Case Scenario – Patient experience in transitions of care for medication safety

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Journey to Zero Harm
No Mud, No Lotus

Medication Safety in Transitions

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Health + Care

Is there Health?   Is there Care?

(In the Space Between and throughout the Patient's Journey)
Gain Lee: My Dad

- Diagnosis of Stage 3 esophageal cancer in 2006
- Foreigner with only emergency insurance
- Language & cultural barriers
- Limited financial resources
- Linear communication
- Omission of Learning & Teaching,
- Teach-back, Check-ins with Families/Caregivers
A few months later...

- 2 Emergency Room Visits within 2 weeks of each other
- Concerns were dismissed by MD and staff
- Booked a flight to seek care in S. Korea
- Severe abdominal pain 2 weeks later,
Passed away on the third visit to ER,
1 week before our flight at age 63
What if?

- Patient-Centered Transitions of Care with Empathy & Compassion
- Continuous Communication with Families & Caregivers on New Treatments & Changes
- Patient Safety Focused Care with Teach-Back Sessions
- Measuring Engagement Ability of Patients & Caregivers (e.g., Person Engagement Index)
Co-Designing Safer Care with Patients & Families

Patients for Patient Safety US

Founders

Establish

- Establish patient and family engagement as a strategic priority and build infrastructure, processes, mechanisms and budgets

Develop

- Develop and support a national chapter of Patients for Patient Safety with patients, family members, and civil society

Identify

- Identify, develop and incentivize courageous, openminded leaders in healthcare

Provide

- Provide capacity building and resources for patients and healthcare leaders for successful partnerships

Share

- Share best practices and celebrate successes
Is there health?  Empathy  Health Equity  Compassion  Is there care?