



# Partnership for Patients Leadership Brief

July 2012

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# What is the Partnership for Patients?



- A national initiative sponsored by the Department of Health and Human Services
  - More than 7,500 partners have pledged to support the initiative
  - DoD pledged its support in June 2011
- The Partnership has two primary aims, to be accomplished by the end of 2013:
  - 40 percent reduction in preventable hospital-acquired conditions
    - 1.8 million fewer injuries
    - 60,000 lives saved
  - 20 percent reduction in 30-day readmissions
    - 1.6 million patients recover without readmission

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## Why is this important to the DoD?



- Opportunity to achieve:
  - Improved quality of care
  - Delivery of safer care
  - Improved patient satisfaction
- Largest patient safety initiative to date; opportunity for DoD to serve as role model for other systems
- Joint effort- all Services, all providers, and all staffs working together to improve care
- Potential to save \$35B nationwide, and millions in our system

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# How will we accomplish the Partnership's aims?



## Preventable Harms

Adverse Drug Event

Catheter-Associated Urinary Tract Infection

Central Line-Associated Bloodstream Infection

Injury from Fall

Obstetrical Adverse Event

Pressure Ulcer

Surgical Site Infection

Venous Thromboembolism (post-surgery)

Ventilator-Associated Pneumonia

## Readmissions

- Engage robust processes to ensure reliability and consistency in the delivery of care
- Measure progress against 9 preventable harms (as identified by HHS), in addition to readmissions
  - We acknowledge that specific harms can't be measured/ tracked in every facility depending on the type of care provided

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## How will we accomplish the Partnership's aims?



- Track outcome and process measures for each harm category and readmissions
- Use standardized Essentris notes for each harm category
  - Essentris notes are being developed for harm categories where notes don't currently exist
- Leverage Partnership for Patients resources:
  - Implementation Guides outlining evidence-based practices for each harm category
  - Communities of Practice to share and disseminate resources and lessons learned, and promote conversation between MTFs
  - Improvement coaches will facilitate collaboration across MTFs and support implementation efforts

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## Additional Slides

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## What can MTF staff do?



- Adopt and implement the identified evidence-based practices for each harm category (available at <https://www.us.army.mil/suite/page/669506>), and encourage standardization in your MTF
- Support your Service in tracking and measuring progress
- Engage patients and work as a team. As you know, engaged patients help the care team make better informed decisions.
- Be transparent. To accurately measure progress, everyone will need to be open and honest about harm in each facilities.

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# What can MTF staff do?



## 5 Quick Tips for Patients

1. **Get the results of any test or procedure.** Ask when and how you will get the results of tests or procedures. Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail. Call your doctor and ask for your results, and what the results mean for your care.

2. **Ask your doctor to wash his or her hands.** Doctors are busy people, and they're only human. They often forget. And washing hands is a key way to avoid spreading bacteria or disease. If your doctor doesn't lather up in front of you, a gentle reminder is a great idea.

3. **Ask your doctor questions.** If you don't understand what the doctor is telling you, ask questions until you do. Even if you think you understand, it's a good idea to repeat what the doctor has told you. Remember:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?<sup>1</sup>

4. **Carry a list of all prescription drugs you take.** Include any vitamins, herbal products or homeopathic remedies. Knowing this makes it less likely that you will be prescribed medications that could cause complications with other drugs or treatments.

5. **Stay up to date on your preventive care visits.** Seeing your primary care doctor for regular checkups is the best way to stay on top of your health, since you'll be able to catch problems early.

- Continue to encourage patients to take an active role in their health care. Print out the resources provided and share them with patients
- Additional TeamSTEPPS resources can also help support patient engagement and are available at <http://bit.ly/LGXutg>

<sup>1</sup> **Ask Me 3™** is a patient education program developed by the National Patient Safety Foundation to promote communication between health care providers and patients in order to improve health outcomes.





## More Information about the Partnership for Patients



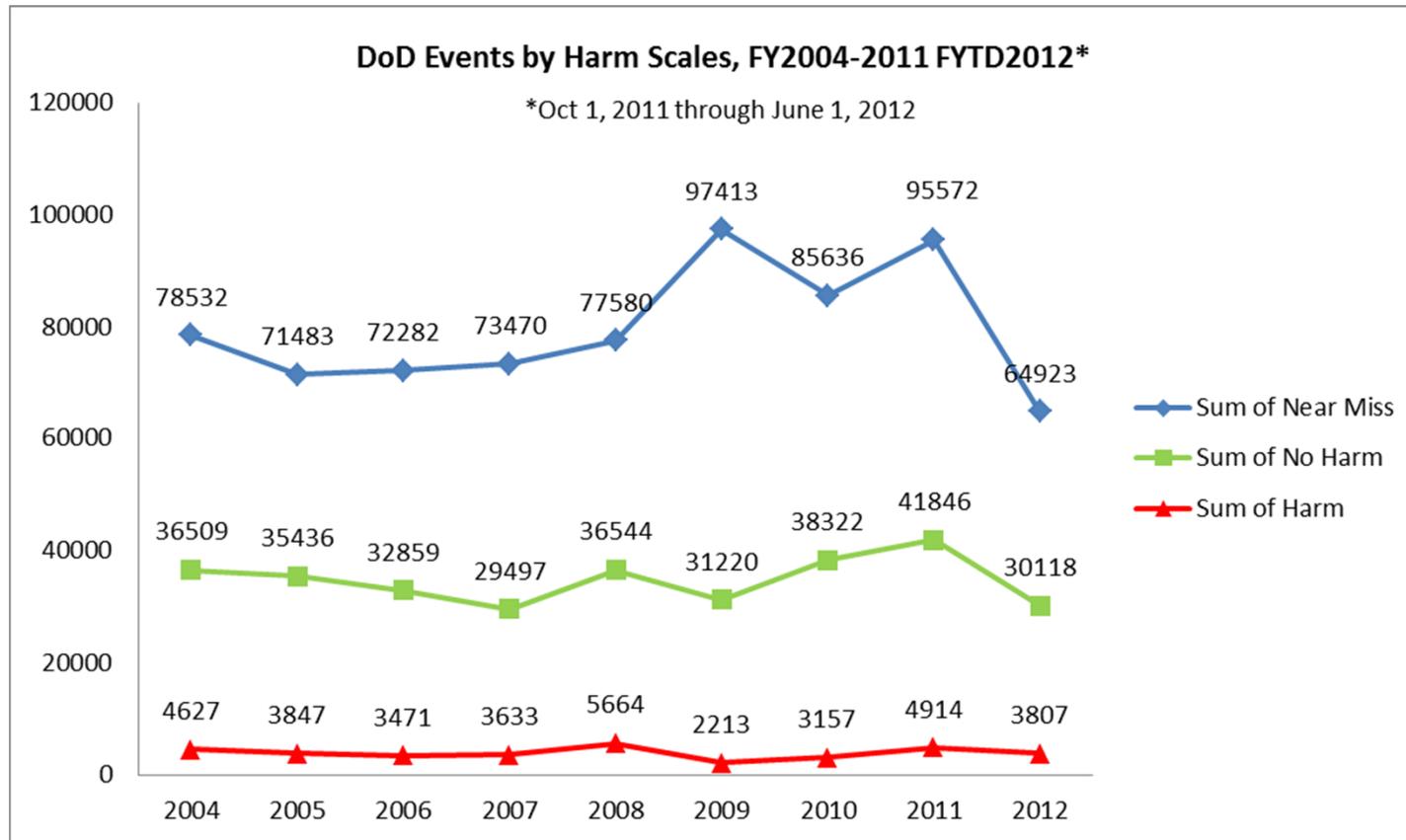
- More information about the DoD's role in the Partnership can be found at <http://bit.ly/Nw5uha>
- Additional Resources
  - HHS-sponsored website with additional information about the Partnership in the civilian sector: <http://1.usa.gov/L3UY0r>
  - Resources, tips and tools supporting each of the harm categories and readmissions: <http://1.usa.gov/L3V87X>
  - See who else has joined the Partnership! <http://bit.ly/KBVBIJ>
  - Create your own DoD-specific pledge: <http://bit.ly/LR9Qel>

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# DoD Direct Care Adverse Events by Harm Scale\*\*



\*\* Aggregated data were compiled from PSR. Harm represents the range of events from emotional distress or inconvenience to death. Statistical conclusion cannot be drawn from this data regarding an accurate MHS harm rate, which according to an article by Classen et al in the Journal of Health Affairs (2011) and the Department of Health and Human Services Office of the Inspector General 2012 report, may be 8-9 fold higher.

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