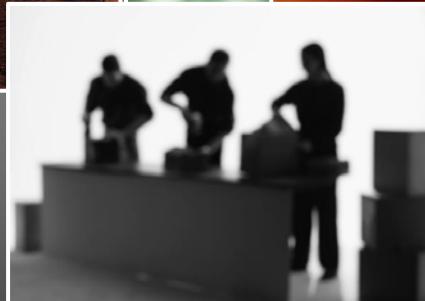
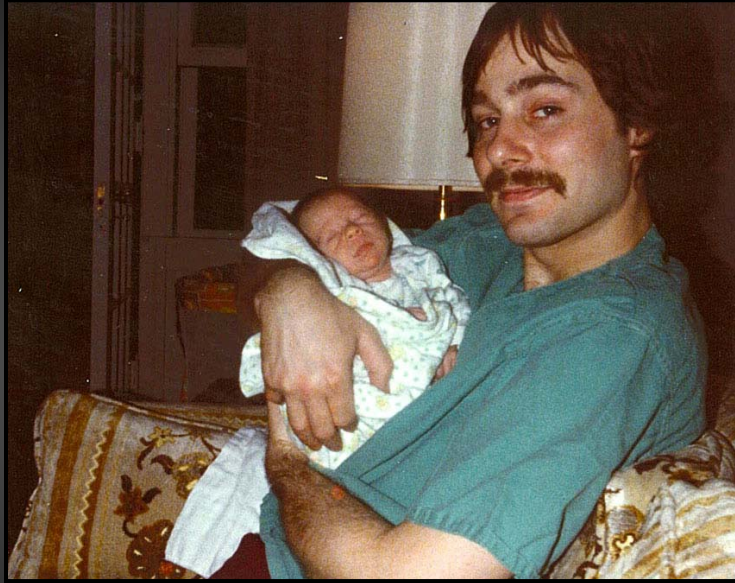


One Mother's Story







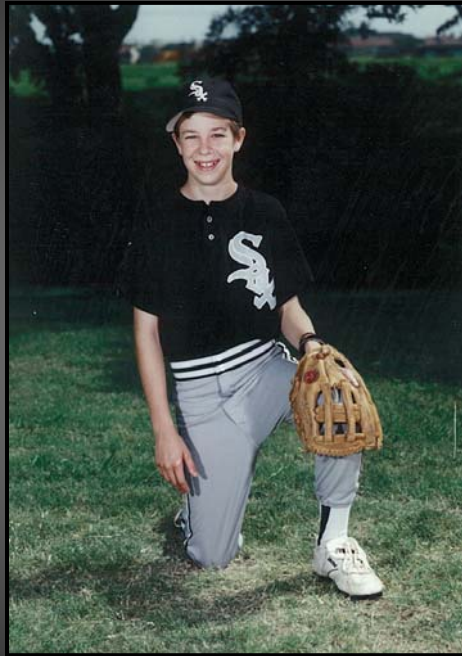
March 1979















September 19, 2001

Their Analysis



Their Conclusions



The
“Talk”



There is a colloid cyst in his brain.


You're really lucky he didn't just die when he passed out.

He'll die if we don't go in now.

TALK

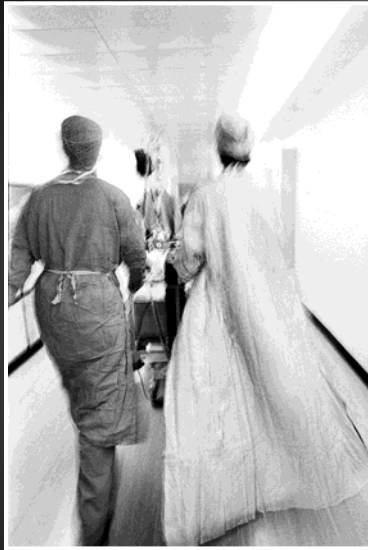


RESEARCH



DECIDE





Critical Decision Point 1



Critical Decision Point 1

One early procedure resulted in brief death, and might have gone undisclosed.

The nurse who disclosed Michael's "death" was professionally censured for doing so.

The recommended neurosurgeon said he'd done the surgery numerous times. He had not.

Internet research showed only his CO history, recent and uninformed.

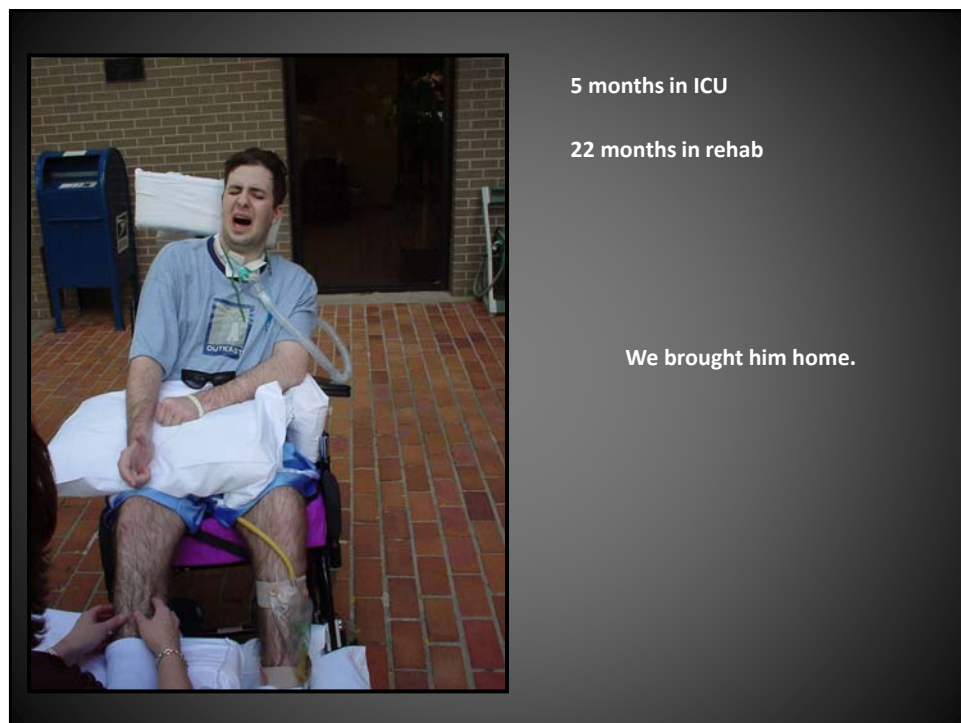
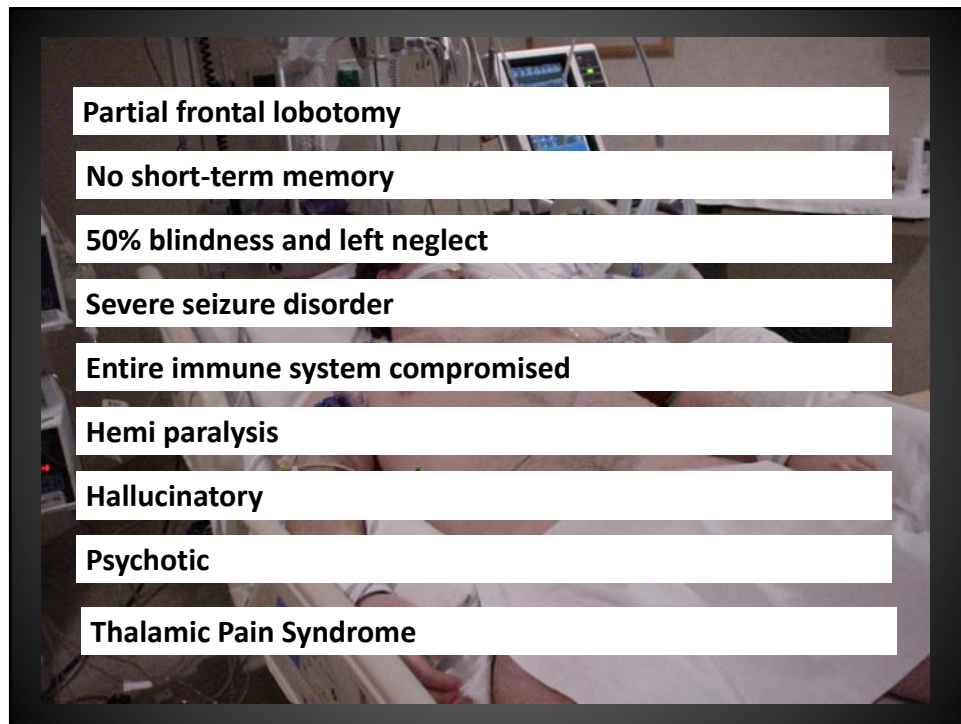
2nd surgeon declined to scrub in. He did not share this decision with the family.



Critical Decision Point 2

Revealing what's really wrong

- Pulmonar
- Repeated
- DVTs
- MRSA infe
- Yeast infe
- Respirator
- Ventilator
- Administr





Every day needed the same intense response – for more than 22 months.



Michael Jarrad Skolnik

March 15, 1979 – June 4, 2004

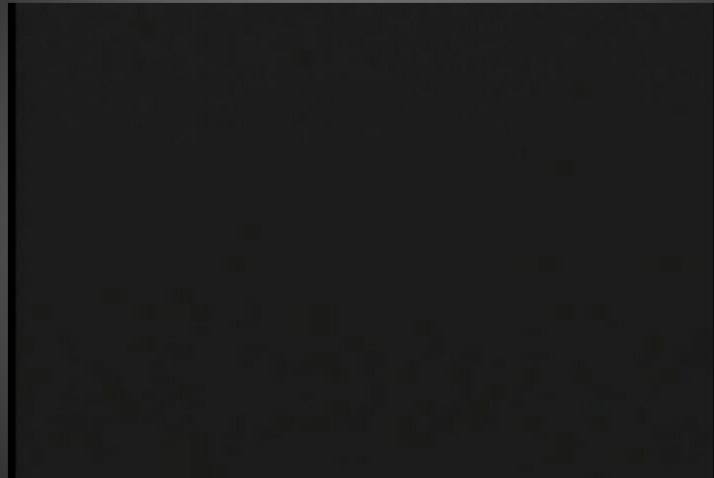
In Partnership with Patients The Team's Role



Each Patient is Unique



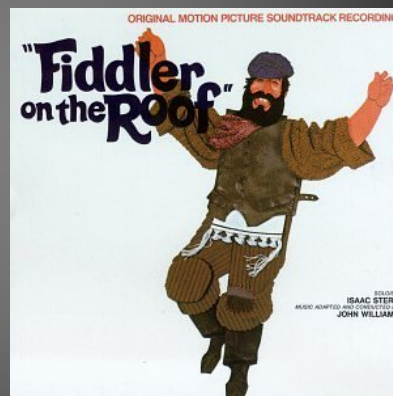
Comfortable Questions



If I Were A Patient...

Work from the Individual's

- Goals
- Wishes
- Values
- Capacities



Provider/patient communication becomes **very different** when it's you or a loved one needing treatment.

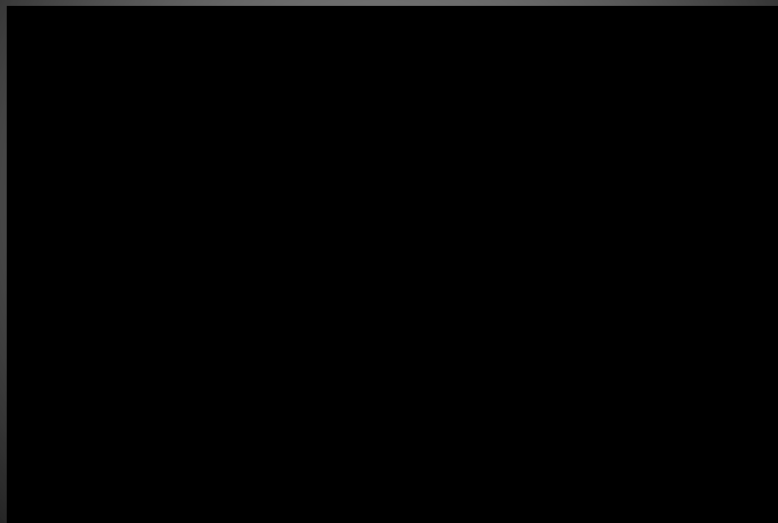
Picture yourself

in the flimsy gown, the wristband, the oh-so-attractive hair cover and non-slip footies.

Without this picture,
communications will always fall short.



Sometimes Patients Think
They Are Participating



We found success only when we all worked
TOGETHER.



Key Components for Success

- Willingness to take an active role in healthcare
- Belief/confidence in ability to manage healthcare
- Knowledge/skills

Communication

In communication with patients healthcare professionals should:

1. Use open-ended questions.
2. Ask the patient to explain or elaborate.
3. Acknowledge and normalize the patient's concerns.
4. Use empathic comments.
5. Ask about the patient's emotions.



Sometimes we focus on the person best able to communicate.



That's not always the right person.

So, what do we do?



We Keep Trying



We understand
the value of
speaking up
and of
listening, and
we choose to
ACT on it.



We support the folks
who do act.

Partnering With Patients – Final Thoughts



- Partnership between patient and provider reduces injury and speeds recovery.
- Partnership improves patient safety for all by creating a culture of less blame and greater collaboration.
- Effective communication helps patients receive high quality care and experience the best outcomes.

Never believe that a few caring people can't change the world,
for indeed, that's all who ever have.



Margaret Mead



Patty Skolnik

Mother, Founder, Director

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Citizens for Patient Safety
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