

Empoderar el Paciente y su Familia

Empoderamiento del Paciente

1. ¿Porque empoderar los pacientes y familiares?
2. ¿Que es el empoderamiento y cuales son algunas de las evidencias?
3. ¿Cuales son las principales metodologías para lograrlo?
4. ¡Precauciones!

Carol M. Gilmore,
MBA, RD

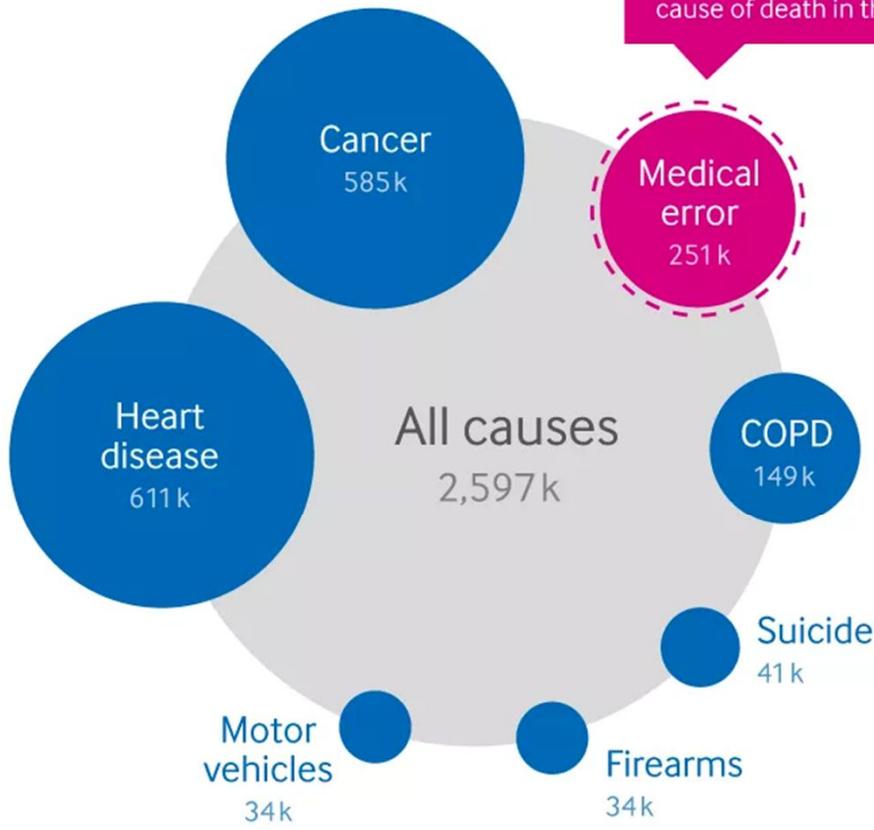
Independent
advisor on quality,
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No conflicts of
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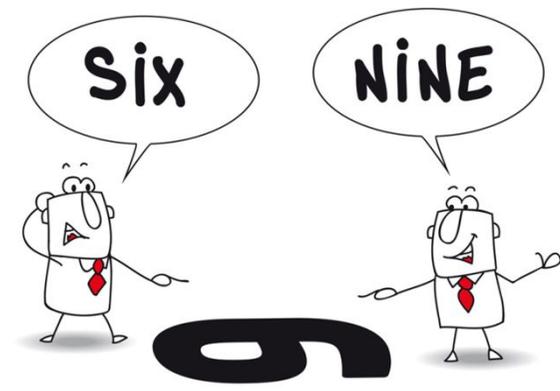


Porque empoderar pacientes y las evidencias

Causes of death, US, 2013



Based on our estimate, medical error is the 3rd most common cause of death in the US



However, we're not even counting this - medical error is not recorded on US death certificates

thebmj Read the full article online

<http://bmj.co/mederr>

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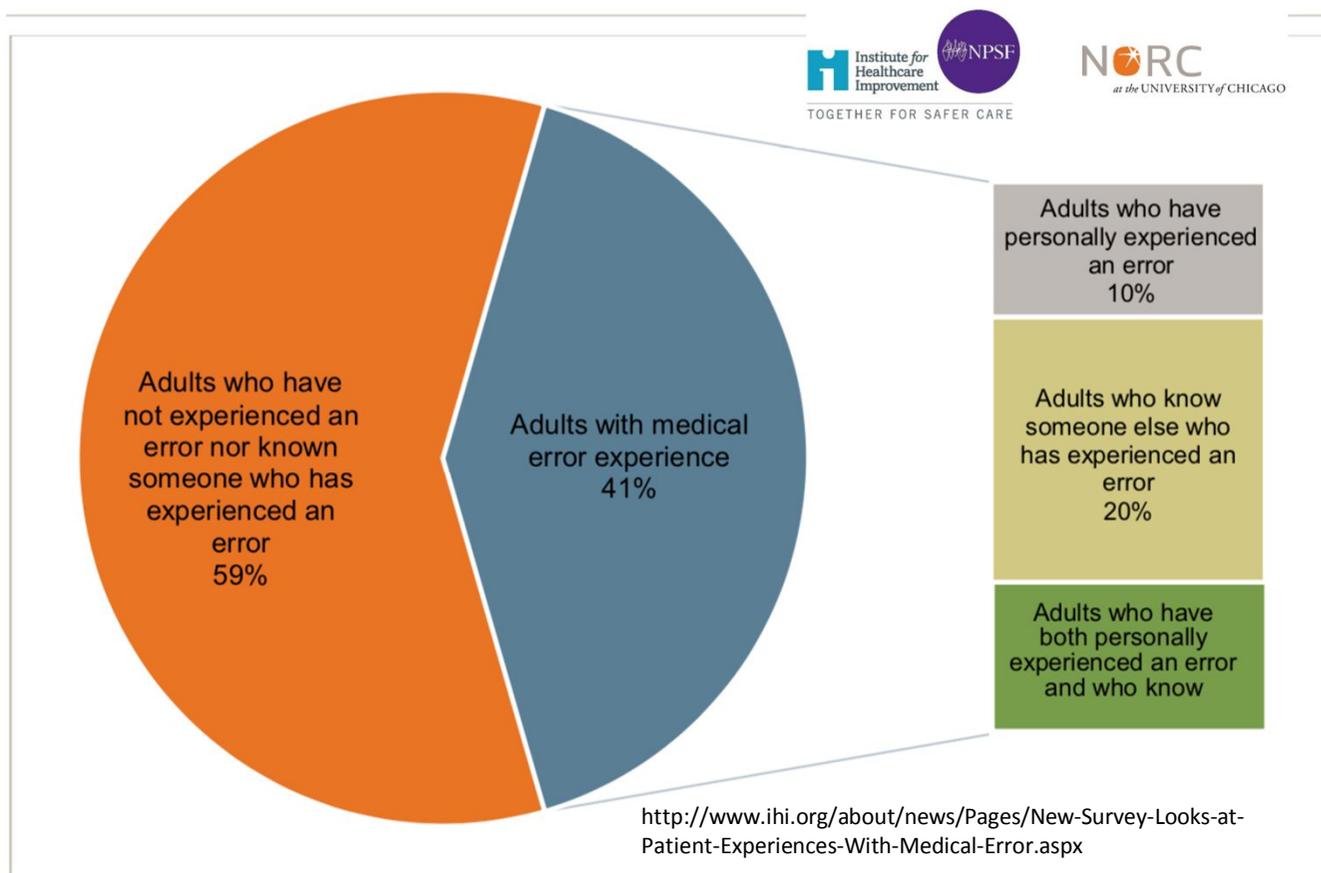
Data source: http://www.cdc.gov/nchs/data/nvsr/nvsr64/nvsr64_02.pdf



2017

EEUU: 2 en 5
personas
reportan haber
experimentado
(directamente o
indirectamente)
un error
medico

Overall, 2 in 5 Americans say they have either personally experienced a medical error or had a medical error occur in the care of someone close to them.



Questions: Have you ever personally been involved in a situation where a medical error was made in your own medical care, or has that not happened? Have you ever personally been involved in a situation where a medical error was made in the care of someone close to you where you were very familiar with the care they were receiving, or has that not happened?



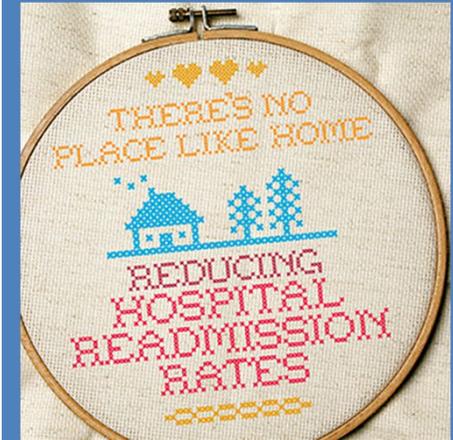
Mejora la *Experiencia del Paciente* especialmente en comunicación



Seguridad del Paciente



Resultados: efectividad clínica, adherencia, medicaciones



Recursos y utilización

Evidencia para la Participación Activa del Paciente

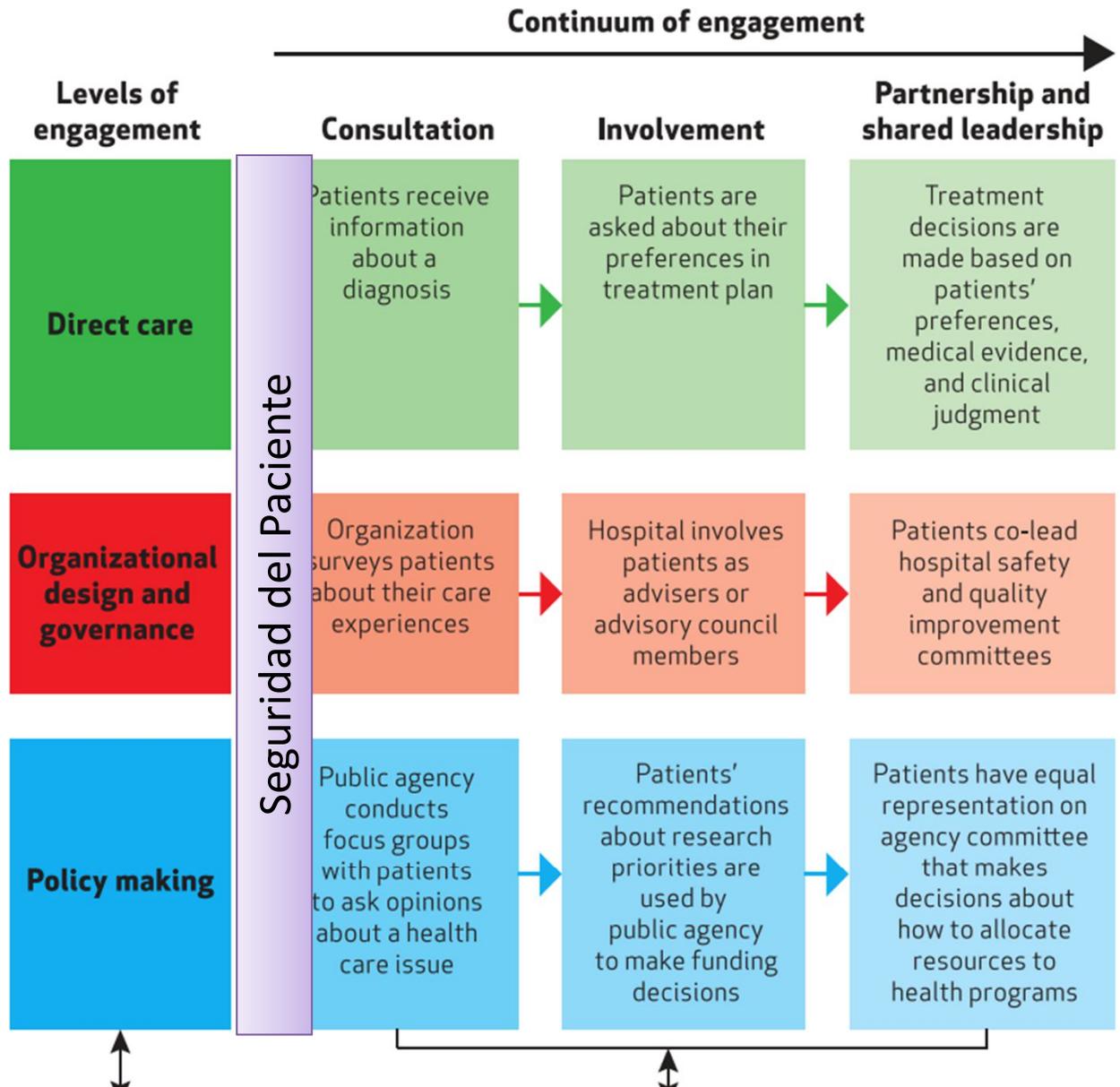
1. Effectiveness of strategies for informing, educating, and involving patients -- Angela Coulter
2. A systematic review of evidence on the links between patient experience and clinical safety and effectiveness, Cathal Doyle



El modelo para el Continuo de “Engagement”/ involucramiento del Paciente / empoderamiento del paciente



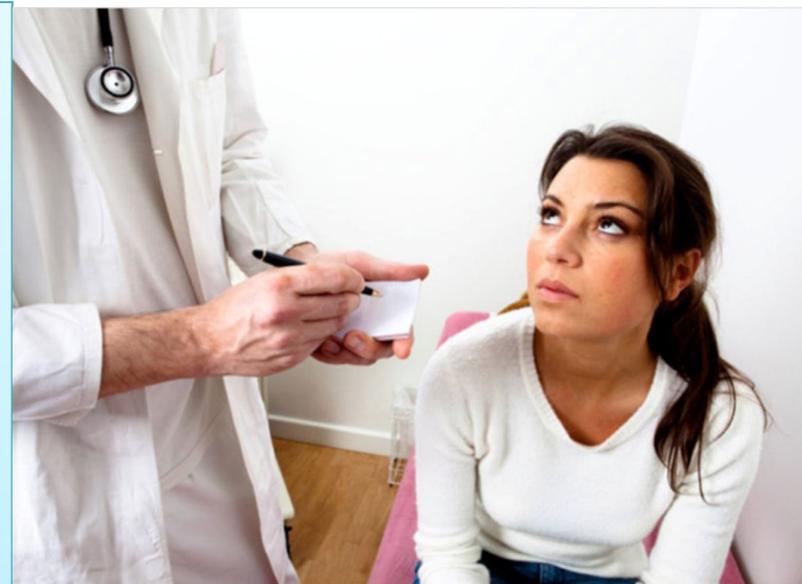
<https://www.healthaffairs.org/doi/pdf/10.1377/hlthaff.2012.1133>



Activación-- Participación Activa--Paciente como Socio

Barreras y Metodologías para el empoderamiento del paciente

- Diferenciales en Poder
- Idioma
- Cultura, población especial
- Nivel de educación
- Conocimientos sobre su salud
- Conocimientos como “consumidor” de salud y seguridad del paciente
- Capacidades
- Interes
- Falta de oportunidad/venue
- ...





Important Information For Your Stay

Patient Guide

Patient & Visitor Information

Leaving The Hospital

Your Discharge Checklist pg. 21

Manage Your Care

Speak Up!™, Be A Participant In Your Care pg. 10

Understand Your Meds

Help Prevent Medicine Errors pg. 13

Ways To Prevent Hospital Infection

What You Can Do pg. 12



OUR LADY OF LOURDES
REGIONAL MEDICAL CENTER

Franciscan Missionaries of Our Lady Health System

Patient Guide Provided by
PATIENT ENGAGEMENT SOLUTIONS
Engagement is our middle name.

4801 Ambassador Caffery Parkway • Lafayette, LA 70508 • (337) 470-2000 • www.LourdesRMC.com

Ayudarme estar seguro

Speak Up:

EVITAR ERRORES EN SU ATENCIÓN MÉDICA



SpeakUP: When Your'e Having Surgery (Spanish) - YouTube



<https://www.youtube.com/watch?v=r7M3yWxDyng>

21 ene. 2015 - Subido por The Joint Commission

The Joint Commission 7,375 views · 1:42. **Speak Up:** ¡Pídale a su intercesor que haga oír su voz! - Duration: 1 ...

Speak Up: Conozca sus derechos como paciente - YouTube



<https://www.youtube.com/watch?v=scuKTYoNK4s>

25 jun. 2012 - Subido por The Joint Commission

No es fácil ir a un hospital, pero es importante recordar que usted tiene derechos y un papel con respecto a su ...

Speak Up: Reducir el riesgo de caídas - YouTube



<https://www.youtube.com/watch?v=xBlohtblvoY>

2 ago. 2011 - Subido por The Joint Commission

Uno de cada tres adultos mayores de 65 años sufren caídas cada año. Pero caerse puede pasarle a cualquiera ...

Requiere procesos robustos.
Ejemplos de diseño en salud
tomando en cuenta el “factor
humano”

- Checklists.
- Digitalización de procesos de indicaciones medicas.
- Codificación por colores de conectores de gases medicinales.
- Código de barra para la administración de medicaciones.
- Eliminación de potasio concentrado de sectores de internación general.

¡La seguridad del
paciente NO es la
responsabilidad del
paciente!



Best Practices in Patient-Centered Care

El estudio encontró varios enfoques comunes entre los hospitales exitosos en la *experiencia del paciente*.



1. Rondas por hora
2. Tableros de comunicación
3. Pase de guardia.
4. Carpeta para el alta.
5. Llamadas telefónicas después del alta.
6. Rondas multidisciplinarias.
7. Respuesta receptiva y rápida.



https://www.hopkinsmedicine.org/armstrong_institute/improvement_projects/patient_centered_care_engagement/patient_centered_care/index.html

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), a validated national survey sent to patients after discharge about their hospital experiences.



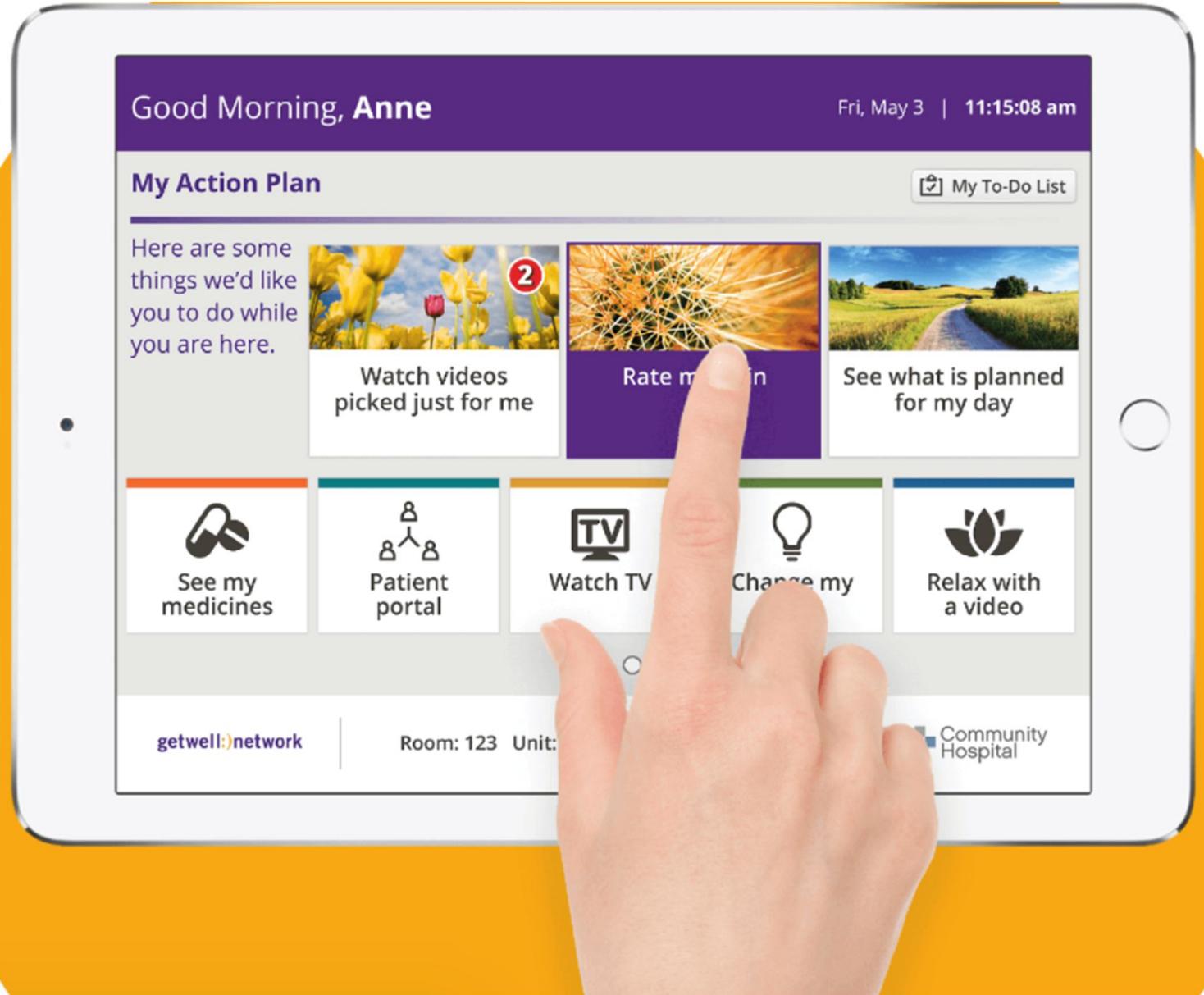
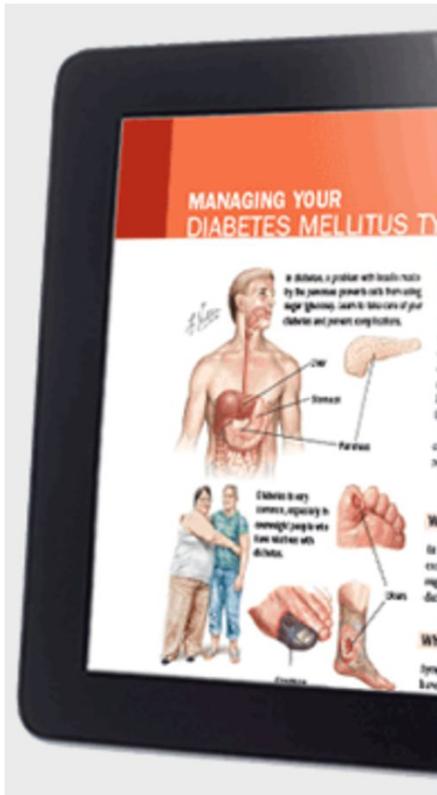
[Bed Side Shift Report](#)

https://www.youtube.com/watch?v=_H0tT3p7RIU

Patient-centered rounds and participatory care planning



Tablero de Comunicación



Proporcionarme educación e información sobre mi salud

TELL ME AND I
FORGET.

TEACH ME AND I
REMEMBER.

INVOLVE ME AND I
LEARN.

- BENJAMIN FRANKLIN -



Hospital *Patient* Learning Center

Re-Engineered Discharge (RED) Toolkit

Care Transitions from
Hospital to Home:
IDEAL Discharge Planning
Implementation Handbook

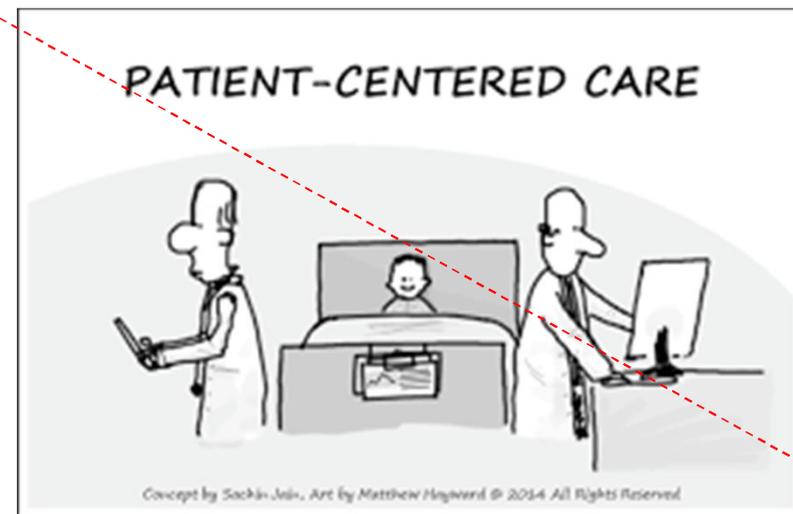


¡Precauciones!

¡La seguridad del paciente NO es la responsabilidad del paciente!

iLink's Patient Engagement Framework:

- ✓ Increases the influence of Providers, Health Plans, Pharma and Care Managers by politely engaging patients/members in conversations at the appropriate time



Extras



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Advancing Excellence in Health Care

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Home > Programs > Hospitals & Health Systems > Hospital Resources

Professionals & Providers

Education & Training

Hospitals & Health Systems

▶ Hospital Resources

▶ Emergency Severity Index

▶ Guide to Patient and Family
Engagement in Hospital
Quality and Safety

▶ Hospital Guide to Reducing

Guide to Patient and Family Engagement in Hospital Quality and Safety

Research shows that when patients are engaged in their health care, it can lead to measurable improvements in safety and quality. To promote stronger engagement, the Agency for Healthcare Research and Quality (AHRQ) developed a guide to help patients, families, and health professionals work together as partners to promote improvements in care.

<https://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html>

<http://www.hqontario.ca/Engaging-Patients/Patient-Engagement-Tools-and-Resources>



Validated Measurement Tools

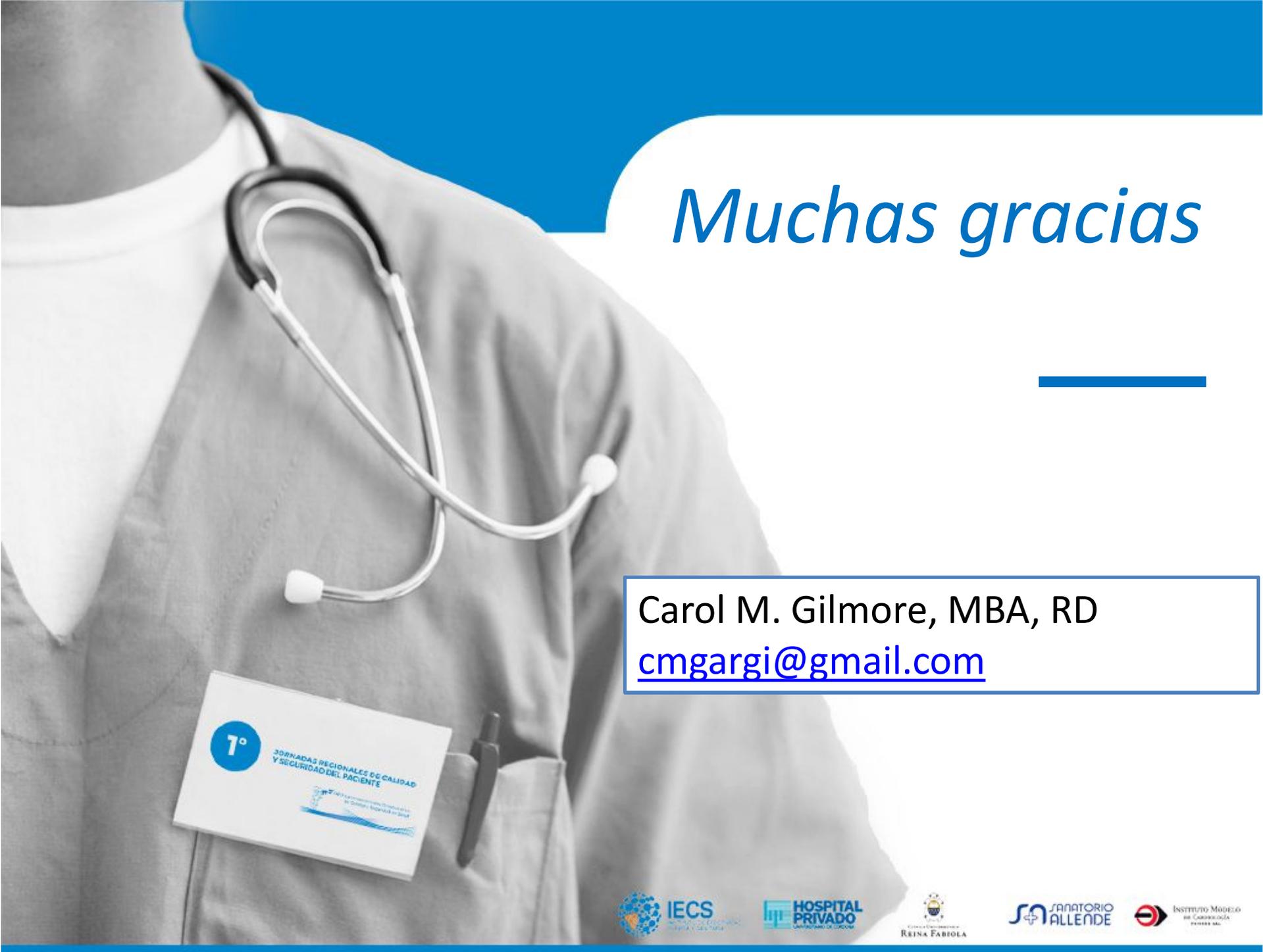
Patient Engagement

Patient Experience

Validated measurement

Patient Activation Measure (PAM),
PROMIS, Patient Health
Engagement (PHE) Scale

HCAHPS, CGCAHPS, etc.



Muchas gracias

Carol M. Gilmore, MBA, RD
cmgargi@gmail.com

