



Challenges at the Intersection of Patient Safety and Patient Preference

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Our Conversation

- ª How to get it right, and how to get it wrong.
- ª What if they want us to do something that's a bad idea?
- ª How do we care for them within the context of their lives? Not episodically?
- ª What does the continuum of care look like to them - or lack thereof?
- ª Health literacy - do they understand - would they tell us if the didn't?
- ª Realizing health care is a profound social process.
- ª It's all about them



How Do We Negotiate a Bad Idea?

- a Social Induction of Pregnancy before 39 weeks
- a How often does it happen?
- a I'm tired of peeing every half hour and my OB is going out of town
- a What are the implications?
- a Babies can breathe at 34 weeks, can't they?
- a 9 months = 36 weeks, doesn't it?
- a How do we change physician behavior?



What does their world look like?

- ^a Where do things fall through the cracks?
- ^a Do we know what the care process looks like?
- ^a Where is their voice in the the design and the decisions?
- ^a Are patients sitting at the table? In what capacity?



Health Literacy - Can't Tell by Looking

- a Levels of Health Literacy
- a How do you assess?
- a What is the level of awareness in your organization?
- a Teach-backs
- a Why this is such low hanging fruit



Medicine as a Social Process

- a Where we can disconnect
- a Hickson's data
- a Levinson / Ambady
- a The malpractice world
- a The power of transparency - COPIC, Gallagher, Boothman, etc.