



HEALTHCARE PROVIDER STRATEGIES FOR PROMOTING SAFE CARE

As a provider of patient care, you can **be aware for safe care** by:

- **Reporting any events or near misses** that harmed or could have harmed a patient.
- **Using at least two patient identifiers**, not including the patient's room number, when administering medications and blood or blood components, when collecting or transporting blood samples and other specimens for clinical testing, and when providing treatments or procedures.
- **Obtaining a list of medications the patient is currently taking** when he or she is admitted to a hospital or seen in an outpatient setting.
- **Complying with** the Centers for Disease Control and Prevention (CDC) **hand hygiene guidelines**.
- **Being an active team member during the "time-out"** before a surgery or procedure.
- **Communicating with patients by using common words** and the same terms used by the patient to describe their condition.
- **Encouraging patients to ask questions** and be involved in their care.
- **Becoming a patient safety champion to help improve the culture of safety** within your facility.



Scan with your mobile device's QR Reader to access the Pennsylvania Patient Safety Authority's website.



An independent agency of the Commonwealth of Pennsylvania

Patient Safety
Awareness Week
March 4-10, 2012

Sponsored by the
National Patient Safety Foundation
www.npsf.org



More information is available online at www.patientsafetyauthority.org.

©2012 Pennsylvania Patient Safety Authority



HEALTHCARE CONSUMER STRATEGIES FOR PROMOTING SAFE CARE

As a patient, you and your family can **be aware for safe care** by:

- **Keeping a complete list of when and why you were in the hospital.** Also, keep notes of past illnesses, any drug allergies, and all medications you take, including non-prescription drugs.
- **Asking for information about your medicine** in terms you can understand, both when your medication is prescribed by a doctor and when you receive your medication.
- **Repeating back any instructions** and the names of newly prescribed medications. Also, ask about any new medication so you understand what it is for and why it is being given to you.
- **Bringing someone with you** to listen to discussions about your care, treatment, and follow-up instructions.
- **Asking questions** if explanations, instructions, or procedures are not clearly understood, and repeating back what you are told.
- Asking your healthcare provider important questions like **“Have you washed your hands?”** or **“What is your name and title?”** or **“What is my name?”**
- **Asking when and how you will get the results of tests.**



Scan with your mobile device's QR Reader to access “Consumer Tips for Patients and Their Families.”



An independent agency of the Commonwealth of Pennsylvania

Patient Safety
Awareness Week
March 4-10, 2012

Sponsored by the
National Patient Safety Foundation
www.npsf.org



More information is available online at www.patientsafetyauthority.org.

©2012 Pennsylvania Patient Safety Authority