Healthcare Organization Commitment

Contact Details

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Position
Chief Quality Officer

Organization Name
Hospital Español

APSS

What Patient Safety Challenge does your Commitment address?
Challenge 16 - Person and Family Engagement

Commitment Name
Person and Family Engagement - Update - 12.29.2019

How many hospitals are represented in this commitment?

<table>
<thead>
<tr>
<th>Last Report</th>
<th>Current</th>
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Did you download and use the APSS in tandem with your action plan?
Yes
If yes, was the APSS valuable?
Yes

Commitment Details

Commitment Update
During this year, according to the commitment made, we have worked on the evaluation of the individual educational needs of the patient, as well as learning barriers, which has allowed us to provide aspects of general education such as the prevention of hospital falls, but also in a personalized way according to the patient’s condition such as education about venous thromboembolic disease. The use of different media such as technology platforms (social networks, website and email) to provide health information has allowed to increase dissemination and knowledge. Also the application of the satisfaction survey provides the organization with constant feedback from the patient and family. During the following year, in addition to continuing with the actions of the initial commitment, work will be carried out on the updating of information on education issues, the integration of a multidisciplinary team that will lead the patient and family education program in the organization and continue reinforcing continuing education with staff.

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome.
- The importance of teamwork as a key process in patient care that results in continuing education and allow us the understanding of the importance of patient centered care.
- Continuing education among staff as a mechanism to reinforce education strategies and the development of a culture of service.
- The importance of effective staff communication with patients to ensure understanding and reduction of adverse hospital events.

Action Plan

Impact Details

Lives Saved

Next, make a prediction (goal) of your lives saved in the next 12 months. We’ll give you the opportunity to update us next year on the actuals:
2

Lives Saved:
2
Methodology for Determining Lives Saved:
We are using the formula related to the culture of safety metric because the actions made in the patient and family engagement should be reflected in a better culture of safety reducing the risk of severe adverse events and sentinel events. The number of the prediction of lives saved correspond to the 50% of the number of sentinel events that we have during the last year and that’s our reduction goal during this year. The lives saved are resulted of the formula of the culture of safety metric.

Acknowledgement
Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.