

COMMUNICATION AND HOSPITAL STAYS: **BE INVOLVED IN YOUR HEALTHCARE**

Communicating # 1 error in medicine.

SPEAK UP: Be Assertive -Effective communication is basis of patient safety

- Remember your doctor's work for you!
- Is something UNCLEAR
- You have the right to question your health care
- Take part in every decision
- Make sure you understand
- Have an **advocate** to listen and write and also to ask

MISCOMMUNICATION become errors

Medical information and instructions can be difficult to understand

Patient Safety requires Communication

By asking questions patients require more time and more thinking by their doctors. One little piece in the discussion may change the whole picture for either the patient or the doctor

ASK ASK ASK It is your body your life

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No two patients will react exactly the same to medications;

Tolerances and side effects may be different. You could be that 1%

Cure rates vary too

For health care: **SBAR®** Situation, Background, Assessment and Recommendation (**NACHRI**)

Communication is an essential component of pain management. You must give an accurate and honest assessment of pain. If your caregivers do not know you are in pain, they cannot treat it. If you have pain and receive treatment such as a pain medication or ice pack, you should expect to be asked again about your pain level within 60 - 90 minutes. If you are not asked, call your nurse, especially if the pain is not better, and request that your physician be contacted. Your care team will meet to consider alternative treatments if your pain score is not lowered to an acceptable level after two attempts in a 24-hour period.

Again, communication between the caregiver and patient is essential. By working with your health-care team, you can set a workable goal for controlling your pain and letting them know when you need better <http://www.bjc.org/PatientSafety/managingPain.html>

Educate yourself about the injury or illness that is affecting your family member.

Ask questions of the physicians and nurses providing treatment. This will help you to better understand the outlook and the various treatment methods that may be available. The unknown can be frightening, so work to eliminate it in any way possible. Information also is available through various support groups focused on specific illnesses or injuries, and by researching other available resources. Knowledge can help to lessen the anxiety of the situation, and allows you and your loved one to make better-informed decisions regarding care. bjc

Keep records up to date

- 1 health literacy barriers understanding what is being said, language as well as accent issues
- 2 No ONE listened
3. Miscommunication

And when something is done for you, meals delivered, medication, a physician visit –thank them. They will come again!