

## **A Facilitator's Guide to the Healthcare Consumer Education Film *Things You Should Know Before You Enter the Hospital***

**Introduction:** *Things You Should Know Before Entering the Hospital* was developed by Four Leaf Enterprises, Inc., a Chicago-based film-making consortium in 2004-05, after one of their colleagues, Ernest Shubert, contracted a serious staph infection at the doctor's office. Treatment involved hospitalization, surgery, eight weeks of intravenous antibiotic therapy and physical therapy. Fortunately Mr. Shubert recovered, but he could have died. Like many consumers who experience medical harm or watch a loved one go through it, this experience prompted Mr. Shubert to think about what he could do to teach others what he learned. Together with a film director, executive producer and writer, *Things You Should Know Before You Enter the Hospital*, was born.

More information about *Things You Should Know Before Entering the Hospital* and Four Leaf Enterprises, Inc. is available at their website, [www.patientsafetyvideo.com](http://www.patientsafetyvideo.com). The film can be ordered there as well.

**Guarantee:** Please contact us with any questions or concerns at:

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**Goals:** Partnership for Patient Safety (p4ps) produced this Facilitator's Guide because we think *Things You Should Know Before Entering the Hospital* contributes to four important goals that are crucial to advancing patient safety and authentic patient-centered care. These goals are:

1. Raising awareness among consumers about the reality of medical error in an honest, straightforward way;
2. Increasing understanding among busy healthcare workers that patients and lay caregivers often see things that busy clinicians/staff do not, and that they want to contribute this knowledge to others in a constructive way;
3. Educating both consumers and providers about the opportunities patients and their loved ones have to help prevent the many kinds of harm caused by medical error; and
4. Opening the door between healthcare providers and consumers for honest conversation about the inherent risks of medical treatment.

**Uses of the Film and this Facilitator’s Guide:** *Things You Should Know Before Entering the Hospital* is approximately 25 minutes in length and is available in DVD format. Although its primary purpose is to raise consumer awareness of typical medical errors, it can be just as useful as an educational tool for healthcare workers interested in safe, patient-centered care. Uses include:

- As an orientation for patients in any healthcare setting, to prepare them to be alert and empowered to quickly speak up about safety concerns
- As an orientation for new healthcare workers, to prepare them to deal with patient and family concerns about error
- As part of an educational program for medical and nursing students
- As part of a continuing education seminars for healthcare workers
- As a teaching tool for consumer groups interested in preparing patients and families to be fully engaged partners in the care process.

This *Facilitator’s Guide* was prepared as an aide for those using the film as part of a facilitated session. The facilitator’s role is to encourage discussion among session participants.

This guide lays out several *Learning Objectives* and *Discussion Questions*. We recommend identifying one to four learning objectives in a typical 50 – 60 minute session. Discussion questions can be used to kickoff discussion, then keep it going as time permits. The discussion questions below are examples that are appropriate for all audiences, whether comprised of consumers, healthcare workers or a mixture.

**Content of the Film:** *Things You Should Know Before Entering the Hospital* contain real stories told by patients who experienced preventable injury in hospitals. It also contains accounts of how patients narrowly missed or mitigated harm by becoming part of effective rescue efforts either while an error was happening or shortly thereafter. The film is a powerful reminder of both the vulnerability of patients to medical error and the important roles they and their lay caregivers can play in preventing bad outcomes as part of the healthcare team.

The film is narrated by Ben Hollis, a Chicago television personality best known for his stint as the host of *Wild Chicago*, an educational television series that guides Chicagoans to little known, often hidden or surprising aspects of the city. A similar device is used in *Things You Should Know Before Entering the Hospital*. Mr. Hollis intersperses patients’ valuable stories in the context of his own journey through a hospital, and includes encouraging comments from healthcare workers as well as “on the street” interviews of non-hospitalized consumers about what they know. His delivery and commentary is sometimes humorous. This lightens the mood of a piece from time to time that, in other aspects, is somber or alarming in its forthright presentation of medical risks.

A package insert that accompanies *Things You Should Know Before Entering the Hospital* offers advice and additional information derived from various patient safety sources.

## **Learning Objectives & Discussion Questions**

*Learning Objectives for Consumers:* Consumers in your audience who watch the film should be able to:

- Discuss why a patient and his or her family should not take safety for granted when being hospitalized.
- Describe why it is important when you are the patient to recruit a family member or friend to be an advocate for you in the hospital or during visits to the doctor before and after you are hospitalized
- Describe the ways a patient can catch an infection in the hospital and what a patient or advocate can do as part of a team to avoid catching an infection.
- Describe what “wrong site surgery” is and what a patient or advocate can do as part of the team to prevent it.
- Describe the things a patient or advocate can do to make sure their healthcare providers have not confused them with another patient (also known as patient “misidentification”).
- Discuss the things that a patient or advocate can do to reach a clear understanding about what his/her medications are for and which medications can safely be taken with one another (also known as medication “reconciliation”).
- List some things patients and advocates should do when preparing to go to the hospital.
- Discuss the best ways for a patient or advocate to tell a doctor or nurse when he/she thinks a mistake was made.
- Discuss the best ways for a patient or advocate to tell a doctor or nurse about something that doesn’t seem right or that he/she worries might go wrong.
- Discuss the importance of listening to your inner voice and not being afraid to speak up when something doesn’t seem right.

*Learning Objectives for Providers:* Physicians, nurses, healthcare administrators and other healthcare workers in your audience who watch the film should be able to:

- List (a) the kinds of safety risks that patients in the film experienced and (b) the lessons that they learned.
- Discuss the pros and cons of orienting patients and lay caregivers to the risk of iatrogenic harm versus letting them figure it out for themselves.
- Discuss (a) the ways in which important information about a patient’s safety might be initially presented as a complaint, (b) how to listen for safety information when a patient or advocate is anxious or angry, and (c) how to respond.
- Describe how physicians, nurses and other healthcare workers can encourage patients and advocates to ask safety-related questions in a timely way.
- Discuss how even successful treatments can create new risks of patient harm and the importance of not taking safety for granted.
- Discuss the pros and cons of encouraging patients to overcome their fear to speak up when something doesn’t seem right.

*Discussion Questions:*

- What are the most important things you learned from this film that you didn’t already know?
- Do patients or their family members and friends have *responsibilities* for safety in the hospital? Or is it too much to ask a patient to take on safety responsibilities?
- Some people have suggested that a better approach to patient and family involvement in safety is to talk about it as an *opportunity* to help the healthcare team produce good

outcomes. *Responsibility* or *opportunity* -- which approach do you think would work better to engage patients and families as partners?

- Healthcare workers sometimes worry about discussing medical error with patients who already are ill or their already anxious family members. What do you think?
- If we think about patients and their family and friends as *partners* in care with healthcare workers, what does that mean to you?
- What do you think of the recommendation in *Things You Should Know Before You Enter the Hospital* that a patient should always have an advocate when they are being treated in a hospital?
- What should providers tell patients and their advocates to help them avoid infection? How should it be said?
- What should providers tell patients and their advocates to help them avoid wrong site surgery? How should it be said?
- What should providers tell patients and their advocates to help them avoid patient misidentification? How should it be said?
- What should providers tell patients and their advocates to help reach a clear understanding about what medications are for and which medications can safely be taken with one another (also known as medication “reconciliation”)? How should it be said?
- Who should a patient or their advocate talk to when he/she thinks a mistake was made? What should they say or do if that person seems too busy or too unwilling to listen?
- What would you do to encourage a patient or advocate to listen to their inner voice and not be afraid to speak up when something doesn’t seem right?

**p4ps Role:** Partnership for Patient Safety was not involved in developing *Things You Should Know Before Entering the Hospital* and has no ownership or financial interest in the film. p4ps supports use of the film because it is medically honest and authentically patient-centered. We believe it will advance the patient safety movement *Goals* listed above, all of which are consistent with the p4ps mission to advance the reliability of healthcare systems worldwide.

p4ps holds the copyright to this *Facilitator’s Guide to the Healthcare Consumer Education Film, Things You Should Know Before Entering the Hospital* but makes it available for use at no charge. Interested users are encouraged to download and duplicate it. We request attribution when it is quoted or excerpted.

Both p4ps and Four Leaf Enterprises support the mission of Consumers Advancing Patient Safety (CAPS), a nonprofit organization dedicated to co-creating a healthcare system that is safe, compassionate and just through partnership between consumers and providers. Because Four Leaf Enterprises supports the mission of CAPS, it has decided to donate a portion of the proceeds from the sale of *Things You Should Know Before Entering the Hospital* to CAPS. This is an unrestricted grant, made at the discretion of Four Leaf Enterprises.

**Other Resources:** More information about **Consumers Advancing Patient Safety (CAPS)**, its mission and advocacy goals is available at [www.patientsafety.org](http://www.patientsafety.org).

For additional patient and consumer information materials we recommend the following sources:

**Agency for Healthcare Research and Quality (AHRQ)** -- This agency within the United States Department for Health and Human Services maintains an excellent clearinghouse of

patient safety materials, including many tools designed especially for patients and lay caregivers. The AHRQ Patient Safety Network, also known as *PSNet*, is selective for quality, regularly updated and easily searchable. You can subscribe to it, and stay updated for free. It can be accessed at [www.psnet.ahrq.gov](http://www.psnet.ahrq.gov)

**Australian Council for Safety & Quality in Healthcare** – Australia is the global leader in educating healthcare providers about the importance of consumer reporting/feedback about error. The Council’s vision for a safer system “is one that puts consumers at the center of the system and harnesses the experiences of patients and their carers to drive improvements.” It has produced tips for consumers, as well as guidelines for providers with strategies for respectfully receiving and using consumer complaints/reports, all of which can be accessed at [www.safetyandquality.org](http://www.safetyandquality.org)

**Joint Commission on Accreditation of Healthcare Organizations (JCAHO)** – This accreditation body has made significant strides in driving patient-centered practices such as disclosure of medical error through the healthcare system. JCAHO accepts consumer complaints/reports about medical error. It also has established a “Speak Up!” with consumer tools designed to encourage them to do just that. It can be accessed at [www.jcaho.org](http://www.jcaho.org)

**Medically Induced Trauma Support Services (MITSS)** – This nonprofit organization was started to provide trauma support to everyone affected by medical harm, including patient, family and healthcare workers. It was started by a patient with the assistance and support of a physician involved in a serious medical error she experienced. It can be accessed at [www.mitss.org](http://www.mitss.org)

**National Patient Safety Foundation (NPSF)** – This nonprofit organization maintains a clearinghouse that is more comprehensive than PSNet, but less selective in reviewing for quality. The NPSF has the most active listserv in the patient safety community, and consumers are invited to participate. NPSF has established a Patient Family Advisory Council (PFAC) and developed several tools for consumers. More information is available at [www.npsf.org](http://www.npsf.org).

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