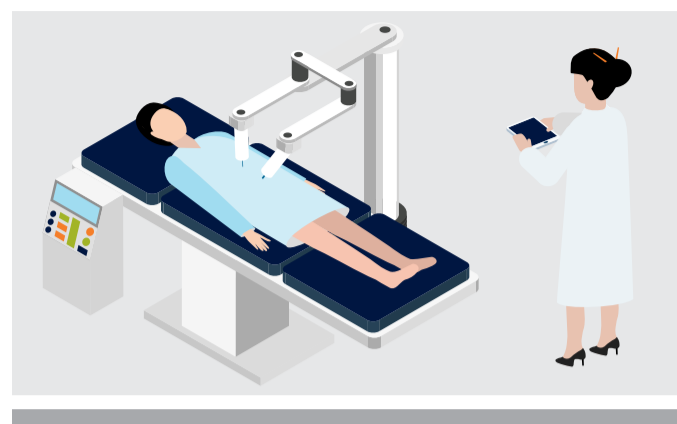


HEALTHCARE

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CULTURE CHANGE

PATIENTS SHOULD BE EMPOWERED TO "STOP THE LINE"

The concept of stopping the line originated in the manufacturing industry; workers would hit a red button to stop an assembly line if they suspect that something had gone wrong.

In the healthcare industry where patients are accustomed to the tradition of "doctor knows best" it is time for patients to be empowered to "stop the line" when they suspect something is wrong with their care.

This edition of Risk Management Bulletin explores the practical strategies to create an environment in which patients and families are encouraged to speak up and clinicians/healthcare providers to listen and address patient's concerns rather than dismissing those concerns as unimportant.



CHANGE THE RESEARCH

- The lack of patient/family speaking up points to ambiguous safety research data.
- Studies found that patients who are always comfortable to speak up provide ratings of experience on par with respondents who reported no problems in their care.
- Researches might need to pivot to consider the potential beneficial outcomes of speaking up, such as preventing emotional harm and promoting respect for patients.



CHANGE THE LISTENING

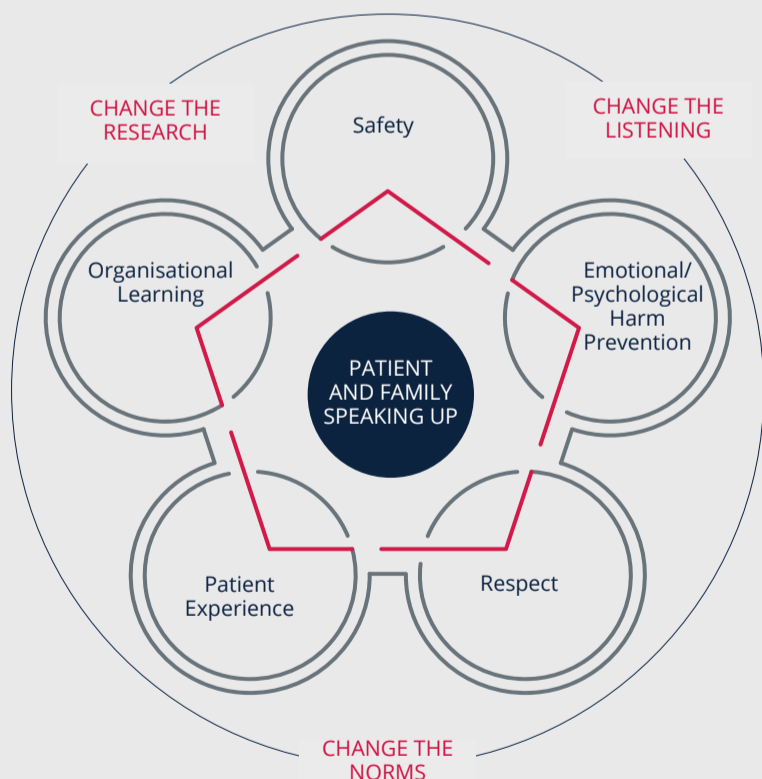
- Clinician support is the key factor in encouraging patients to speak up.
- Instead of using terms such as 'patient complaints', more empowering language such as 'patient-reported events' should be used.
- Patients's feedback can be aggregated and analysed across departments for a more effective approach, rather than responding on a case-by-case basis.



CHANGE THE NORMS

- There are several barriers that prevent patients from speaking up: patient-related barriers, clinician-related barriers and organizational barriers.
- Patient related – It is important for patients to develop the language of speaking up.
- Clinician related – Clinicians should give clear instructions to patients such as who to speak to and how patients can notify clinicians about urgent concerns.
- Organizational – Organizations should be careful not to inappropriately shift responsibility of safety to patients.

Creating environments to effectively stop the line



Ratnawati Osman

Divisional Director, Financial Lines Group - Healthcare

T: +603 2723 3226/ 243/ 210

E: MedefendMY@jltasia.com | mpi-jlt.com.my

Jardine Lloyd Thompson Sdn Bhd

Level 42-01A (West Wing), Q Sentral,

2A, Jalan Stesen Sentral 2, KL Sentral, 50470 Kuala Lumpur

T: +60 3 2723 3388 | F: +60 3 2723 3399

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Reference: CNA Hardy

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