Long Island Community-Based Patient Safety Advisory Council

PILOT PERIOD FINAL REPORT
August 2010
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About the Council

The Long Island Community Based Patient Safety Advisory Council (PSAC) was developed to have a wide-reaching impact on improving patient safety awareness in local communities while strengthening ties with health care providers. With support from North Shore-LIJ Health System, The Long Island Community Foundation and the Nassau Suffolk Hospital Council, and leadership provided by Ilene Corina from PULSE of NY (as a project developed for her Patient Safety Leadership Fellowship with a scholarship by the National Patient Safety Foundation), this innovative model facilitates collaboration between community and healthcare leaders to improve patient safety and engagement in regional healthcare delivery.

The Council is composed of leaders of community organizations that are closely tied to health issues, such as the local chapters of the Leukemia and Lymphoma Society, the Long Island Council on Alcoholism and Drug Dependence, St. John’s pharmacy students and groups representing the disabled, minorities and immigrants.

The Council’s work currently focuses on issues surrounding health literacy and improving patient skills in navigating complex healthcare choices. The Council trains and educates members through educational programs and presentations given by industry leaders related to patient safety and health literacy. In turn, members disseminate their learning and expand the impact of the Council’s work through activities and projects based in their organizations and communities.

Going forward, there are plans to continue growing membership and maintain or expand on projects that have been established. The scope of the Council’s work may also expand to include family-centered patient and family advocacy training based at North Shore-LIJ’s Patient Safety Institute.

Goal

To establish an organization where community and health care leaders can collaborate to improve patient safety and health literacy on Long Island.

Objectives

Process:

1. Develop a forum where Council members can learn and share best practices related to patient safety and health literacy.

2. Every member will develop or participate in a health literacy project within their organization, such as an event or an educational initiative. Ilene Corina, the Council Chair, will provide individualized support to each Council member.

Outcome:

1. Member projects will be reviewed for possible continuation or replication. At least half of the projects will be replicated and/or expanded.
Result: Out of 10 projects, next steps have already been designated for seven. Most Council members have communicated an intention to stay involved.

2. Changes in knowledge about health literacy among members will be evaluated. It is expected that 100% of members will be able to report increased knowledge and involvement in related activities.

Result: The pre-test evaluation of member’s knowledge related to patient safety revealed that 17% considered themselves very familiar with the topic. The post-test results indicated that 50% considered themselves very familiar—a 33% increase for this response option. Where 25% of respondents previously rated their knowledge level as “not sure” or “a little familiar,” only 13% rated themselves this way for the post-test.

3. Speaker evaluations will be distributed at each meeting to provide feedback and assess interest in presented topics. It is expected that the speakers will be rated to be at least 85% effective in their communication and presentation skills, and that at least 80% of respondents will agree that their knowledge of the presentation topics improved.

Result: 100% of respondents for each meeting evaluated either strongly agreed or agreed that the speaker/meeting were effective. Of the respondents to the first meeting evaluation, 77% agreed or strongly agreed that their knowledge improved, whereas 100% responded that way for the subsequent two meetings. Please see Appendix A.

4. Council is successfully established with resources to ensure ongoing activity; topic focus and scope of activities may change from year to year.

Result: Most Council members intend to stay involved and new members have been proposed and recruited. Advocacy training based at the NSLIJHS Patient Safety Institute is being proposed to supplement regular Council activities. Please see Future Directions below and proposed budget in Appendix B.
**Council Members and Projects**

The Council is composed of the following members who have concluded or are concluding their initial patient safety activities and projects among their constituencies for the pilot period. Where indicated, next steps have already been identified to continue the work that has begun. In two instances, including Literacy Nassau and Leukemia & Lymphoma Society (LLS), projects were not completed due to a change of leadership and lack of community interest, respectively. LLS plans to continue Council membership with a new focus for the next project cycle.

**Jeffrey L. Reynolds, MPA, Ph.D., Executive Director of the Long Island Council on Alcoholism and Drug Dependence (LICADD)**

**Project:** Develop strategies to address medication safety and the misuse of prescription drugs with a focus on reducing access to narcotics which may be sold to purchase heroin. Possibilities include developing a handout which would be discussed with the patient at the time of discharge or purchase when medication, specifically pain killers, are prescribed to the patient. Partners include Huntington Hospital and independent community pharmacists with physician advisors.

**Outcome:** Several activities and projects were planned around this topic. A focus group was held with clinical leaders at Huntington Hospital to brainstorm about hospital-based prevention strategies. A focus group was also held with teenagers. An intern was placed at the hospital who shadowed doctors during the discharge process to learn what was discussed regarding inappropriate uses of prescribed narcotics. A full report is available upon request.

**Next Steps:** Additional projects are being planned for Fall 2010, including an ad campaign at Farmingdale College and adult focus groups.

**Donna B. Riley, LMSW - Executive Director, Founder Long Island Trans Experience**

**Project:** A focus group conducted among transgender community members found that they often experience inappropriate and insensitive care from providers due to a lack of support and training. These patients often find themselves preoccupied with explaining their unique needs and encounter frequent misunderstandings and embarrassments. The focus group came up with multiple recommendations that could improve the experiences of transgender patients, including the following:

- Developing an advocate buddy system for transgender patients and their friends/family
- Medical charts should clearly identify a patient’s chosen name
- Staff training using films and testimonials

An informational brochure and/or website will be developed to provide guidance to medical staff and transgender patients in delivering and obtaining appropriate care.
Progress: The taping of video testimonials has started. A series of focus groups with transgender community members were held to discuss their healthcare needs, concerns and expectations. Findings will be shared with the Joint Commission (with whom Ms. Corina is involved on a similar project). A full paper is available upon request.

Next Steps: The following additional projects are being planned: advocacy training, a dictionary of transgender terms for family, friends and medical professionals, and a website / brochure with resources.

Tina Sanacore, Executive Director, Literacy Nassau

Project: Spring training will be provided for the volunteers to help adults with limited English gain health literacy skills.

Outcome: No project was completed due to a recent change in leadership and building space.

Mirna Cortes-Obers, Health Coordinator & Community Development Director, Central American Refugee Center (CARECEN)

Project: A Spanish-language video will be developed describing advanced directives and patient’s rights to an interpreter while in the hospital. Wallet cards will also be developed and distributed that describe patients’ rights to an interpreter and will include a phone number for CARECEN. Two community presentations are planned.

Outcome: A series of three videos and wallet cards were developed and focus groups were held in the community to discuss patient safety. Ms. Cortes-Obers is holding educational workshops in Spanish.

Next Steps: The distribution of wallet cards will be expanded to area hospitals and Hispanic community centers. The videos will also be distributed.

Manouchkathe Cassagnol, Pharm.D., CGP, BCPS, Assistant Clinical Professor of Clinical Pharmacy Practice, College of Pharmacy and Allied Health Professions, St. John’s University

Project: The focus of this project is to improve communication skills among pharmacy students while providing medication safety training. Three dates have been planned for pharmacy students to organize “brown bag” community meetings to help address questions and concerns from the public about prescriptions and other medications. All other Council members will be encouraged to invite their organizations’ members.

Outcome: Pharmacy students hosted multiple “Brown Bag it” events at the Wantagh Public Library where community members attended and brought their medications. Students were then evaluated for knowledge, clear communication and ability to maintain client privacy.
Next Steps: These students will be developing additional projects related to medication safety.

Karen DeMairo, Sr Patient Services Mngr, The Leukemia & Lymphoma Society (LLS)

Project: Community health literacy education will be provided through “lunch & learns” at local businesses. Patient safety presentations will be provided for support groups and caregiver groups. LLS will also encourage support for the pharmacy “brown bag-it” event.

Outcome: LLS Staff offered to host lunch and learn programs at local businesses, but found no interest. They will try another approach next year.

Arlene Reith, Stony Brook Hospital (SBUMC) PICU Family Advocacy Board Member

Project: Two patient safety workshops, advocacy training and focus groups for the parents (and other family members) of mentally challenged children are being planned— one in Nassau County and one in Suffolk County. These focus groups are being hosted and sponsored by a group called Parent to Parent and another autism support organization.

Outcome: Developed Patient Safety Advocacy Training workshops for caregivers of intellectually challenged children and adults. Caregivers were trained on how to work closer with the medical team and communicate their needs.

Next Steps: Additional trainings will be held for community members and hospital staff.

Dr. Cesar M. Garces, MICU/CCU Social Worker, Bronx Lebanon Hospital Center

Project: Dr. Garces, in his work as a hospital social worker, discovered a lot of confusion surrounding advanced directives among patients. He will be providing patients with a video presentation from the National Association of Hospital Palliative Care to help them understand advanced directives. He will assess the outcomes with a brief survey of patients/families who view the film.

Outcome: A series of films shot in both Spanish and English have been completed with assistance from Mirna Cortes-Obers (CARECEN). The videos introduce patients to their right to have a translator and presents an overview of advanced directives. They will be shown to hospital patients and followed by meetings with social workers, where patients will have an opportunity to ask more informed questions.

Susan McCormadi, Program Director, Long Island Center for Independent Living

Project: Ms. McCormadi is interested in developing informational material for medical staff to help them address the unique needs of patients with physical disabilities.

Outcome: Focus groups with residents have been held to identify their main concerns in receiving hospital care. Common issues identified include fears of developing bedsores and
infections due to difficulty moving; having crutches, walkers or wheelchairs moved to inaccessible part of the room by staff; and not having the call bell placed within easy reach. “Project Alert” will make hospital workers more aware of patients with disabilities and inform them how to make allowances for special needs. Ms. Corina is scheduling meetings to videotape testimonials that she can then use to educate hospital staff.

Next Steps: Ms. Corina is continuing to look for a pilot hospital to implement this training which will include the video taped testimonials of people with disabilities.

Patricia Mulholland, RN, Board of Trustees - Hospice Care Network

Project: Ms. Mulholland is working on developing a tool kit on how to hold conversations with patients about end of life care.

Outcome: A community involvement day is being planned for National Healthcare Decisions Day April 16 http://www.nationalhealthcaredecisionsday.org/ which offers people help in discussing last wishes with families and friends. A “script” and tool kit are being developed.

Next Steps: Ms. Mullholland is planning speaking programs in the community on the topic.

Council Meetings

See Appendix A for detailed meeting evaluation results

The Council has met three times since September 2009. Meetings between Ms. Corina and individual members have been ongoing throughout this period and have been used to provide guidance with project development.

Meeting 1: Grena Porto, RN

The first meeting was held on September 25, 2009 and featured Grena Porto as a guest speaker. Ms. Porto, RN, is a national leader in patient safety, risk management and quality improvement. She provided the Council with an introductory presentation to patient safety and health literacy issues and helped members begin planning their projects.

All the members completed evaluations after the meeting and the results indicated that the speaker and orientation meeting were successful: 100% agreed or strongly agreed that Ms. Porto communicated clearly and was well-organized. 77% felt that their knowledge of the topic improved significantly and 23% were neutral. All members planned to share this information in their organizations and community and believe that doing so can strengthen relationships between community members and local health providers.

Meeting 2: NSLIJHS Patient Safety Institute Simulation Lab Tour

The Council’s second meeting consisted of a tour and discussion at the NSLIJ’s Simulation Lab with the intention of exposing members to some of the work the health system is doing to advance patient safety. Along with staff, Kathy Gallo, Chief Academic Officer, and Alan Cooper, Vice
President, explained how the simulation patients work and demonstrated a scenario in which multiple safety concerns arise during an intervention by a healthcare team. The demonstration was followed by a debriefing during which staff discussed what went wrong and what errors and missteps could be prevented next time.

The results of the meeting evaluation indicated that all respondents agreed that the program was well-organized and that their knowledge of the topic improved significantly. The simulation was described as “fascinating” and the presenters were described as “open, honest and welcoming of questions.”

**Meeting 3: Nassau-Suffolk Hospital Council**

The third and final meeting of the pilot period was hosted by the Nassau-Suffolk Hospital Council in Hauppauge, New York and was open to all of its members and as well. PSAC members were encouraged to bring guests and most did. The meeting started with a film presentation of “The Lewis Blackman Story,” a case about multiple hospital errors and oversights leading to the death of teenage patient following an elective surgery. The film was followed by an expert panel discussion consisting of pharmacists, a physician, and Grena Porto (see Meeting 1). The panel reviewed the sequence of events leading to the death, discussed how the errors could have been avoided, and answered questions from the audience.

The meeting evaluations and comments revealed that this was the most successful meeting to date and that the audience was highly engaged. All respondents either strongly agreed or agreed that the meeting was well-organized, informative, and effective in strengthening ties between the community and local health leaders. Comments included suggestions that a similar presentation be required for hospital staff and health care students.

**Future Directions: Proposal for Project Renewal**

The Council has been successful in establishing a new model for spreading patient safety awareness through a network of partnerships between community and health care leaders. PSAC members have been educated about patient safety and provided with the tools and guidance necessary to extend this knowledge to their constituents. While the pilot period for this program closed in June, many projects are ongoing and there is excitement among members to continue and expand the scope of the Council to include additional members and activities.

We would like this work to continue and to transform the Council into a permanent independent entity that will rely, at least for now, on continued support from NSLIJHS while seeking out additional sources of funding. Going forward, some of the plans for continuing and expanding the Council’s work include the following:

- Recruiting new members
- Building a website
- Planning community events and projects that mobilize all the Council members and constituents
- Patient safety awareness events in public venues, shopping malls, parks, etc.
- Developing educational videos on specific topics, eg advanced directives, caring for physically impaired patients, etc.
- Developing a patient advocacy training program based at the NSLIJ Patient Safety Institute (see proposal in Appendix C).

With strong support and partnership from NSLIJHS, much has already been accomplished and we look forward to continuing this work together to improve patient safety on Long Island.
Appendix A: Evaluation Results

Long Island Patient Safety Advisory Council

Meeting 1: Evaluation Results

Grena Porto
9/25/09

Guest Presentation and Discussion

1. Thinking about today’s presentations, do you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>SD=Strongly Disagree</th>
<th>D=Disagree</th>
<th>N=Neutral</th>
<th>A=Agree</th>
<th>SA=Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The speaker communicated ideas and concepts clearly</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
</tr>
<tr>
<td>B. The speaker was well-organized</td>
<td>0%</td>
<td>0%</td>
<td>23%</td>
<td>38%</td>
</tr>
<tr>
<td>C. My knowledge of the presentation topics improved significantly</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>64%</td>
</tr>
<tr>
<td>D. The presentation provided me with the knowledge necessary to communicate patient safety information</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>21%</td>
</tr>
<tr>
<td>E. I plan to share this information within my organization/community</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>14%</td>
</tr>
</tbody>
</table>

- 100% of respondents indicated that the speaker communicated clearly and was well-organized (agreed or strongly agreed)
- 77% felt that their knowledge of the topic improved significantly, while 23% were neutral.
- 93% indicated that presentation provided them with knowledge to communicate patient safety information to others.
- 100% plan to share this information in their organization and community and believe that doing so can strengthen relationships between community members and local health providers.

Patient Safety Topics

2. As a result of today’s meeting, would you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>SD=Strongly Disagree</th>
<th>D=Disagree</th>
<th>N=Neutral</th>
<th>A=Agree</th>
<th>SA=Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>G. I understand the history of patient safety</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>36%</td>
</tr>
<tr>
<td>H. I understand current patient safety issues</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>36%</td>
</tr>
<tr>
<td>I. I understand how patient safety directly affects my community</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>14%</td>
</tr>
<tr>
<td>J. I have not yet done any work within my organization/community related to patient safety</td>
<td>7%</td>
<td>36%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>K. I know how to work towards improving patient safety problems</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>43%</td>
</tr>
</tbody>
</table>

- 93% of respondents agreed or strongly agreed that they understood the history of patient safety, current patient safety issues, and how patient safety affects their communities.
- 43% indicated that they have already done work relating to patient safety, while another 43% have not done such work. 7% were neutral.
- 93% said that they know how to work towards improving safety problems.
What aspects of the presentations did you find the most useful?

- The importance of patient safety and transmitting information to the community; to empower people with this information.
- The “films” acronym was very helpful.
- It was a very realistic presentation of information about safety and how the push in this direction has developed.
- Good overview of patient safety and nice organization of issues.
- Patient and safety awareness
- Patient/family education
- The knowledge and awareness of past issues that still exist.
- Honest—practical and insightful.
- An important subject was presented with ease of understanding and has encouraged action to communicate with others.
- Great speaker, discussion and facilitation.

Are there additional topics you would like to have presented in the future?

- Patient advocacy, in terms of special populations.
- Cultural diversity
- Barriers to patient safety.
- Impact of new technologies on patient safety.
- What are the provider’s needs?
- Do hospitals implement safety programs?
- Patient safety within psychiatric units of hospitals.

Are there any specific speakers you would suggest for future meetings?

- Manonchkhath Cassagrol: technology and patient safety initiatives
- Maybe someone from the Joint Commission of the Partnership for Clear Communication and talk about developing materials for patients.
- Perhaps an MD—a representative from a hospital.

Please share any additional comments, questions, or suggestions below:

- I would like to know when there is a conference at a local hospital.
- I think this was a great meeting. There were a lot of good ideas and sharing. I would love to attend any other meetings/conferences.
- Good start!
- I would like to attend a conference on patient safety.
- Excellent presentation.
- Very well organized and thorough meeting.
Long Island Patient Safety Advisory Council

Meeting 2: Evaluation Results
North Shore-LIJ Patient Safety Institute
1/29/10

Please take a few minutes to complete this survey. We will use your feedback to improve the quality of our meetings and to promote greater awareness of patient safety in our community.

Today’s Presentation and Tour

1. Thinking about today’s presentation and tour, do you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD=Strongly Disagree</th>
<th>D=Disagree</th>
<th>N=Neutral</th>
<th>A=Agree</th>
<th>SA=Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The program was well-organized</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>88%</td>
</tr>
<tr>
<td>B. My knowledge of the program topics improved significantly</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>C. I learned about what the health system is doing to improve patient safety</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>88%</td>
</tr>
<tr>
<td>D. I plan to share this information within my organization/community</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>E. I believe that communicating lessons from today’s presentation can strengthen the connection between the community and local health providers</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>25%</td>
<td>75%</td>
</tr>
</tbody>
</table>

- 100% of respondents strongly agreed or agreed that today’s program was well-organized.
- 100% strongly agreed and or agreed that their knowledge of the topic improved significantly.
- 88% strongly agreed and 13% agreed that they learned about what they health system is doing to improve patient safety.
- 100% of respondents indicated that they strongly agreed or agreed to that they plan to share this information in their organization/community.
- 100% strongly agreed or agreed that communicating lessons from today’s presentation can strengthen ties between the community and local health providers.

Patient Safety Projects

2. As a result of the progress you are making on your patient safety project, would you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD=Strongly Disagree</th>
<th>D=Disagree</th>
<th>N=Neutral</th>
<th>A=Agree</th>
<th>SA=Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>F. I have a better understanding of patient safety issues</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>38%</td>
<td>63%</td>
</tr>
<tr>
<td>G. I have a better understanding of how patient safety affects my community</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>38%</td>
<td>63%</td>
</tr>
<tr>
<td>H. I am working (or working more) within my organization/community on projects/issues related to patient safety</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>38%</td>
<td>50%</td>
</tr>
<tr>
<td>I. I have a better understanding of how to address patient safety concerns</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>J. I believe that my organization/community is more connected to local health providers and/or health systems</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>50%</td>
<td>38%</td>
</tr>
</tbody>
</table>

- 100% of respondents strongly agreed or agreed that they have a better understanding of patient safety issues as a result of their projects.
- 100% strongly agreed or agreed that they have a better understanding of how patient safety affects their community.
- 88% strongly agreed or agreed that they are working or working more within their organization on projects related to patient safety. 13% were neutral.
- 100% of respondents strongly agreed or agreed that they have a better understanding of how to address patient safety concerns.
- 88% strongly agreed or agreed that their organization/community is more connected to local health providers as a result of their project. 13% were neutral.
What aspects of the presentations did you find the most useful and informative?

Live presentation and simulation of events. The question and answer period explained a lot.
The simulation was extremely informative.
The debriefing of the simulation.
Simulation evaluation. Briefing.
The feedback after the simulation.
Communication among staff members.
The simulation presentation.
I thought the entire program was very interesting and critical to improving health care delivery.

What aspects of today’s presentation did you find the least useful and informative? What changes would you suggest for the future?

Everything was useful to me.
Overall, I thought it was very good.

Please share any additional comments, questions, or suggestions below:

Fascinating presentations. Presenters were open, honest and welcoming of questions.
Would love to see a simulation with a disabled (wheelchair bound) patient.
I am willing to share my experiences teaching about advanced directives/ palliative care in the community.
Long Island Patient Safety Advisory Council
Final Meeting Evaluation (Pilot Period)
Nassau-Suffolk Hospital Council
May 5, 2010

Please take a few minutes to complete this survey. We will use your feedback to improve the quality of our meetings and to promote greater awareness of patient safety in our community.

Today’s Meeting

1. Thinking about today’s meeting, do you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD</th>
<th>D</th>
<th>N</th>
<th>A</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The meeting was well-organized</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>18%</td>
<td>82%</td>
</tr>
<tr>
<td>B. The film presentation of “The Lewis Blackman Story” was effective in communicating key patient safety issues</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>88%</td>
</tr>
<tr>
<td>C. The panel discussion was informative</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>80%</td>
</tr>
<tr>
<td>D. I plan to share this information within my organization/community</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>18%</td>
<td>82%</td>
</tr>
<tr>
<td>E. I believe that communicating lessons from today’s meeting can strengthen the connection between the community and local health providers</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>24%</td>
<td>76%</td>
</tr>
</tbody>
</table>

- 100% of respondents strongly agreed or agreed that today’s meeting was well-organized.
- 100% strongly agreed and or agreed that both the movie presentation and panel discussion were effective.
- 100% of respondents indicated that they strongly agreed or agreed to that they plan to share this information in their organization/community.
- 100% strongly agreed or agreed that communicating lessons from today’s presentation can strengthen ties between the community and local health providers.

Patient Safety Projects

2. As a result of your Council participation and the progress you are making on your patient safety project, would you agree or disagree with the statements below?
   Please mark one response for each statement

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD</th>
<th>D</th>
<th>N</th>
<th>A</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>F. I have a better understanding of patient safety issues</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>29%</td>
<td>64%</td>
</tr>
<tr>
<td>G. I have a better understanding of how patient safety affects my community</td>
<td>0%</td>
<td>0%</td>
<td>7%</td>
<td>29%</td>
<td>64%</td>
</tr>
<tr>
<td>H. I am working (or working more) within my organization/community on projects/issues related to patient safety</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>I. I have a better understanding of how to address patient safety concerns</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>J. I believe that my organization/community is more connected to local health providers and/or health systems</td>
<td>0%</td>
<td>0%</td>
<td>14%</td>
<td>29%</td>
<td>57%</td>
</tr>
</tbody>
</table>

- 93% of respondents strongly agreed or agreed that they have a better understanding of patient safety issues as a result of their projects. 7% were neutral.
- 93% strongly agreed or agreed that they have a better understanding of how patient safety affects their community. 7% were neutral.
- 100% strongly agreed or agreed that they are working or working more within their organization on projects related to patient safety.
- 100% of respondents strongly agreed or agreed that they have a better understanding of how to address patient safety concerns.
- 86% strongly agreed or agreed that their organization/community is more connected to local health providers as a result of their project. 14% were neutral.
What aspects of today’s meeting did you find the most useful and informative?

- The importance to develop, as a patient, family member, a relationship with the health care provider. Communication—the importance of communicating with the parties involved in your care.
- Panel discussion
- All was useful and informative
- I found the discussion panel to be most helpful and useful along with the DVD. It opened the door for a lot of discussion.
- Panel discussion of how we can improve continuity of care between health care professionals.
- The importance of every member of the health care team, including pharmacists. Importance of patient advocates.
- Awareness of different aspects of the grassroots patient safety movement.
- The work that the Patient Safety Advisory Council has been working on.
- The video was very informative and really helped us connect on a personal level. The panel was also very informative and helpful answering questions.
- Enjoyed the panel/audience interactions. Loved the whole thing.
- Movie was excellent and liked hearing about the projects.
- The movie was wonderful and should be showed at all hospital orientations/safety classes. This or something similar needs to be required for staff. The panel discussion was really good. It allowed for interaction within the group. This was the best meeting.

What aspects of today’s presentation did you find the least useful and informative? What changes would you suggest for the future?

- Today’s presentation was extremely useful in terms of not being afraid to ask questions. As a patient to be more in charge.
- This was a wonderful experience.
- The music overwhelmed the dialogue. You might want to suggest to the company that is remaking this film to tune down the background music.

Please share any additional comments, questions, or suggestions below:

- Would like to continue on the council.
- I would like to continue for another year and would like to recommend Ms. E… for the council.
- How can we access a copy of the Lewis Blackman Story? If possible, this panel discussion would be helpful to colleges (especially those who offer multiple health care professions) to educate the students how critical it is to converse with each other all the time.
- We should encourage patients and families to speak up and be insistent when they do not feel something is “normal.”
- Tragic and sad—the tape was very powerful and would be excellent to be used for educational purposes.
- The meeting was very informative and addressed key points that are very relevant. Since this is such a big issue, maybe just showing some more cases and what happened to show the magnitude of the problems that are really happening throughout the US. Have a slide to see how many problems do occur, how many deaths and adverse effects have occurred from this.