My Journey in Patient Advocacy

1991

Today

© 2013 Patient Advocacy of Connecticut
Life Before and After Medical Error

Rory, Lisa and their 2 children

Rory doing Physical Therapy

Rory at home in his hospital bed

Rory at our daughter’s graduation

Rory doing pool therapy

© 2013 Patient Advocacy of Connecticut
Communication and the Importance of Family Involvement

Most Frequently Identified Root Causes of Sentinel Events Reviewed by The Joint Commission by Year

The majority of events have multiple root causes. (Please refer to subcategories listed on slides 5-7)

<table>
<thead>
<tr>
<th></th>
<th>2011 (N=1243)</th>
<th>2012 (N=901)</th>
<th>2013 (N=887)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Factors</td>
<td>899</td>
<td>614</td>
<td>635</td>
</tr>
<tr>
<td>Leadership</td>
<td>815</td>
<td>557</td>
<td>Communication 563</td>
</tr>
<tr>
<td>Communication</td>
<td>780</td>
<td>Communication 532</td>
<td>Leadership 547</td>
</tr>
<tr>
<td>Assessment</td>
<td>689</td>
<td>482</td>
<td>505</td>
</tr>
<tr>
<td>Physical Environment</td>
<td>309</td>
<td>Information Management 203</td>
<td>Information Management 155</td>
</tr>
<tr>
<td>Information Management</td>
<td>233</td>
<td>Physical Environment 150</td>
<td>Physical Environment 138</td>
</tr>
<tr>
<td>Operative Care</td>
<td>207</td>
<td>Continuum of Care 95</td>
<td>Care Planning 103</td>
</tr>
<tr>
<td>Care Planning</td>
<td>144</td>
<td>Operative Care 93</td>
<td>Continuum of Care 97</td>
</tr>
<tr>
<td>Continuum of Care</td>
<td>137</td>
<td>Medication Use 91</td>
<td>Medication Use 77</td>
</tr>
<tr>
<td>Medication Use</td>
<td>97</td>
<td>Care Planning 81</td>
<td>Operative Care 76</td>
</tr>
</tbody>
</table>

Joint Commission Root Causes and Percentages for Sentinel Events (All Categories) 2011 - 2013

© 2013 Patient Advocacy of Connecticut
What can happen when the patient is not part of the care team?

- Critical information can be missed
- Outcomes that are not expected can occur
- Lives can be forever changed
What can happen when the patient is not part of the care team?

The patient is the only member of the team who has been there the whole time!
What happens to the patient experience when patients are actively engaged in their care?

- Critical information that only the patient knows is communicated
- Better results: the patient has a vested interest in their health because they are part of the care
- Higher Patient Satisfaction: we like to be people first and patients second
- Lower Health Care Costs: Less unnecessary procedures, better follow-up, less readmissions
People will forget what you said, they will forget what you did, but they will never forget how you made them feel!

~Maya Angelou