

FRONT

QUESTIONS ARE
THE ANSWERS



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BACK

COMPATIBILITY:
**Joint Commission-National
Patient Safety Goals**

Goal #2E: Implement a standardized approach to ‘handoff’ communications, including an opportunity to ask and respond to questions

Goal #13: Encourage patients’ active involvement in their own care as a patient safety strategy

Goal #13A: Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.

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INSIDE

ASK ME ANYTHING...OR YOU’RE ASKING FOR IT!

IMPORTANCE

The most important safety tool that all members of the healthcare team have at their immediate disposal is communication. Everyone must be accountable to speak up if an unsafe or potentially unsafe practice is evident, regardless of position. There's no part of the healthcare “experience” from admissions (history), informed consents, and discharge instructions that does not rely on accurate levels of communication.

SIMPLICITY

This campaign strategy prompts patients and family to ask *any* question about their healthcare. It also encourages questions between staff such as nurse to nurse, doctor to nurse, etc. The button and brochures allow providers to easily address HEALTH LITERACY in EVERY clinical encounter.

PERCEIVED BENEFITS TO CLIENTS

Encourage them to act quickly on their own behalf. Interact with no shame or embarrassment at anytime! Participate further in decision making. Play a greater role in their health care. Follow agreed treatment regimens. Lessen their anxiety. Have more realistic expectations.

BENEFITS TO HOSPITAL & STAFF

Open communication prevents poor patient outcomes-deaths or injuries. Promotes trust in their clinicians by the public. Encouraging communication avoids litigation against physicians, hospital and clinicians.

OBSERVATIONS

The single greatest error in healthcare is failure of communication. After an event has harmed a patient, the best risk management tool is support with open communication lines. Our code of ethics says as health care professionals we have a moral responsibility to be honest with our patients.

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