

A facilitator's guide for healthcare providers to using the consumer education film

Things You Should Know Before Entering the Hospital

Introduction: *Things You Should Know Before Entering the Hospital* was developed by Four Leaf Enterprises, Inc., a Chicago-based film-making consortium in 2004-05, after one of their colleagues, Ernest Shubert, contracted a serious staph infection at the doctor's office. Treatment involved hospitalization, surgery, eight weeks of intravenous antibiotic therapy and physical therapy. Fortunately Mr. Shubert recovered, but he could have died. Like many consumers who experience medical harm or watch a loved one go through it, this experience prompted Mr. Shubert to think about what he could do to teach others what he learned. *Things You Should Know Before Entering the Hospital*, produced with the cooperation of a hospital committed to patient education and healthcare, was the answer.

More information about *Things You Should Know Before Entering the Hospital* and Four Leaf Enterprises, Inc. is available at their web site, www.patientsafetyvideo.com. The film can be ordered there as well.

Goals: This is a provocative film that communicates patients' perspectives on medical error in their own words. A broad range of knowledge/belief, reaction, emotion and advice for patients about to enter a hospital is presented. Most if not all of the risks patients discuss in this film are things they learned on their own, and not via hospital orientation, dialogue with providers or the informed consent process. Overall, the film expresses an understanding that healthcare workers are busy people with challenging jobs. It places a very strong emphasis on encouraging patients to have their own "24/7" advocate to help them manage risk and protect themselves.

“The risks patients discuss are things they learned on their own”

Partnership for Patient Safety (p4ps) produced this facilitator's guide for healthcare providers' use because we think *Things You Should Know Before Entering the Hospital* contributes to important healthcare worker education goals crucial to advancing patient safety and authentic patient-centered care.



These goals are:

1. Raising awareness among healthcare workers about the safety concerns patients have and how they are talking about these concerns among themselves.
2. Increasing understanding among busy healthcare workers that patients and lay caregivers often see things that clinicians/staff do not, and that they want to contribute this knowledge to others in a constructive way, even when the feedback is presented as a criticism or a patient-to-patient warning.
3. Educating healthcare workers about the opportunities patients and their loved ones are identifying on their own to help prevent the many kinds of harm caused by medical error.
4. Opening the door between healthcare providers and consumers for honest conversation about the inherent risks of medical treatment as well as prevention strategies that providers and consumers can develop cooperatively.

Uses of the film and this facilitator's guide:

Things You Should Know Before Entering the Hospital is approximately 25 minutes in length and is available in both DVD and VHS formats. Although it was produced to raise consumer awareness of typical medical errors, it can be very useful as an educational tool for healthcare workers interested in safe, patient-centered care. Uses include:

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 As an orientation for new healthcare workers, to prepare them to deal with patient and family concerns/inquiries/complaints about safety
- 
 As part of an educational program for medical and nursing students
- 
 As part of a continuing education seminar for healthcare workers
- 
 As a discussion tool for providers and patients in a process of preparing patients and families to be fully engaged partners in the care process

This facilitator's guide was prepared as an aide for those using the film as part of a facilitated session. The facilitator's role is to encourage discussion among session participants.

p4ps also suggests that facilitators review two documents developed by the Australian Council for Safety and Quality in Health Care designed to facilitate learning from patients and their families. Established in 2000, the Council made an early commitment to "harness the experiences



of patients and their caregivers to drive improvements” and through this commitment have produced *Better Practice Guidelines on Complaints Management for Health Care Services* (2004) and a *Complaints Management Handbook for Health Care Services* (2005).

To quote from the former, “Consumers (including patients and caregivers) have a unique expertise in relation to their own health and their own perspective on how care is actually provided. Consumer complaints are therefore a unique source of information for health care services on how and why adverse events occur and how to prevent them.”

These tools are in the public domain and can be downloaded at:



www.safetyandquality.org/guidecomplnts.pdf

www.safetyandquality.org/complntmgmthbk.pdf

Several *Learning Objectives* and *Discussion Questions* are presented below for facilitators to consider. Discussion questions can be used to kick off discussion, then keep it going as time permits. The discussion questions below are examples that are appropriate for all audiences, whether comprised of consumers, healthcare workers or a mixture.

“Real stories
told by
patients ...”

Content of the Film:

Things You Should Know Before Entering the Hospital contains real stories told by patients who believe they have experienced preventable injury in hospitals. It also contains accounts of how patients narrowly missed or mitigated harm by becoming part of rescue efforts either while an error was happening or shortly thereafter. The film is a powerful reminder of both the vulnerability of patients to medical error and the fears they have. It opens the door for discussion about

what they and their lay caregivers can do to help prevent bad outcomes.

Topics covered by the film include:



The importance of patients having their own “24/7” advocates



How to prepare for a hospital visit



-  What to do when healthcare workers are unavailable, distracted or not listening well
-  Preventing wrong site surgery
-  Preventing infection
-  Preventing patient misidentification
-  The risks of medication interaction
-  The importance of speaking up or asking questions when something is troubling
-  The importance of not taking safety for granted

The film is narrated by Ben Hollis, a Chicago television personality best known for his stint as the host of *Wild Chicago*, an educational television series that guides Chicagoans to little known, often hidden or surprising aspects of the city. A similar device is used in *Things You Should Know Before Entering the Hospital*. Mr. Hollis intersperses patients' valuable stories in the context of his own journey through a hospital, and includes encouraging comments from healthcare workers as well as "on the street" interviews of non-hospitalized consumers about what they know. His delivery and commentary is sometimes humorous. This filmmakers' intention was to use humor to lighten the mood of a piece that, in other aspects, may be perceived as somber or alarming. A package insert that accompanies *Things You Should Know Before Entering the Hospital* offers advice and additional information derived from various patient safety sources.

Learning Objectives & Discussion Questions

Learning Objectives for Providers: Physicians, nurses, administrators and other healthcare workers in your audience who watch the film should be able to:

-  List (a) the kinds of safety risks that patients in the film believe they experienced and (b) the lessons that they learned.



- Discuss the pros and cons of orienting patients and lay caregivers to the risk of iatrogenic harm versus letting them figure it out for themselves.
- Discuss (a) the ways in which important information about a patient's safety might be initially presented as a criticism or complaint, (b) how to listen for safety information when a patient or advocate is anxious or angry, and (c) how to respond.
- Describe how physicians, nurses and other healthcare workers can encourage patients and advocates to ask safety-related questions in a timely way.
- Discuss how even successful treatments can create new risks of patient harm and the importance of not taking safety for granted.
- Discuss the pros and cons of encouraging patients to overcome their fear to speak up when something doesn't seem right.

Discussion Questions:

- What are the most important things you learned from this film that you didn't already know?
- Do patients or their family members and friends have *responsibilities* for safety in the hospital? Or is it too much to ask a patient to take on safety responsibilities?
- Some people have suggested that a better approach to patient and family involvement in safety is to talk about it as an *opportunity* to help the healthcare team produce good outcomes. *Responsibility* or *opportunity* — which approach do you think would work better to engage patients and families as partners?
- Healthcare workers sometimes worry about discussing medical error with patients who already are ill or their already anxious family members. What do you think?
- If we think about patients and their family and friends as *partners* in care with healthcare workers, what does that mean to you?
- What do you think of the recommendation in *Things You Should Know Before Entering the Hospital* that a patient should always have an advocate when they are being treated in a hospital?



- What should providers tell patients and their advocates to help them avoid infection? How should it be said?
- What should providers tell patients and their advocates to help them avoid wrong site surgery? How should it be said?
- What should providers tell patients and their advocates to help them avoid patient misidentification? How should it be said?
- What should providers tell patients and their advocates to help reach a clear understanding about what medications are for and which medications can safely be taken with one another (also known as medication “reconciliation”)? How should it be said?
- Who should a patient or advocate talk to when he/she thinks a mistake was made? What should they say or do if that person seems too busy or too unwilling to listen?
- What would you do to encourage a patient or advocate to listen to their inner voice and not be afraid to speak up when something doesn't seem right?

p4ps Role: Partnership for Patient Safety was not involved in developing *Things You Should Know Before Entering the Hospital* and has no ownership or financial interest in the film. p4ps supports use of the film because it is a window into what patients believe they know and the kind of lessons they are deriving from their hospital experiences. As such, we believe it is a significant contribution to authentically patient-centered dialogue about medical risks. We think its use can advance the *Goals* listed above, all of which are consistent with the p4ps mission to advance the reliability of systems worldwide.

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“A window into what patients think they know about medical error”



Both p4ps and Four Leaf Enterprises support the mission of Consumers Advancing Patient Safety (CAPS), a nonprofit organization dedicated to co-creating a healthcare system that is safe, compassionate and just through partnership between consumers and providers. Because Four Leaf Enterprises supports the mission of CAPS, it has decided to donate a portion of the proceeds from the sale of *Things You Should Know Before Entering the Hospital* to CAPS. This is an unrestricted grant, made at the discretion of Four Leaf Enterprises.

Other Resources: More information about **Consumers Advancing Patient Safety (CAPS)**, its mission and advocacy goals is available at www.patientsafety.org.

For additional patient and consumer information materials we recommend the following sources:

Agency for Healthcare Research and Quality (AHRQ) — This agency within the United States

*Check these web sites
for patient safety
information*

Department for Health and Human Services maintains an excellent clearinghouse of patient safety materials, including many tools designed especially for patients and lay caregivers. The AHRQ Patient Safety Network, also known as *PSNet*, is selective for quality, regularly updated and easily searchable. You can subscribe to it, and stay updated for free. It can be accessed at www.psnet.ahrq.gov

Australian Council for Safety & Quality in Healthcare — Australia is the global leader in educating healthcare providers about the importance of consumer reporting/feedback about error. The Council has produced tips for consumers and education curricula for healthcare workers, as well as guidelines for providers with strategies for respectfully receiving and using consumer complaints/reports, all of which can be accessed at www.safetyandquality.org

Joint Commission on Accreditation of Healthcare Organizations (JCAHO) — This accreditation body has made significant strides in driving patient-centered practices such as disclosure of medical error through the healthcare system. JCAHO accepts consumer



complaints/reports about medical error. It also has established "Speak Up!" with consumer tools designed to encourage them to do just that. It can be accessed at www.jcaho.org

Medically Induced Trauma Support Services (MITSS) – This nonprofit organization was started to provide trauma support to everyone affected by medical harm, including patient, family and healthcare workers. It was started by a patient with the assistance and support of a physician involved in a serious medical error she experienced. It can be accessed at www.mitss.org

National Family Caregivers Association (NFCA) —This association supports, empowers, educates, and speaks up for more than 50 million Americans who care for a chronically ill, aged, or disabled loved one. NFCA reaches across the boundaries of different diagnoses, different relationships and different life stages to address the common needs and concerns of all family caregivers. Their web site has many tools, including education materials, brochures and advice for communicating effectively. More information is available at www.nfcacares.org.

National Patient Safety Foundation (NPSF) — This nonprofit organization maintains a clearinghouse that is more comprehensive than PSNet, but less selective in reviewing for quality. The NPSF has the most active listserv in the patient safety community, and consumers are invited to participate. NPSF has established a Patient Family Advisory Council (PFAC) and developed several tools for consumers. More information is available at www.npsf.org.

Voice4Patients — The site is designed to educate patients and consumers about healthcare error and offers informative on-line resources for persons affected by medical error, surviving family members and patient advocates. The site offers informative on-line resources for consumers, including an extensive list of disease specific organizations and resources that enable consumers to research medical conditions and browse on-line medical dictionaries. More information is available at <http://www.voice4patients.com>.