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## ABSTRACT

### Assessment of a Patient and Family Involvement Program

Patient safety is enhanced when patients are involved in their healthcare. A prior systematic review found greater positive effects when patient involvement interventions were directed to both patients and providers. This quantitative study was done to determine whether the BE SAFE patient involvement program improves patient perception of involvement in their healthcare. Patients were educated to BE SAFE (Become a healthcare advocate, Educate yourself about your diagnosis, Seek answers, Avoid medication errors, Familiarize yourself with treatments, Empower yourself to participate in healthcare). All members of the healthcare team received education to improve their patient communication and partnering behaviors. The study was conducted on a 30 bed general medical unit at a teaching hospital. A BE SAFE questionnaire was used to assess patient perception of involvement in their healthcare and their provider's partnering behaviors. The questionnaire included 16 statements with Likert scale responses from strongly agree to strongly disagree. The study population average was 64 years old; average length of hospital stay was 4.9 days; 15% were female and 85% male. Baseline results showed 84-99% of subjects agreed or strongly agreed with the 16 questionnaire statements. Scores on all 16 statements increased post intervention implementation. 4 of the 16 questions showed statistically significant results. For example, a Chi squared 6.37 (p value 0.012) was found for the statement "The healthcare team gave me opportunities to ask all my questions". Nurses, as key members of the interdisciplinary team, play an important role in facilitating patient's involvement in their healthcare. Programs such as BE SAFE, which target both patients and providers, will help nurses and all healthcare providers effectively partner with patients to create a safer healthcare environment.