

# Developing a multi-faceted intervention to promote inpatient involvement in improving patient safety

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**Background:** Most experts believe patients could play an important role in improving patient safety, but evidence is emerging that questions the acceptability of some current approaches to promoting this role. In a recent qualitative study, patients and relatives told us that they welcomed the opportunity to ask questions and to know more about their care. However, patients are less willing to engage in behaviours they perceive to be “challenging” or “critical” of healthcare professionals. Concerns have also been expressed that encouraging patients to “challenge” their healthcare providers could damage the patient-provider relationship. Few current interventions to promote patient engagement in safety have involved users (patients, relatives & front-line healthcare staff) in their development, and there is scant evidence of the use of theory and a dearth of robust evaluation.

**Study aim:** We addressed this major gap by developing an intervention that promotes a collaborative patient-provider approach to improving patient safety that is grounded in the user perspective and supported by current evidence and relevant theory.

## What we did ...

- Broad review of best evidence & practice
- Systematic examination of current evidence
- Identified examples of best practice
- Identified relevant theory



Broad consultation of patients, relatives, frontline healthcare staff & experts in the field



- Qualitative study
- Brainstorm workshops
- Intervention development workshops



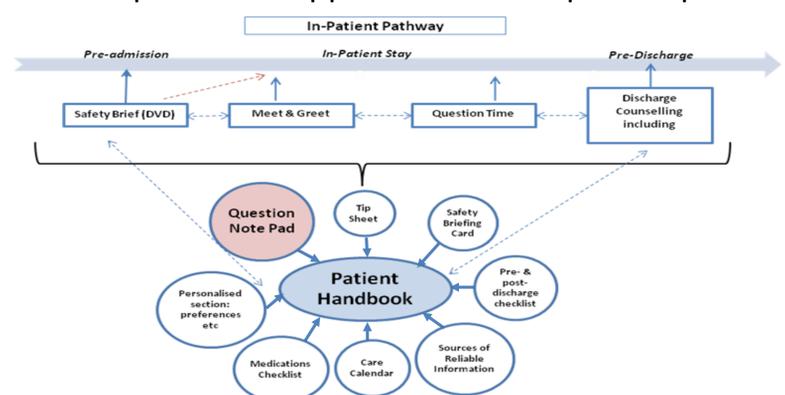
Extensive service-user & service-provider involvement & engagement

The qualitative work revealed a number of actions that patients & relatives could take to help enhance their safety whilst in hospital and key barriers to their uptake. Brainstorming workshops with expert patients & experts in safety, from within and without the NHS, supplemented the qualitative work in exploring how a patient role might be best supported. Three broad aims for the study intervention emerged from this broad consultation:

- to inform patients about potential safety issues & how they and their family members might help to enhance their safety
- to provide patient & family members with support that facilitates involvement in their care and their interactions with HCPs
- to promote independence, empowerment and a sense of “being part of the process” – being involved.

## What we found ...

These findings were discussed with service-users and healthcare staff during a series of iterative intervention development workshops. Ideas were gradually refined into a conceptual model of support for a patient role with proposed intervention components mapped across an inpatient pathway.



## What we developed ...

**A theory-based DVD providing an airline style “safety brief”**



- Addressing informational & educational needs as well as key beliefs that act as barriers to patient involvement
- Provided to patients prior to admission & streamed on a bedside screen

**A patient Handbook**

Containing four sections:

- “Your personal information”
- “How to enhance your safety”
- “Your questions & information about your care”, including an integral question note-pad
- “General information”



**A dedicated, daily “talk” session**

The session will be used to facilitate patient-healthcare provider interaction and dialogue at key points during the inpatient stay from admission through to discharge:

- Meet & Greet @ admission
- Question time during stay
- Discharge & medication counselling



## Lessons learnt ...

Broad stakeholder involvement throughout the development process has been imperative, not only in terms of informing the approach but also in encouraging engagement and ownership

## Key messages

Investment in early stakeholder involvement and engagement may support ‘normalisation’ of novel ways of working and facilitate future implementation.

This study contributes to a significant gap in the current knowledge base about interventions to promote a patient role in improving safety. A pre-trial pilot evaluation study of the approach detailed here will be undertaken during Summer 2012

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