



Consumers Advancing Patient Safety Commitment to Be in Action with the Patient Safety Movement Foundation

Consumers Advancing Patient Safety (CAPS) is pleased to make the commitment of support to the Patient Safety Movement Foundation (PSMF) mission to eliminate preventable deaths in-hospitals.

The Vision of CAPS is: CAPS envisions a partnership between consumers and providers to create global healthcare systems that are safe, compassionate, and just.

The Mission of CAPS is:

- To be a champion for patient safety in a new healthcare culture,
- To be a voice for individuals, families and healers who wish to prevent harm in healthcare encounters through partnership and collaboration, and
- To teach the healthcare community what consumers and providers need to know whenever they interact within healthcare systems.

CAPS was formed in 2003 to pursue and achieve the following goals in the United States and beyond:

1. Development of governmental patient safety authorities
2. Raising public awareness of patient safety concerns, opportunities and activities
3. Educating providers and consumers about what they need to know to keep patients safe and treat them compassionately and justly
4. Establishing avenues for consumer contributions to reporting
5. Establishing community-based consumer partnership councils, and
6. Encouraging the availability of litigation alternatives for consumers and providers who want to use them.

In its working relationships with individuals and organizations in the healthcare community, The CAPS Board and leadership has pledged to be guided and governed by the following Statement of Principles, Values and Beliefs:

- **Commitment to the Truth:** We believe that being told the truth and telling the truth are vital to restoring health both to patients and to the healthcare system; and that they are essential to sustaining integrity and trustworthiness.
- **Open and Honest Communication:** We believe that open and honest communication, based on the principles of transparency and full-disclosure, is the best way to build trust, to minimize breakdowns, and to restore relationships when breakdowns do occur.

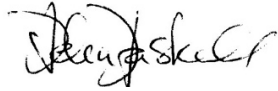
- **Partnership and Collaboration:** We believe in the wisdom, synergy and power of partnership. Engaging in and fostering effective partnerships will be our primary mode of operation and the art of collaboration will be our core competency.
- **Empathy and Compassion:** We believe in the value of exercising empathy and thereby seeing the world through the eyes of others. We rely on compassion to overcome blame and to guide, motivate and sustain our work.
- **Challenging and Courageous Change Agents:** We believe in serving as strong-willed, persistent advocates for change in the healthcare system and in taking on complex problems or controversial issues that others may choose to ignore, deny or avoid.
- **Diversity and Creative Tension:** We believe that diversity, in all of its forms, is a valuable asset and a source of strength. We believe that creative tension, brought about by honest and natural differences, is a catalyst for change and generates optimal solutions.
- **Transformation of Anger to Action:** We believe that anger is an anticipated phase in the healing process and is a signal of hurt, invalidation, or unmet need. We believe in moving beyond anger to resolution and to a commitment for action that will make a positive and significant difference.
- **Accountability and Forgiveness:** We believe that a dynamic balance of accountability and forgiveness contributes to the development of people, systems and cultures that are more responsible, self-correcting and continuously improving.
- **Appreciation and Positive-Mindedness:** We believe in discovering and celebrating signs of progress, in acknowledging people for their contributions and in leveraging what is working as the best way to overcome what is not working. The healthcare system will never be perfect, but it can always be better.
- **System-Oriented and Patient-Centered:** Our passion for patient safety is founded upon our belief in and our advocacy for a healthcare delivery model that is system-oriented and patient-centered.

As a committed organization, CAPS will demonstrate commitment to the PSMF mission to eliminate preventable deaths in-hospitals by:

- Spreading the PSMF's mission and vision to CAPS members and network,
- Participating in the PSMF's Actionable Patient Safety Solutions (APSS) workgroups and helping to identify subject matter experts to contribute to the development of aligned topics. (*e.g., Culture of Safety, Person & Family Engagement*),
- Encouraging CAPS members and network to submit their own stories to help drive the PSMF's narrative forward,
- Asking members of CAPS who are leaders working in hospitals to implement APSS, or share their own successful processes, to eliminate preventable deaths. And, make their own commitments to action to the PSMF,
- Jointly partnering and supporting projects around related patient safety topics of interest, and
- Staying in touch regarding upcoming events, educational opportunities and speaking engagements pertaining to either parties.

On behalf of its Board of Directors, we at CAPS are excited to make this commitment to join with the Patient Safety Movement Foundation and work together to prevent harm death and harm in healthcare and advance patient safety.

Signature:



Signer's Name: _____

Helen Haskell

Signer's Title: _____

May 31 2019

Date: _____