



**Shocking Ideas  
That Never Occur to  
Patients Until it is  
Too Late**

- There's no attending physician in the hospital who can see me?
- The intern is in charge of me?
- People don't run to take action when my vital signs begin to deteriorate?
- Code teams don't practice?
- Codes have a what kind of survival-to-discharge rate?

- Even more problematic:
- The resident did surgery on me?
  - I signed a consent for him to do it?
  - Medical students practiced on me?
  - I and my family will not even be interviewed if there is an investigation into my medical injury?

- Patient Safety: The Big Players**
- National Patient Safety Foundation
  - Joint Commission
  - Agency for Healthcare Research and Quality
  - Institute for Healthcare Improvement

### Consumer Organizations

- PULSE AMERICA
- Mothers Against Medical Error
- Consumers Advancing Patient Safety
- Save the Patient Foundation
- Coalition for Patients Rights
- The Other AMA
- And many others

### Characteristics of the Consumer Patient Safety Movement

- Volunteer
- Locally based
- Nationally interconnected
- Dogged in pursuit of reform

### Themes of the consumer patient safety movement

- Transparency / disclosure
- Patient empowerment
- Education of patients and providers
- Cooperation with medical groups
- Influencing hospitals from without

### Changing the Conversation

- Joint Commission
  - National patient safety goals
  - Surprise inspections
- IHI campaigns
  - Save 100,000 Lives
  - Save Five Million Lives

### Changing the Nature of the Game

- Patient-sponsored legislation
  - Medical Board transparency
  - Lewis Blackman Act
  - Hospital infection disclosure
- Other legislative initiatives
  - Sorry Works
  - National Patient Safety Board

### The Future

- Family advisory councils
- Patient call systems
- Patient involvement in medical education
- Bedside advocacy programs

## How do METs fit in?

- Patient empowerment
- Redundancy
- Someone to call
- An island of reliability

