PAVIA HOSPITAL, SANTURCE
San Juan, Puerto Rico

SETTING THE STAGE

>> Increase knowledge about Culture of Safety
>> Increase the empowerment of leaders in Culture of Safety
>> Integrate the family and the patient in the care process
>> Implementation of a Patient and Family Education Program

GOAL OF OPPORTUNITY

>> Our institution recognizes the importance of patient and family integration as a key element for the prevention of patient safety events, and also allows us to evaluate which improvement processes we must re-evaluate in order to achieve the goals.

INTERVENTIONS AND RESULTS

>> Design and implementation of the Patient and Family Education Program (see image top right)
>> Design and implementation of educational brochures and referral sheets
>> Documentation in the clinical file of the interventions
>> Education to the nursing staff (see image bottom right)
>> Monitoring compliance
>> Development of leaders in the English language domain for the elimination of barriers
>> Development of Psychological Support Program, which aims to minimize the impact of a stay in the hospital by integrating both the patient and his family into his care
>> Campaigns directed to relatives and patients

RESULTS

>> In the estimate of educational needs since admission, at the end of 2017, 10% was achieved above the threshold established by the institution.
>> In the documentation of communication barriers and teaching method that the patient prefers, at the end of 2017, 10% was achieved above the threshold established by the institution.
>> In the orientation to patients and family congruent with the educational needs identified, at the end of 2017, 10% was achieved above the threshold established by the institution.
>> 100% of the cases that require intervention of the patient and family educator are referred to the educator using the mechanisms established by the institution.
>> 100% of the cases are offered support from the patient and family educator and from the Department of Social Work.

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