

Medication Without Harm



WHO Global Patient Safety Challenge

Case Scenario – Patient experience in transitions of care for medication safety

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Journey to **Zero** Harm

No Mud, No Lotus

Medication Safety in
Transitions



Soojin Lee Jun

Gain Lee: My Dad

- Diagnosis of Stage 3 esophageal cancer in 2006
- Foreigner with only emergency insurance
- Language & cultural barriers
- Limited financial resources



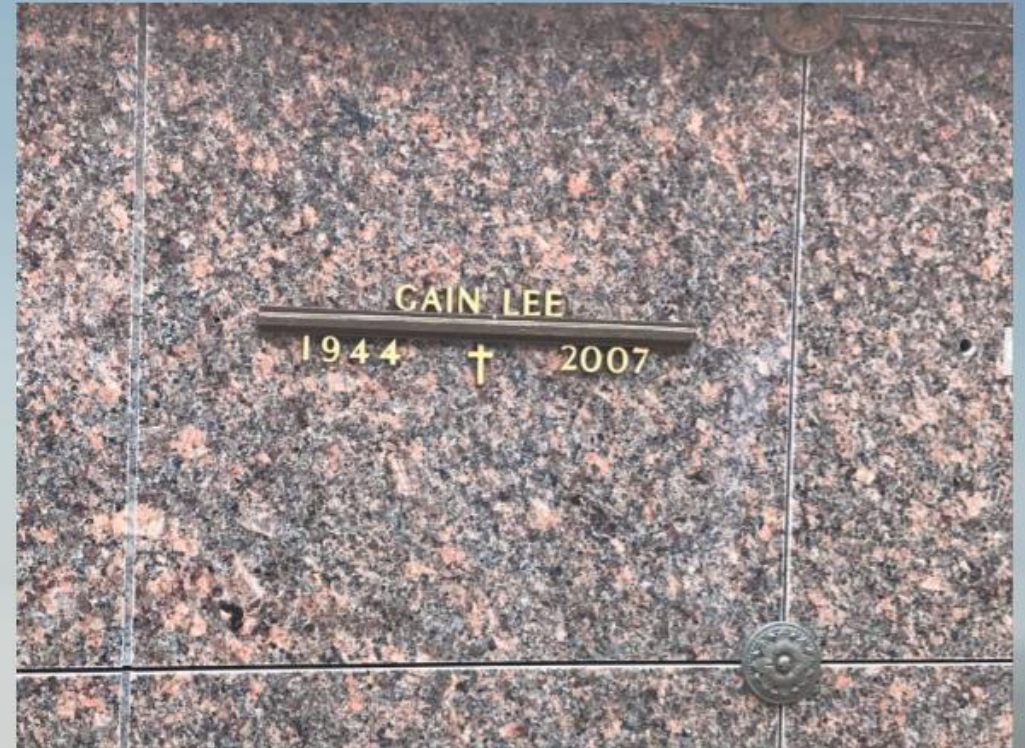


- Linear communication**
- Omission of Learning & Teaching,**
- Teach-back, Check-ins with**
- Families/Caregivers**

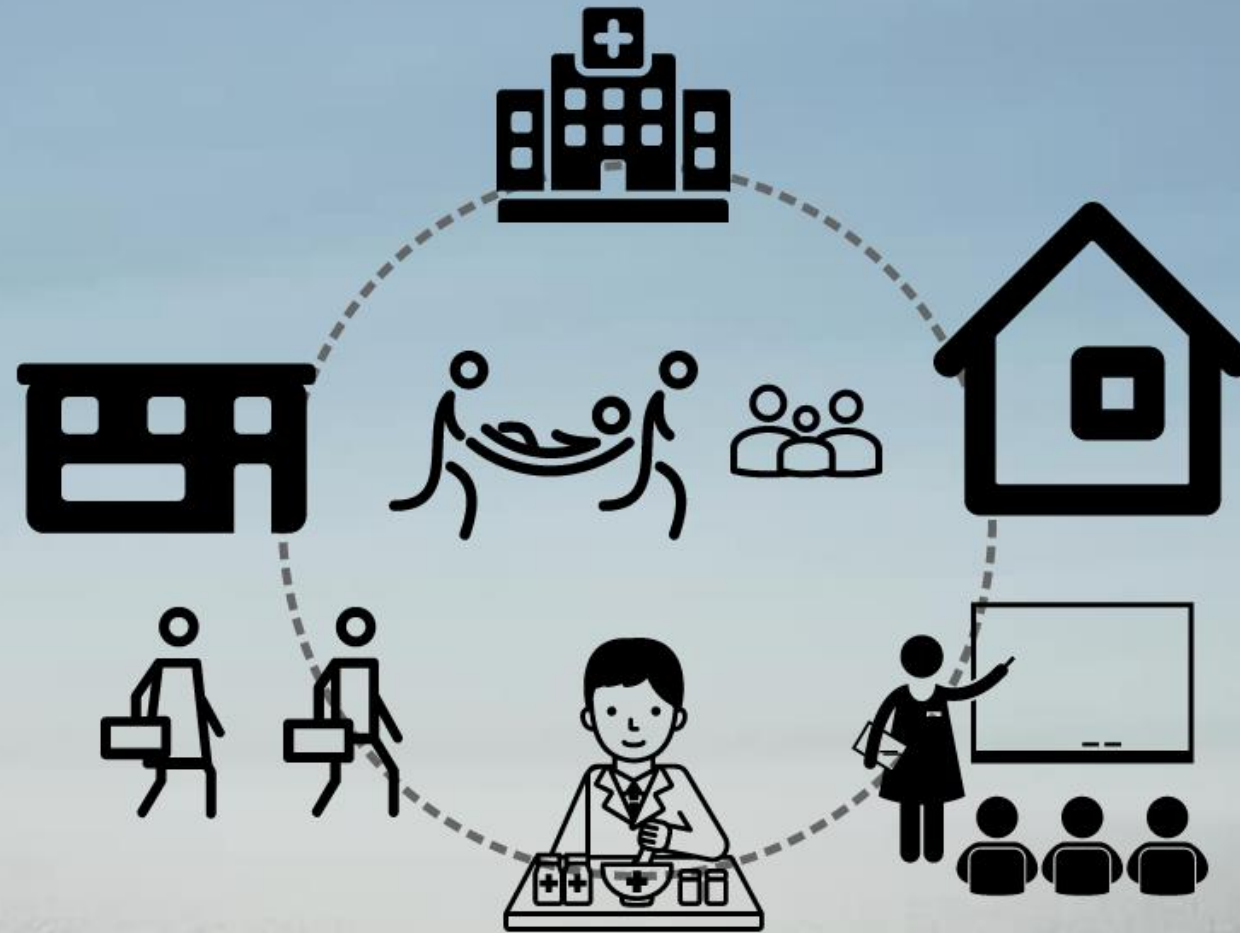


A few months later...

- 2 Emergency Room Visits within 2 weeks of each other
- Concerns were dismissed by MD and staff
- Booked a flight to seek care in S. Korea
- Severe abdominal pain 2 weeks later, Passed away on the third visit to ER, 1 week before our flight at age 63



What if?



- Patient-Centered Transitions of Care with Empathy & Compassion
- Continuous Communication with Families & Caregivers on New Treatments & Changes
- Patient Safety Focused Care with Teach-Back Sessions
- Measuring Engagement Ability of Patients & Caregivers (e.g. Person Engagement Index)



Patients for Patient Safety US

Founders



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Los Angeles, California



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Co-Designing Safer Care with Patients & Families

Establish

Establish patient and family engagement as a strategic priority and build infrastructure, processes, mechanisms and budgets

Develop

Develop and support a national chapter of Patients for Patient Safety with patients, family members, and civil society

Identify

Identify, develop and incentivize courageous, openminded leaders in healthcare

Provide

Provide capacity building and resources for patients and healthcare leaders for successful partnerships

Share

Share best practices and celebrate successes



Is there health?

Empathy
Health Equity
Compassion

Is there care?