



Healthcare Organization Commitment

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Position

Chief Quality Officer

Organization Name

Hospital Español

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Commitment Details

Commitment Name

Person and Family Engagement

Participants

Mtra. Juana Vargas Robles
Dr. Luis Torres Torija

What Patient Safety Challenge does your Commitment address?

Challenge 16 - Person and family engagement

How Many Hospitals Will This Commitment Represent

1

Commitment Summary

The education provided to the patient and his family helps to improve their participation in care and informed decisions. This education is planned, provided and documented by health professionals of the organization, from admission to discharge of the patient.

Commitment Description & Detail

The Hospital Español constantly seeks continuous improvement in the services it offers and with the purpose of improving the quality of life of patients , the hospital develops the Patient and Family Education Plan, in this plan the clinical and non-clinical personnel promote prevention, recovery and healthy behaviors.

Action Plan

1. Training of a multidisciplinary team involved in patient care, responsible for the management of the patient and family's education plan. 2. Evaluation of the learning barriers as well as the individual education needs of the patient, which will be provided during the hospital stay by health personnel. 3. Participation of people within the board of directors and quality and patient safety committee assuming the role of patient or family that allows greater knowledge about their respective needs. 4. Information to patients of services and procedures offered by the hospital through technological platforms such as email and the hospital website. 5. Monitoring of patient and family education programs through process and results metrics. 6. Application of satisfaction surveys electronically. 7. Strengthen education strategies and patient involvement on the main pathologies that are presented in the hospital.

Commitment Timeline

The timeline for improving person and family engagement will be from October 8, 2018 – October 8, 2019