

THEME

# Applying Best Practices in Healthcare Delivery

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# PATIENT and FAMILY RIGHTS

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# Content

- Why the need for PFR?
  - Do the patient and the family have rights?
  - Is the patient always right?
- Understanding the Patient and Family
- Understanding PFR Standards
- Implementation at ParkwayHealth
- Barriers Encountered
- Continuing Challenges



# Understanding the Patient & Family

## What Patients Want to Know

- What's wrong with me?
- What treatment do you recommend?
- Are there other treatments?
- What are the benefits of these treatment?
- What are the risks?
- What medicines are you giving me? What are they for?
- How should I expect to feel during treatment?
- What side effects, if any, can I expect to have?

# PFR Standards

- MSQH Service Standard 6.1.1

The Facility is responsible for providing processes that support patients' and families' rights during care.

- MSQH Service Standard 6.1.8

The Facility supports patients' and families' right to participate in care processes. Patient and families participate in the care processes by making decisions about care, asking questions about care, and even refusing diagnostic procedures and treatment.



# Implementation

- Patient Safety
  - Patient Identifiers (IPSG \$1)
  - Effective Communication (IPSG #2)
    - Verbal Orders / HandOff process
  - Medication Safety
    - SALAD / Abbreviations
  - Surgical Site Marking & Time-Out
  - Infection Control
  - Reduce Risk of Harm from Falls
- Personal Safety
  - Safekeeping of Personal belongings
  - Environment Safety for special groups of patients



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# Implementation at ParkwayHealth

- Access to Care
  - Scope of Service
  - Admission, Discharge and Transfer Process, including Triage, Referral Process
  - Bed bookings
  - Criteria for Admission
  - Financial Counseling
  - TAT

# Implementation

- Service Delivery
  - Respect and Dignity
  - Privacy and Confidentiality
  - Patient Information / Patient Notes
- Consent
  - Informed consent
  - General consent

# Care Delivery

- Pain Management \*
- Evidence-Based Practices
  - Clinical Pathways
  - Clinical Practice Guidelines
- Care of the Vulnerable Group of Patients \*

## Structure and Processes

- Management Plans
- Reporting Systems
  - Unsafe practices, Errors and Near-Miss
  - Complaints & Feedback
- Workplace Safety
- Quality Improvement & Patient Safety Reviews
  - Chart Reviews
  - Clinical Review Program
  - Scorecards / Improvement Measures



# Documents

- Policies and Procedures
- Forms, Charts, Checklists
- Patient Education Brochures, Leaflets, Posters

# Education & Training

- Patient Education
  - Rights and Responsibilities
- Staff Education
  - Medication Safety
  - Rights and Responsibilities
  - Pain Management
  - Risk Management
  - Patient Safety
  - Laws and regulations
  - Workplace Safety
  - Effective Communication : HandOffs
  - Documentation
  - Chart Reviews



# Barriers to Implementation

- Culture
- Resources
- Organizational issues

# Barriers to Implementation

- Culture
  - Tradition of professional autonomy, collegiality and self regulation
    - mistakes difficult to acknowledge
  - Lack of Teamwork, Collaboration / Relationship
  - Fear / Perception of Control
  - Attributes error to personal human failure, blame, name and shame
  - It's a passing fad, It's nothing new

# Barriers to Implementation

- Resources
  - Current workload and financial constrictions
    - to support quality improvements
    - Lack of capacity in clinical teams
    - High workload (3 in 1)
  - Limited capacity of managers, poor leadership
  - Lack of support and commitment by clinicians
  - Lack of resources
  - Lack of time

# Barriers to Implementation

- Organizational Issues
  - Retribution, concerns about litigation
  - Speed of change
  - Lack of awareness
  - Absence or lack of data
    - Poor information / no information
  - Lack of systems, structures, policies
  - No clear vision

# Continuing Challenges

- Commitment, Conviction, Courage
- Energy
- Sustainability and Capability
- Team Engagement
- Resources
  - Manpower
  - Time
  - Money
- Three in One

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