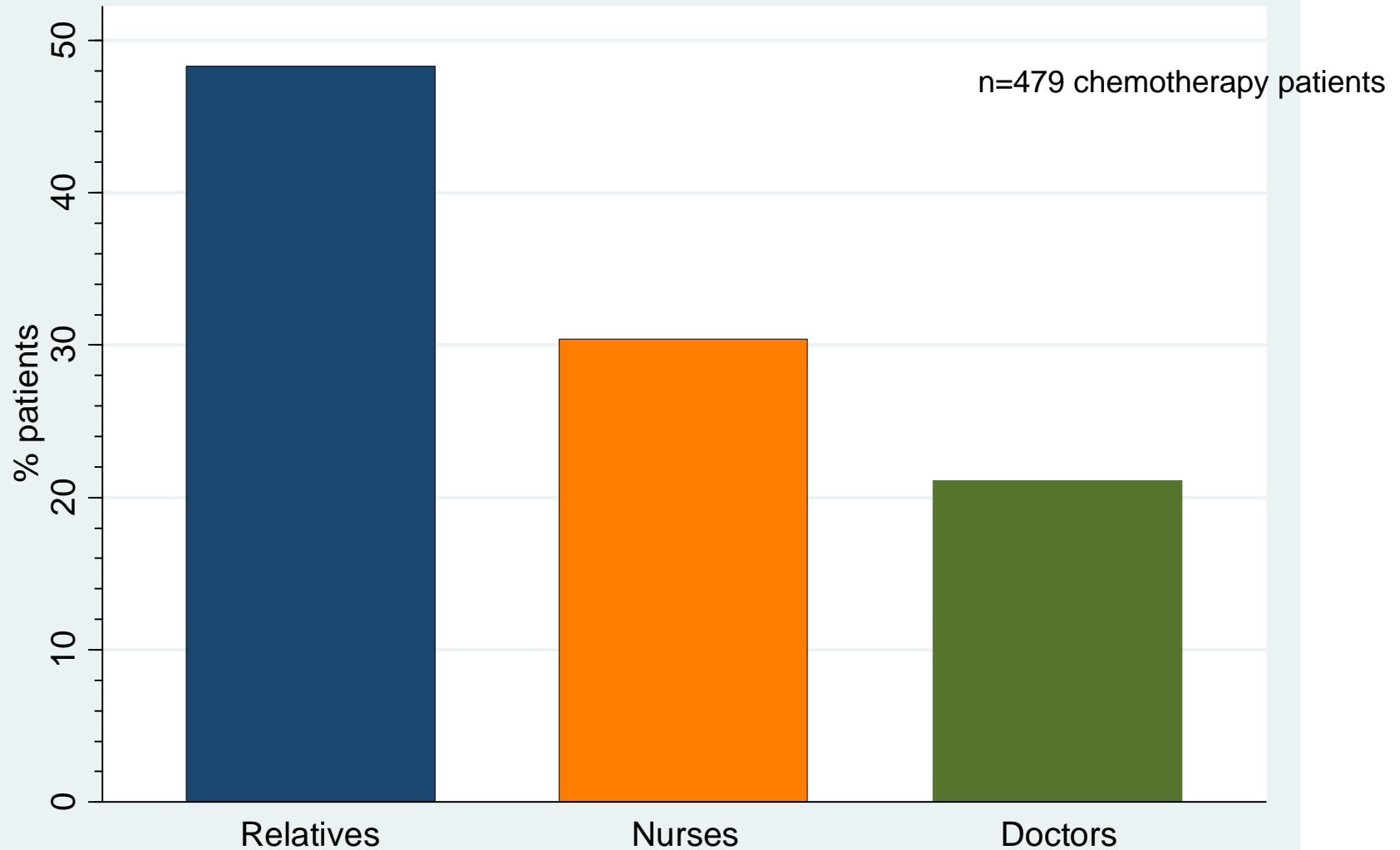
to watch for errors and notify staff of errors is ...





# Patients as vigilant partners: Perceived norms

... approve of my watching for errors and notifying staff of errors





***It takes two to tango ...***

**The perspectives of health care workers**

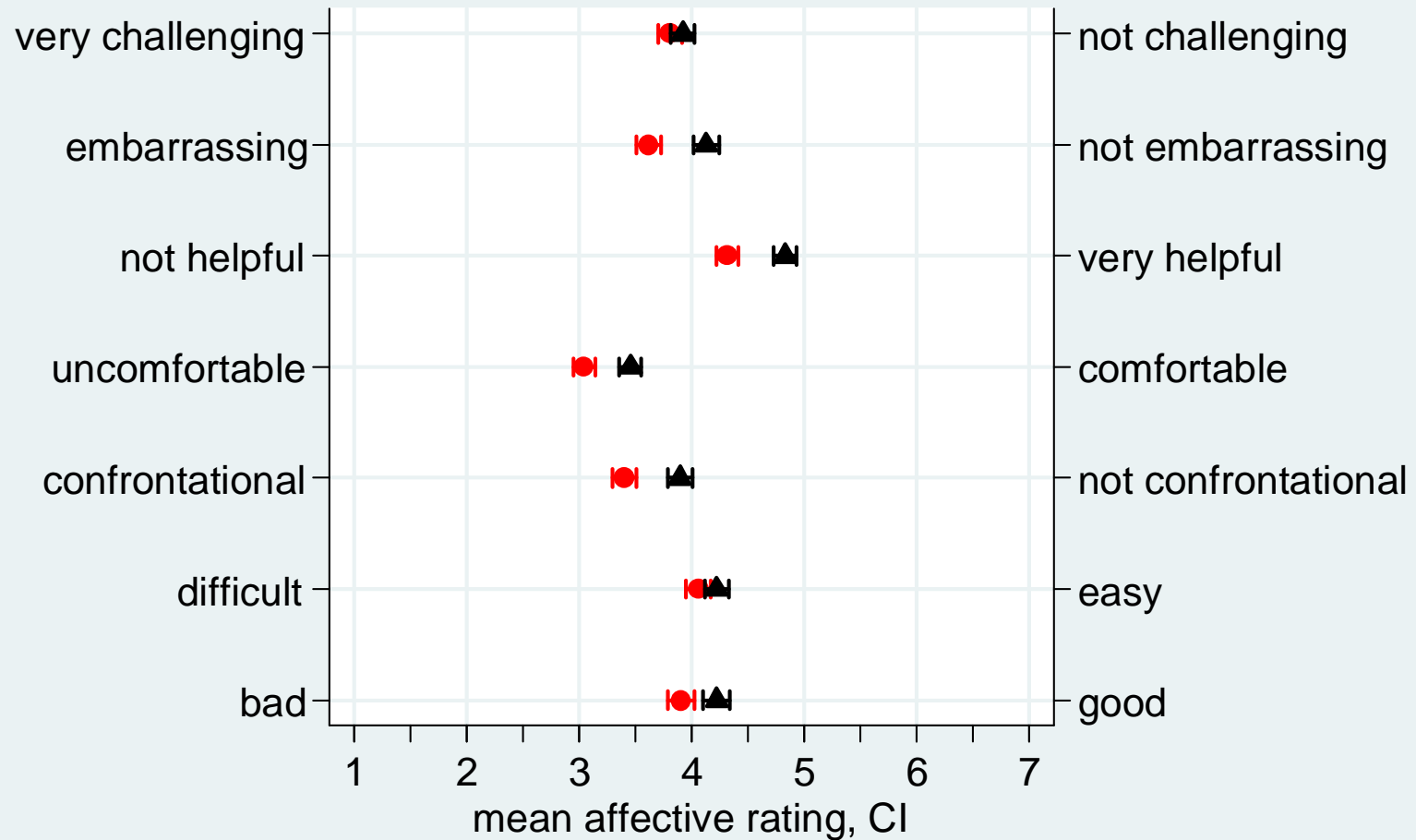
# The perspectives of health care workers

- Survey of 1'141 Swiss health care workers
- Vignettes described patients speaking-up for their safety:
  - Patients ask HCW about a
    - potential medication error
    - potential missed hand hygiene
- Participant HCW were asked to rate the scenarios
- Approval of patients' safety-related interventions was generally high
- Affective ratings were mixed and showed substantial differences



# The perspectives of health care workers

If you were the HCP, how would the described situation be for you?



● hand hygiene ▲ medication error

n=1'141 doctors and nurses



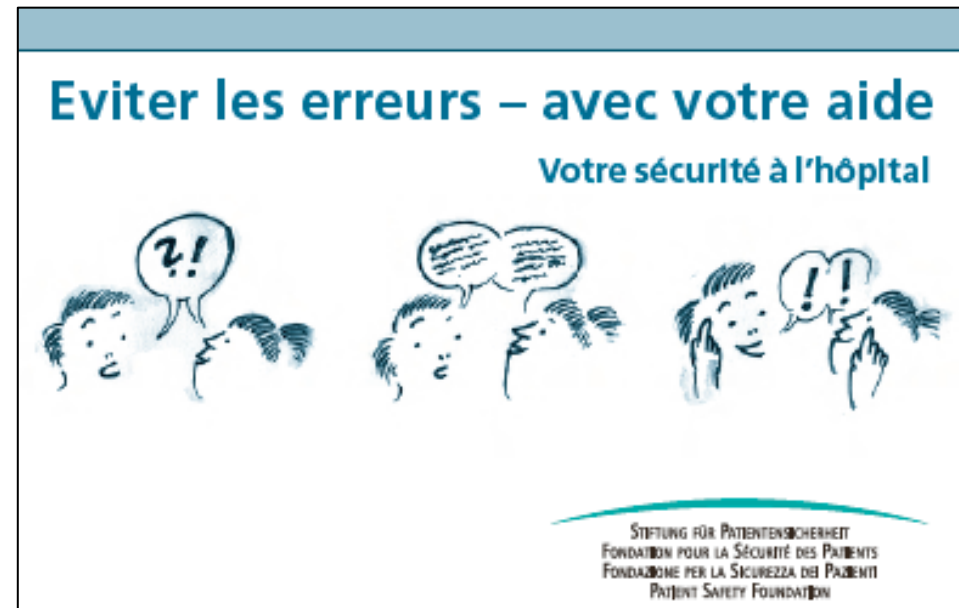
# Swiss campaign to get patients (and HCW) involved

## Patient safety advisory:

Developed with patients and HCW

Available in 11 languages

Extensively tested and evaluated



## Aims:

- Educate patients about safety and risks of health care
- Motivate patients to engage for their safety
- Provide HCW a 'starting point' for talking about safety
- Directly affecting staff behaviour (preventing intervening patients)



# Swiss campaign to get patients (and HCW) involved

## Désinfection des mains



### ■ Aidez-nous à éviter les infections.

À l'hôpital, il y a souvent des infections. Pour les éviter, il est important qu'aucun germe (bactéries, virus) ne soit transmis d'un patient à un autre. Le meilleur moyen d'y parvenir est la désinfection des mains (avec une solution alcoolique).

Avant tout soin donné à un patient et avant tout contact corporel avec lui, les soignants, les médecins et les autres thérapeutes devraient se désinfecter les mains. Malheureusement, il arrive qu'ils oublient de le faire.

S'ils utilisent des gants, ils devraient aussi se désinfecter les mains avant de les mettre.

Soyez attentif et vérifiez que les collaborateurs se soient désinfecté les mains. Vous les aiderez beaucoup.



# Swiss campaign to get patients (and HCW) involved

## Eviter les confusions



### ■ Le bon geste auprès du bon patient.

Un hôpital accueille un très grand nombre de patients, parfois pour d'assez courts séjours. Dans la médecine moderne, il arrive souvent que plusieurs tâches complexes doivent être accomplies en même temps. Même si les soignants font très attention, il peut y avoir des confusions sur les objets, les informations ou les personnes. Sachez bien que nous faisons tout ce que nous pouvons pour éviter de telles erreurs. **Malgré cela, votre aide nous est précieuse: vous pouvez contribuer à éviter les confusions.**



# Patients as vigilant partners: Conclusions

## Patients:

- ... are often concerned about their safety in hospital
- ... are usually willing to engage for their safety
- ... frequently see and know things we do not know
- ... are a valuable resource

## Patients need:

- ... Instruction and motivation to directly communicate
- ... Norms in hospital that make this easy
- ... Health care workers who actively involve them
- ... A health care system that openly talks about safety and errors