

# The Simple Story... for Patients

A team of dedicated healthcare and technology experts set out to improve patients' safety and experience in hospital stays...

They created a plan and developed the tools to help patients become better informed and more involved, and to give clinicians better information...

So patients now have a better view of and voice in their care, everyone is more aware of patient risks, and hospital staff can make better and faster decisions about patient care in real time...

The result: a safer, better patient experience.

# A Better, Safer Patient Experience

In 2015 a dedicated team of healthcare and technology experts from two leading institutions set out to improve patient safety by making acute care more patient-centered. Physicians, nurses, other healthcare team members, researchers, and administrators from Brigham and Women's Hospital and Harvard Medical School, collaborated with systems engineers and technologists from Northeastern University.

They came together to develop tools and interventions to help healthcare providers, patients, and their families take part in a more patient-centered culture that would improve safety by preventing harms — such as medication errors, hospital acquired infections, and falls — during hospital stays.

**BRIGHAM HEALTH**



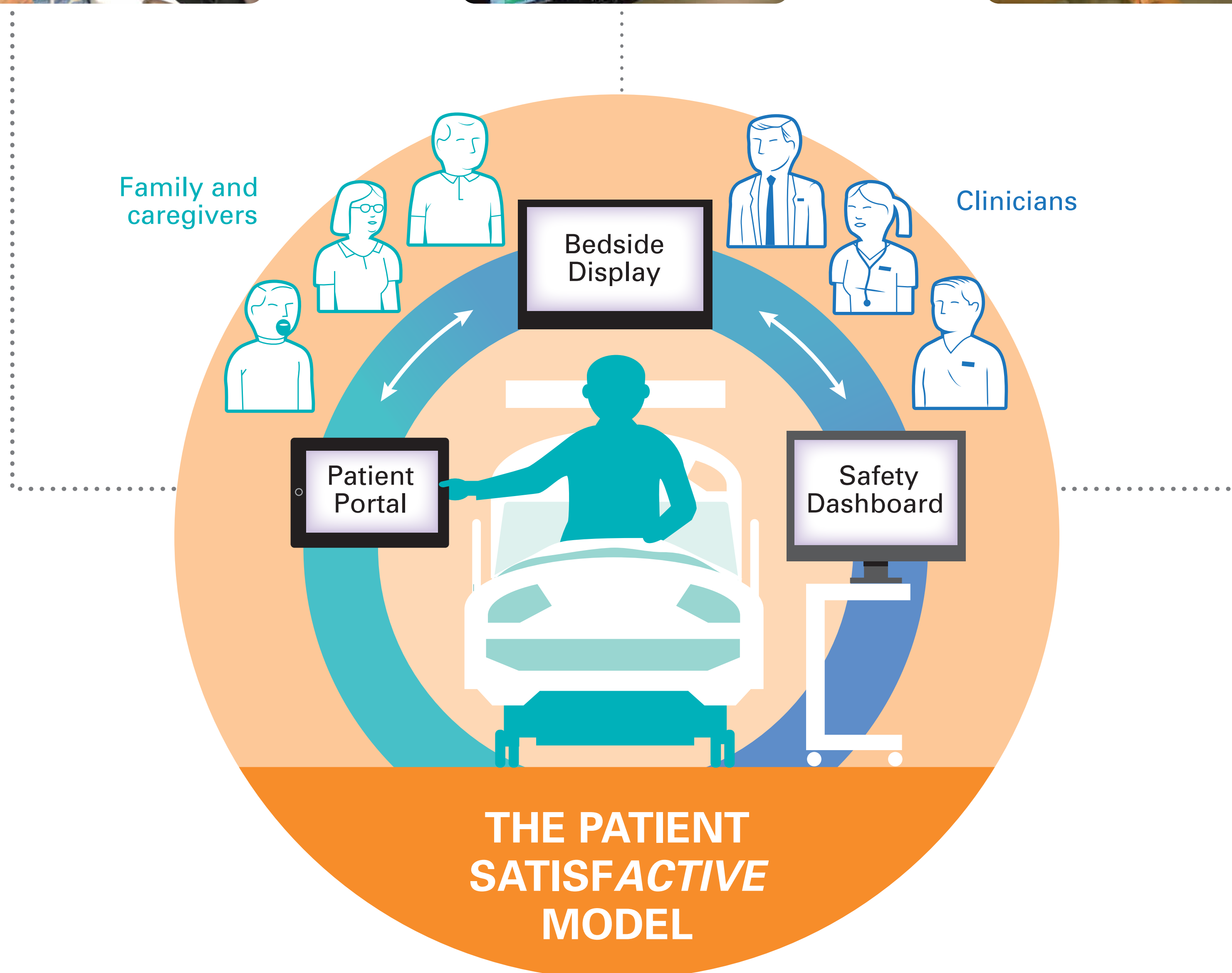
**BRIGHAM AND  
WOMEN'S HOSPITAL**



**Northeastern University**

# The Patient-Centered Safety Plan

The result of this collaboration is The Patient-Centered Safety Plan — a new model for patient-clinician interaction that raises patients' awareness of safety issues and risk prevention, encourages patients to give input into their care, and provides clinicians with more tools to monitor patient safety risks in real time.





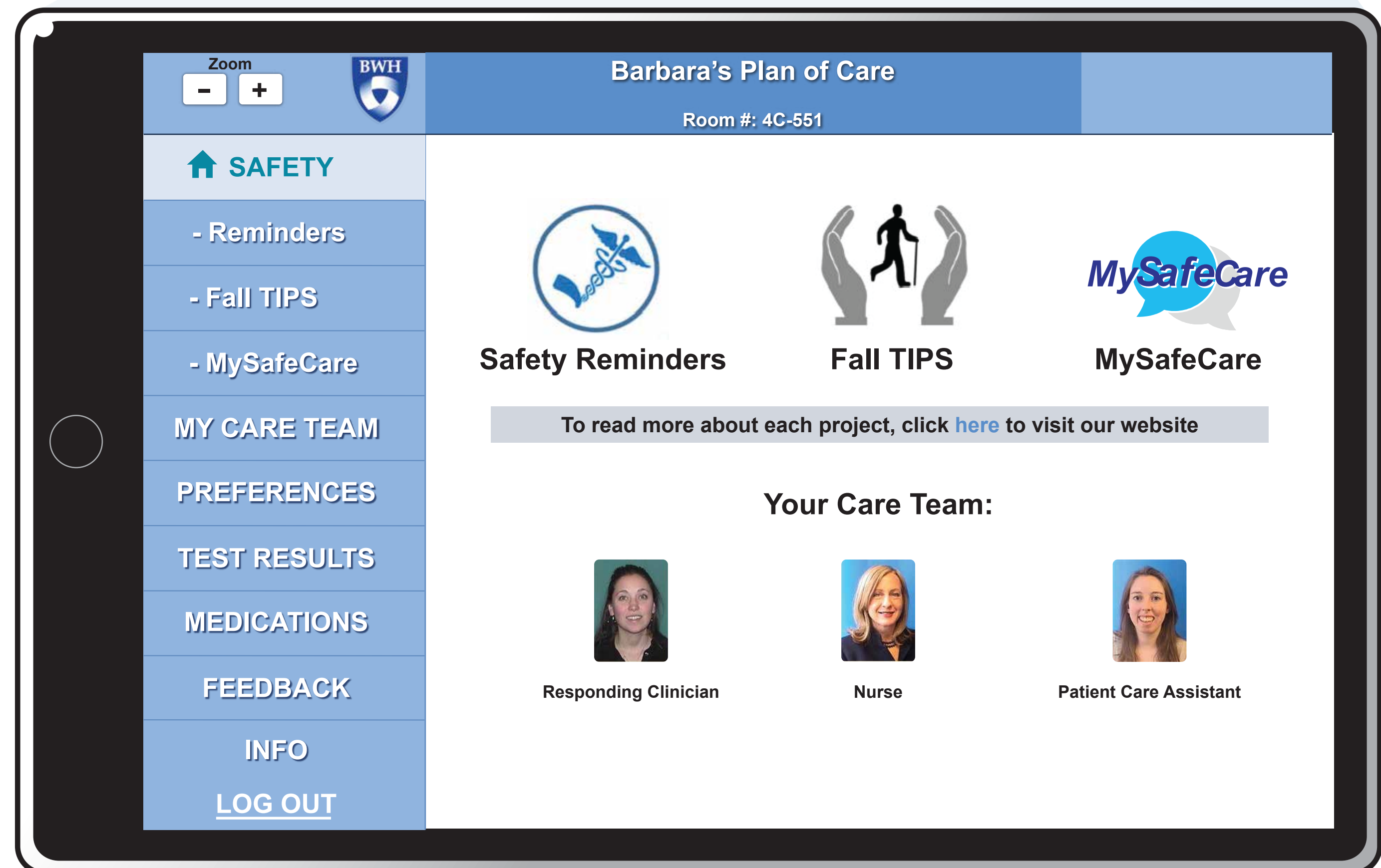
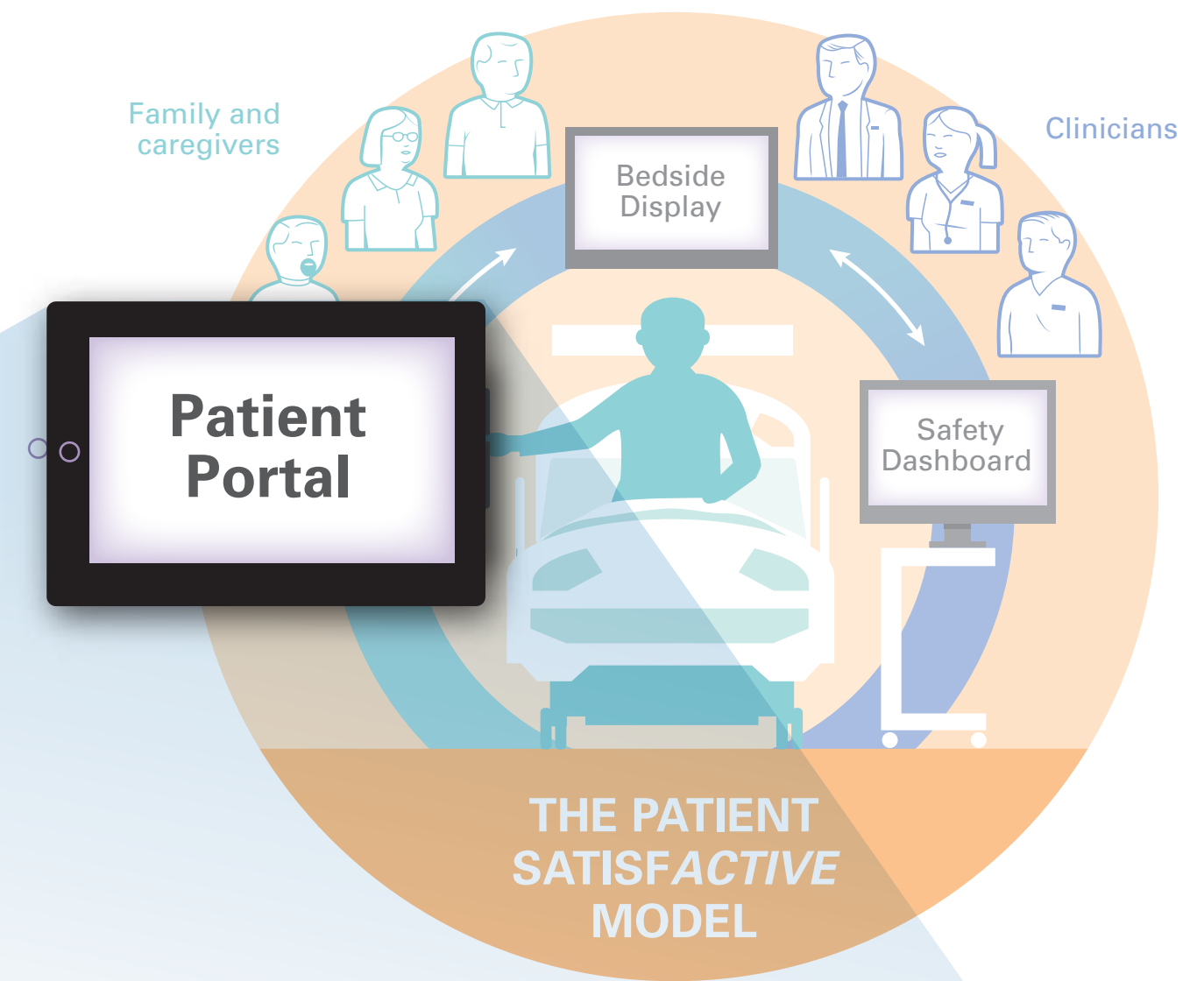
# The Patient-Centered Safety Plan

## THE PATIENT'S VIEW

Upon admission to the hospital, incoming patients and their caregivers receive a tablet with the patient's information already imported into a personalized **Patient Portal**.

Using this portal, patients and their caregivers can see:

1. The physicians, nurses, and clinicians on their team
2. Their test results and trends
3. Their medication list
4. Reminders about how to stay safe in the hospital



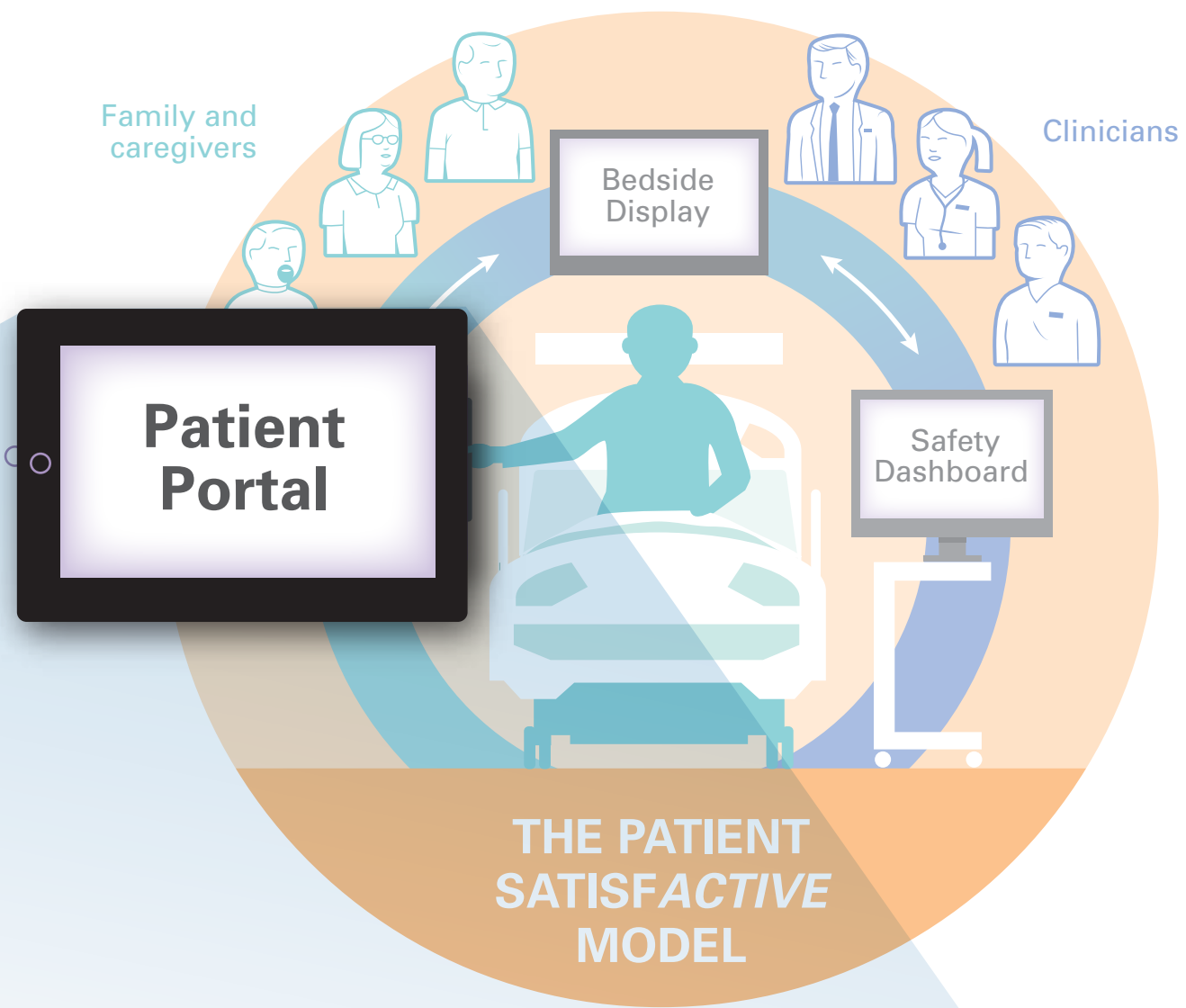
# The Patient-Centered Safety Plan

## THE PATIENT'S VIEW

### Fall Prevention

Additionally, the portal gives patients access to their personal fall prevention plan.

**Fall TIPS** highlights their specific fall risk factors and provides an action plan to address those risks and reduce the likelihood of falling in the hospital.



Zoom

-

+

Barbara's Plan of Care

Room #: 4C-551

SAFETY

- Reminders

- Fall TIPS

- MySafeCare

MY CARE TEAM

PREFERENCES

TEST RESULTS

MEDICATIONS

FEEDBACK

INFO

LOG OUT

Below are your selected Fall Risk Factors.

History of Falls

Medication Side Effects

IV and/or Equipment

Unsteady Walk

Your suggested plan of care is

Communicate Recent Falls

Assistance with Bathroom needed every 2 hour(s)

IV Assistance when walking

1 Person assist

Update Plan

# The Patient-Centered Safety Plan

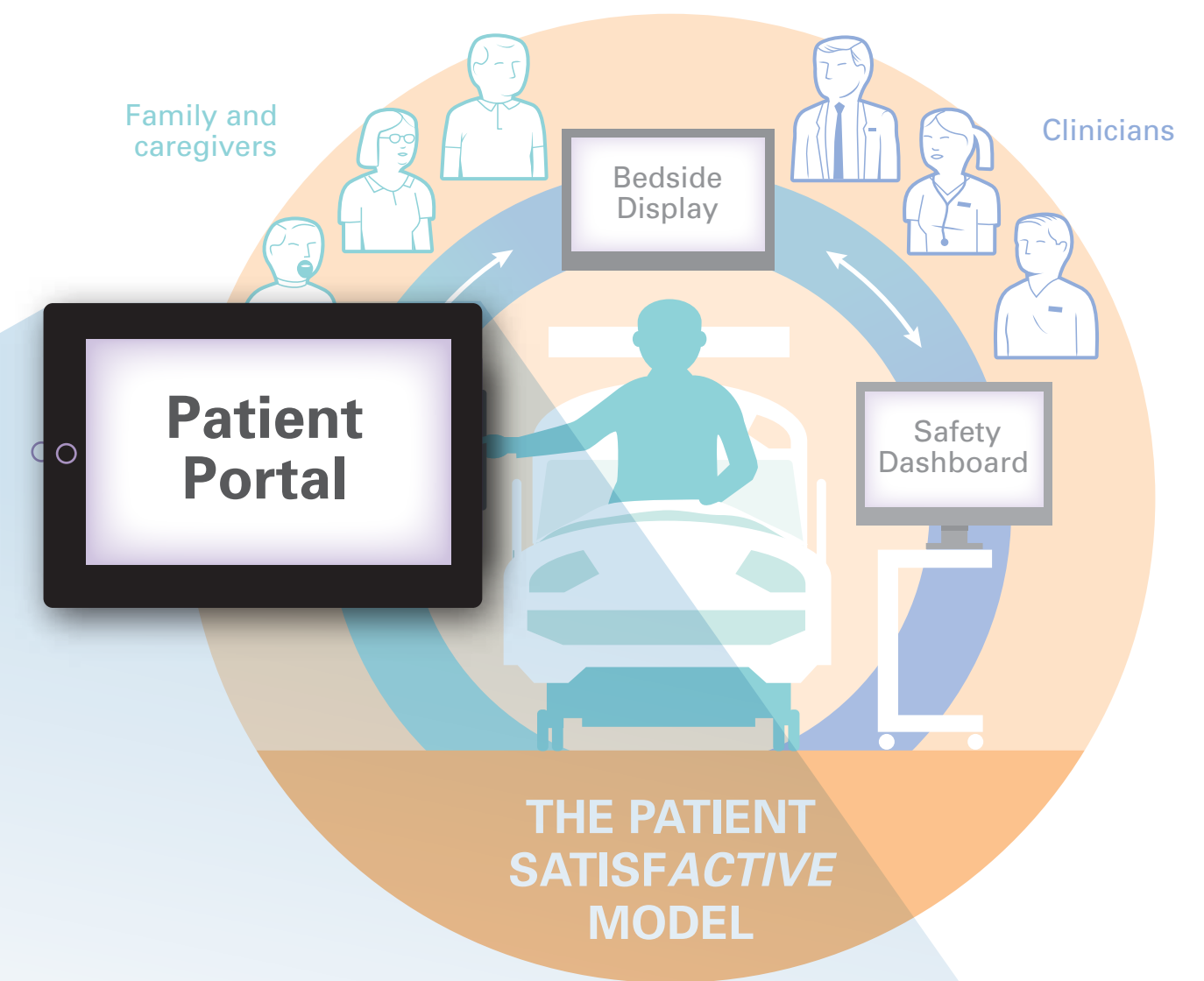
## THE PATIENT'S VIEW

### Patient Voice

The portal also gives patients a means to shape their own hospital experience. Through the **MySafeCare Application**, patients can share anonymous or identified real-time concerns about their:

- Safety plan
- Medication
- Room (equipment noise)
- Hospital team communication
- Hygiene
- Privacy
- Pain
- Waiting time
- Or any other concern

They can also share positive feedback about their hospital experience.



Zoom  
- +

MySafeCare  
MySafeCare

SAFETY

Reminders

Fall TIPS

MySafeCare

MY CARE TEAM

PREFERENCES

TEST RESULTS

MEDICATIONS

FEEDBACK

INFO

LOG OUT

Please select one of the concern categories that best describe the unexpected or concerning event(s) that you experienced.

My Plan

My Medication

My Room

My Communication

My Hygiene

My Privacy

My Pain

My Waiting Time

Other

Based on your selection, do any of these specific concerns apply?

☐ I was given the wrong medication or dose

☐ I was almost given the wrong medication or dose

☐ I was not given my medication on-time

☐ I missed a medication

☐ I/My Family Caregivers have other medication concerns (please explain in box below)

Please describe the event in your own words:

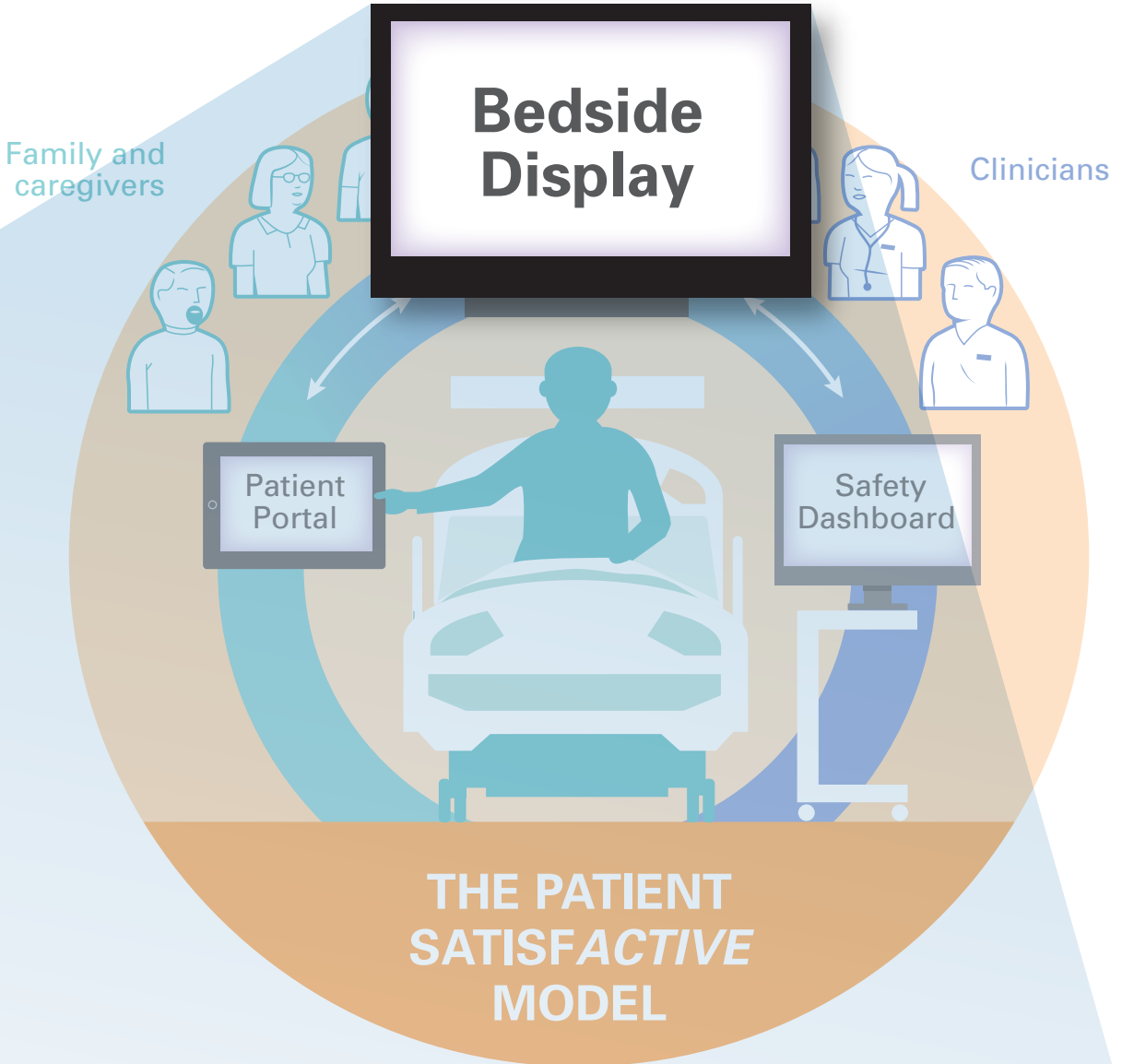


# The Patient-Centered Safety Plan

## A SHARED VIEW

Another new technology, the **Bedside Display**, presents information to help everyone entering a patient's room stay informed about the patient's specific care and safety measures.

In addition to telling hospital staff about the patient's specific needs, the bedside display gives patients and their caregivers safety information, fall prevention tips, and other reminders to help them take part in staying safe.



### Your Patient's Plan of Care

Hearing Aid

Communication

Glasses/Contacts

LATEX Allergy

Right Arm Only

Turn Often

Meds Only  
No Food or Drink

Prevent Catheter Infection

Take Meds to Prevent Ulcer

Use Restraints for Safety

Communicate Recent Falls

Ask for Help to Walk with IV Pole

Use Crutches

Ask for Help with Commode

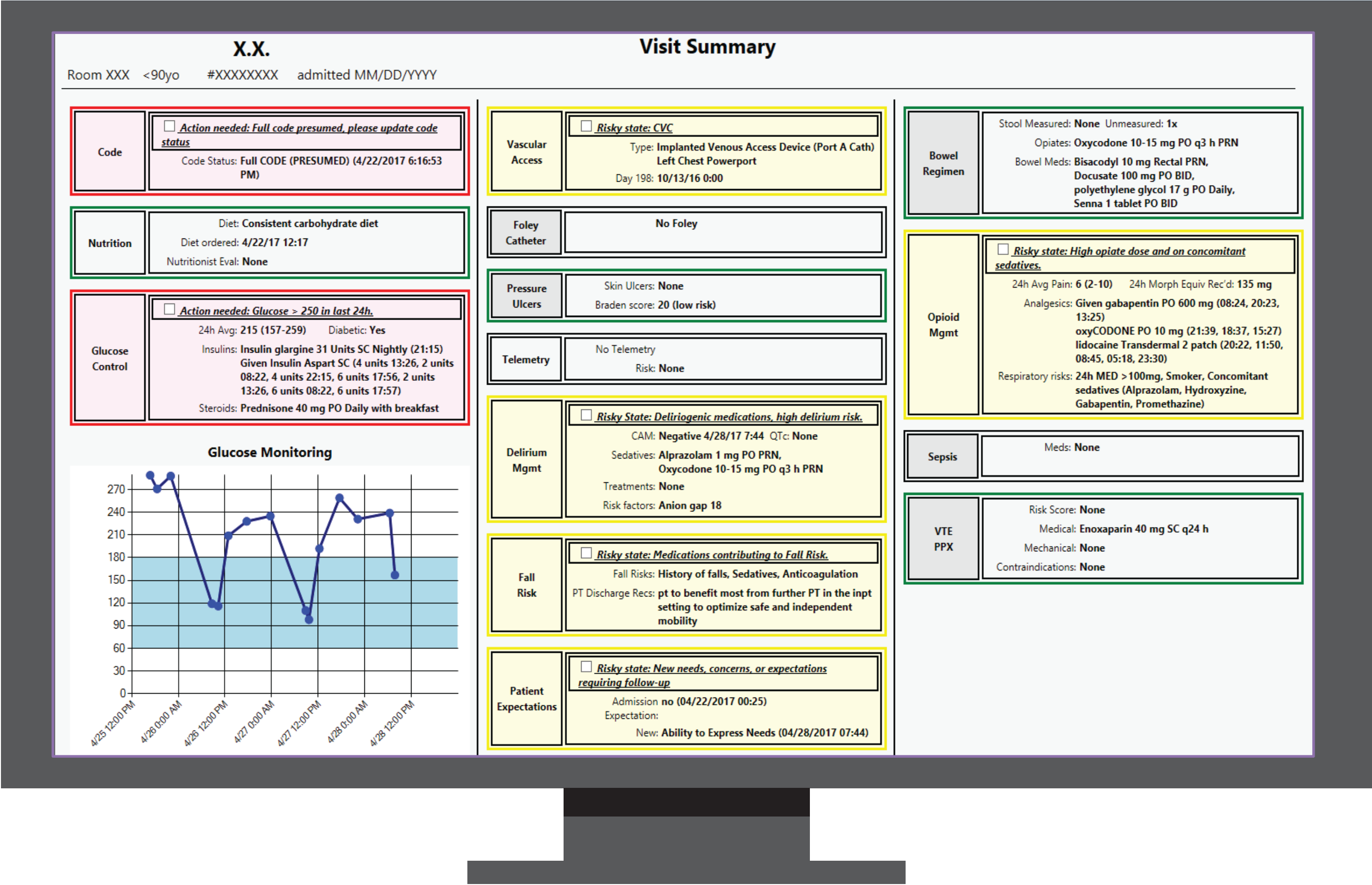
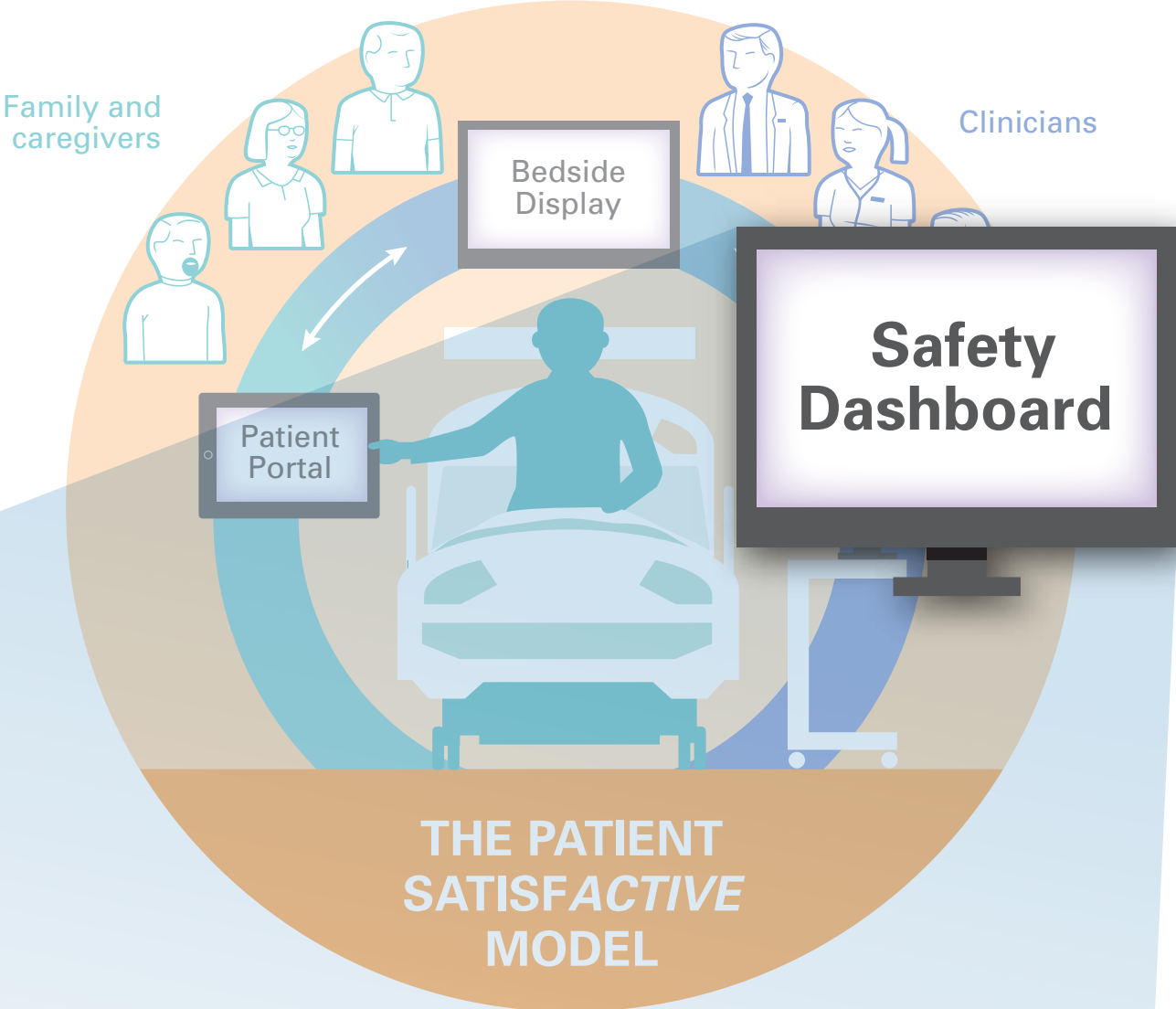
Ask for One Person to Assist You Out of Bed

# The Patient-Centered Safety Plan

## THE CLINICIAN'S VIEW

Outside the patient's room, hospital staff can now review patients' care status on the **Patient Dashboard**.

Selected information including patients' vital signs, test results, medications, expectations, and more are visible on a single screen. Behind the scenes, the dashboard uses sophisticated logic (incorporating evidence-based medicine, state mandates, and hospital policies) to determine the general status of each element — ranging from “good,” to “risky state,” to “action needed.”





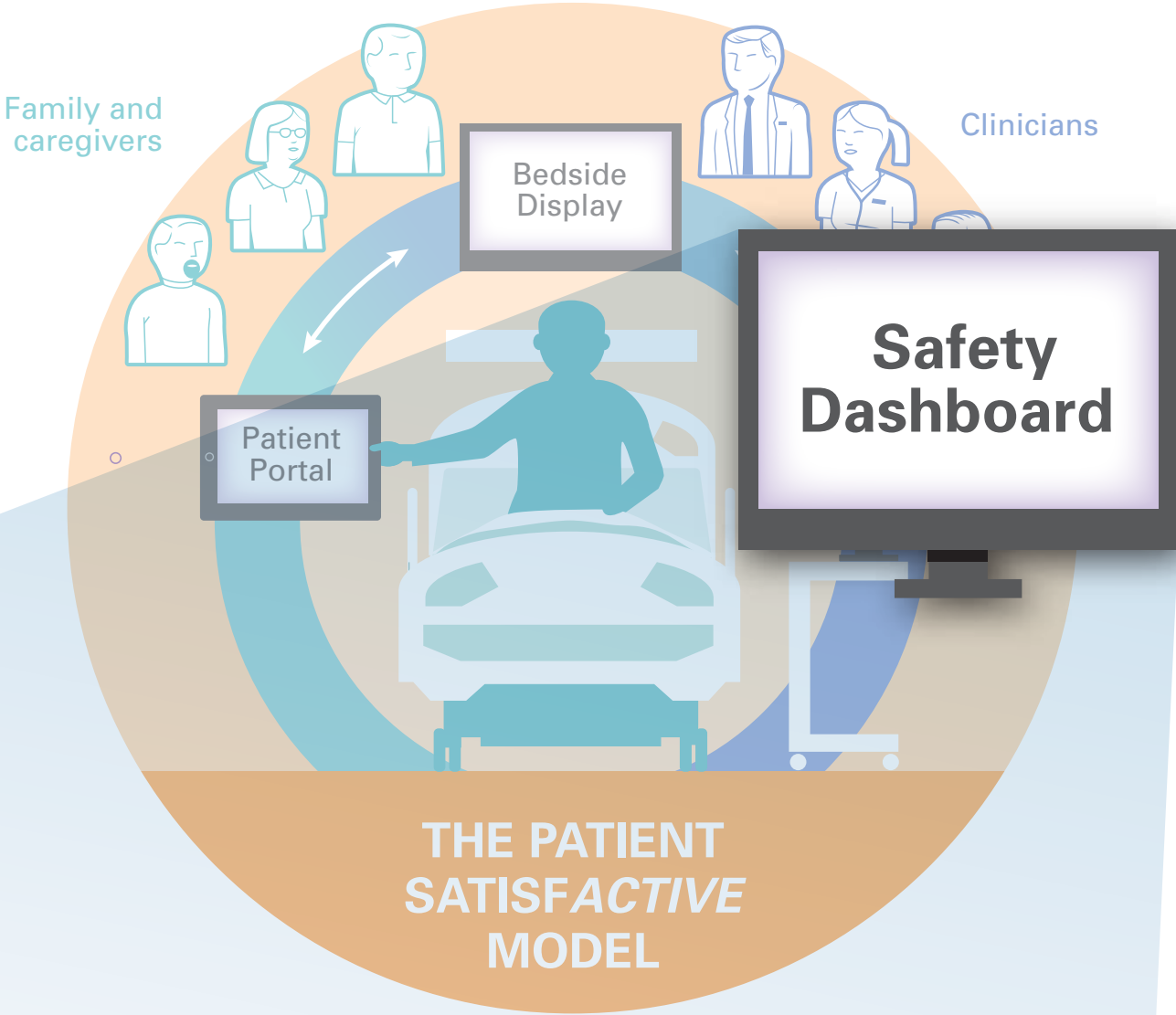
# The Patient-Centered Safety Plan


## THE CLINICIAN'S VIEW

Beyond the patient-specific view, the dashboard also **displays information about the unit or team as a whole**, giving hospital staff an at-a-glance view of the status of all patients in a unit or on a medical team.

Green/yellow/red indicators show a host of metrics and provide a quick visual sense of overall unit status and need for action.

The data in this dashboard are pulled from all available sources in real time, to help staff make rapid decisions about their patients' care.





14C Unit Safety Dashboard

Updated Service: 12:10		Code Status	Glucose Control	Nutrition	Bowel Regimen	VTE PPX	Opioid Mgmt	ABX Mgmt	Pressure Ulcers	Delirium Mgmt	Fall Risk	Vascular Access	Foley Catheter	Telemetry	Patient Expectations
Epic feed: 10:14															
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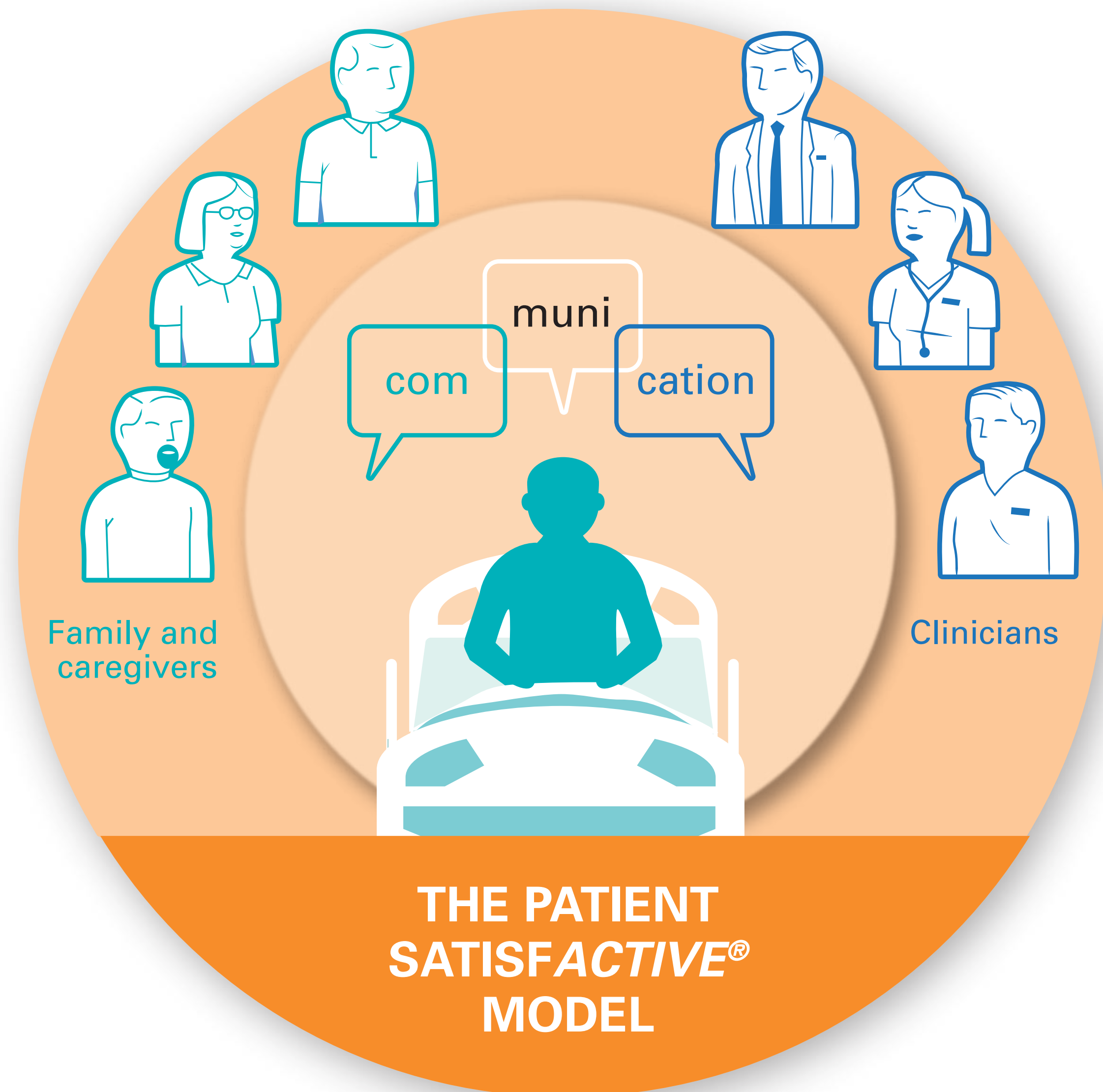
# The Patient-Centered Safety Plan

## THE FOUNDATIONAL MODEL

The foundation for this improved patient and caregiver experience is the **Patient SatisfActive® Model**, which emphasizes building a culture of patient-centered care by fostering better communication among patients, caregivers, and the healthcare team.

The Patient SatisfActive Model improves patients' experience and satisfaction by more effectively fulfilling their needs, addressing their concerns, and meeting their expectations while in the hospital. It helps clinicians identify, assess, and address what matters most to patients; and helps patients and their caregivers be an active part of their care and decision making.

The Patient SatisfActive Model has been tested and successfully used at multiple hospitals, including the Brigham and Women's Hospital, yielding significant improvements in patient experience and satisfaction.



# The Results: A Safer, Better Patient Experience

Patients, their family caregivers, and the hospital healthcare team all work together using the tools in the Patient-Centered Safety Plan.

Now, everyone responsible for patient care, including the patients themselves, understand and quickly respond to changing circumstances in the hospital.

As a result, patients receive the safest, most patient-centered care possible throughout their stay at the Brigham and Women's Hospital.

