



# Patient Advocacy & Healthcare Worker Safety

Health Watch USA Conference  
Oct. 4<sup>th</sup>, 2018 -- 12:00 noon to 8:30 PM  
Lexington, Ky at Eastside Library.

For more information & Registration go to [www.healthconference.org](http://www.healthconference.org)

## Conference Goals and Objectives

1. Attendees will recognize the importance of healthcare staff and patient advocacy in the prevention of adverse events
2. Attendees will recognize how infectious disease place both patients and staff at risk, constructing the intersection between occupational health & safety with patient safety initiatives.
3. Attendees will recognize the importance of good communication & patient access to their medical records, to improve both the understanding and acceptance of medical care along with the prevention of adverse events.
4. Attendees will be able to explain the importance of having patient advocates on policy boards and recognize how they bring a different and important perspective on the prevention of medical errors, drug safety and healthcare transparency.

**Goal 1. Attendees will recognize the importance of nursing and patient advocacy in the prevention of adverse events.**

**Joycelyn Elders, MD Former US Surgeon General. Presentation on The Importance of Nurse & Patient Advocacy.**

Dr Elders will present on the importance of speaking out not only during the provision of healthcare but also in the formulation of policy. The patient's voice and perspective is invaluable and cannot be replaced. Healthcare staff plus Non-healthcare aligned patients who have experienced shortcomings of the provision of healthcare can provide valuable insight and need to have a voice on committees.

Objectives:

1. Participants recognize the importance of healthcare staff, patients and medical decision makers (family & friends) who can advocate for them during the provision of medical care.
2. Participants will recognize the importance of having healthcare providers & patient advocates on healthcare policy committees.
3. Participants will be able to identify the characteristics and experience which are sought for to individuals who are considered for "patient advocates" on policy committees.

**Lee Tilson: Learning from mistakes: Preventing seduction into error**

Objectives:

1. Patient advocates will be able to recognize perhaps the most common pattern that produces medical errors.
2. Patient advocates will be able to implement strategies to prevent health care providers from being seduced into making this mistake.

**Goal 2: Attendees will recognize how infectious disease place both patients and staff at risk, constructing the intersection between occupational health & safety with patient safety initiatives.**

**Keynote Presentation: The intersection of Occupational Hazards for Nurses, Safe Staffing, and Infection Control - Christine Pontus, MS, RN & Jonathan Rosen, MS, CIH.**

**Abstract:** In this session we will review key occupational hazards confronting RNs and detail the effect they have on the wellbeing of nurses and patients. Healthcare has a greater prevalence of occupational injury and illness than manufacturing, construction, or mining. The negative impact of inadequate RN staffing on several key patient outcomes has been documented in the peer reviewed literature. Nationally, unions and associations representing RNs have been advocating for safe staffing legislation at state and federal levels. Despite the overwhelming evidence, only California has adopted staffing RN to patient ratios to date. Concurrently, there has been a national emphasis on prevention of hospital acquired infections that are recognized as causing one in 25 hospitalized patients to become infected, causing 75,000 deaths per year. The CDC, state and local health departments have instituted surveillance programs and other measures to combat this crisis. However, the impact of HAIs on RNs and healthcare workers is not currently being tracked and research on the effectiveness of occupational control measures is sparse. We recommend passage of safe staffing ratio legislation, surveillance of occupationally acquired infection among healthcare workers, and research into effective control measures to prevent HAIs among patients and staff.

**Objectives:**

1. Participants will be able to describe the scope and impact of occupational injury and illness among nurses and healthcare workers, and
2. Participants will be able to define the relationship between short staffing, hospital acquired infection (HAI), and gaps in knowledge about the impact of HAI on nurses and healthcare workers.

**Catherine Duff: Delayed adoption of treatments - Current Status and Trends of Microbiota Transplantation**

**Objectives:**

1. Participants will recognize the importance of prompt and effective treatment of CRE patients to help reverse the epidemic of MDROs and promote both patient and healthcare workers safety.
2. Participants will be able to explain and Interpret research and indications for Microbiota Transplantation.
3. Participants will be able to explain the present regulatory status, including barriers, of Microbiota Transplantation.

4. Participants will be able to **explain** mechanisms, including the use of patient advocates, to overcome the barriers preventing adoption of Microbiota Transplantation.

**Goal 3. Attendees will recognize the importance of good communication & patient access to their medical records, to improve both the understanding and acceptance of medical care along with the prevention of adverse events.**

### **Lisa Danielpour: OpenNotes and the Patient Portal. Improvement in Safety and Outcomes**

An avid patient/family and healthcare technology advocate, Lisa Danielpour will share how the Personal Health Record and OpenNotes can provide essential information, transparency and tools to improve patient safety and health outcomes. Her son's medical crisis with Crohn's Disease at age 13 forged their perspectives of the importance of easy access to health information while they were living in two hospitals over an eight month period. We know patients and family leave office visits or hospital stays not retaining much of the information shared. Giving patients and family access to OpenNotes – full chart notes through the online patient portal – offers a holistic understanding often not covered by a visit summary. OpenNotes ensures everyone is on the same page and that the care plan is clear, even when families and clinicians are not in agreement.

Objectives:

1. Participants will be able to describe how giving patients and family online access to OpenNotes, and encouraging their use, improves patient safety and outcomes.
2. Participants will be able to recognize and discuss how OpenNotes can lead to higher quality chart notes and evolve to better provider documentation.

### **Melissa Clarkson: What happens after patient harm? Why one family from Kansas is fighting to stop the secrecy and start conversations**

Objectives:

1. Participants will be able to Identify expectations of patients and families after patient harm.
2. Participants will be able to discuss actions of healthcare providers and organizations that promote (or inhibit) honesty, compassion, and learning from harm.
3. Participants will be able to describe how Communication-and-Resolution programs can affect the experiences of patients and families after harm.

## **Rebecca Krall: What Happens When an Asplenic Patient Is Bitten by a Dog?: A Patient & Caregiver's Perspective on Health Care Communication Issues**

Clear communication between referring providers, such as urgent and primary care centers, and emergency departments is essential for providing quality and appropriate patient care. However, the status of communication systems that link these often disparate units is lacking. Add in misinformation about the propensity of dog bite wounds to become infected, particularly postsplenectomy patients, and poor assumptions of a caregiver that the health care system includes intact, clear communication systems and disaster can ensue. This presentation shares a firsthand account of how communication issues led to a series of missed opportunities as an asplenic patient developed an overwhelming post-splenectomy infection from a dog bite wound. The extremely short period between initial symptoms of infection and septic shock underscore the importance of transferring essential patient information from referring health care providers to emergency departments. Further, it highlights the importance of identifying post-splenectomy patients in order to provide quality health care. The presentation also will provide recommendations to help mitigate communication issues such as the one presented.

### **Objectives:**

1. Participants will be able to recognize the adverse impact that barriers to communication can have on patient safety.
2. Participants will be able to recognize and develop mechanisms to overcome barriers in communication between providers.

**Goal 4. Attendees will be able to explain the importance of having patient advocates on policy boards and recognize how they bring a different and important perspective on the prevention of medical errors, drug safety and healthcare transparency.**

### **Jayne O'Donnell. What I've Learned Covering Patient Safety (and the Lessons It Holds for Safety Advocates)**

Objectives:

1. To be able to employ and implement actionable strategies on communicating to reporters about medical safety lapses
2. To explain the roadblocks reporters, face in reporting patient safety stories

### **Sherry Culp: The Impact of Nursing Facility Federal Regulation Changes on Consumers –**

Objectives:

1. The participants will be able to identify federal regulation changes, obstacles to implementation of the regulations, and how consumers can benefit from these regulations.
2. The participants be able to recognize and advocate for improvements in Nursing Home Safety not yet implemented.

### **Jonathan Furman: The need for better testing and safer drugs: What one person learned from his experience with quinolone antibiotics**

Objectives:

1. The participant will be able to implement actions and recognize the importance of public comment of FDA policy boards and draft recommendations to help identify and avoid inappropriate pharmaceutical treatment recommendations.
2. The participant will be able to identify unique factors that contributed to safety lapses in the drug approval process and how to use this knowledge to bolster their advocacy.
3. The participant will be able to recognize and discuss what a series of undisclosed permanent side effects, misdiagnoses, and inappropriate denials looks and feels like from a patient perspective.

4. As an example, the participant will be able to [discuss](#) the seriousness and potential permanency of quinolone side effects.