Video Transcript

Johns Hopkins

05/29/07
© 2007 Johns Hopkins Medicine

DR. PRONOVOYOST:

Welcome to The Johns Hopkins Hospital, where our commitment to your safety is part of our commitment to excellence.

We’re dedicated to providing the highest level of healthcare and we want the time that you spend here to be as safe as possible. But we need you to be involved.

We’re asking you to partner with us to insure your safety. That means we need you to ask questions, provide accurate information, speak up if you have concerns and follow the plans that are intended to get you well.

Patients who are more involved with their care tend to do better and stay safer.

By working together as healthcare partners with physicians, nurses and other hospital staff, you can lower your risk of injury and help to make your hospital stay a safer one.

NARRATION 1:

For our patients and their family members there is nothing more important than to ask questions. That means asking about the medications that you are being given . . . about their purpose and about side effects. If you don’t recognize a medication that you are being asked to take, verify that it’s for you. Ask about medical tests that you will be undergoing. Be informed about your treatments. And ask when the treatments will be given and what they are for.

TESTIMONIAL 1:

This is a wonderful hospital, it’s a wonderful institution, it’s very large and it is a teaching hospital so our patients become, they can become very intimidated when there’s a group of people that come in. And they don’t know who they are and they don’t know
what their roles are. So we do encourage our patients to ask questions, to participate in their care and to help us help them be better providers for their care.

TESTIMONIAL 2:

In the beginning I might have felt a little nervous to ask a question. But once I started asking questions everybody was very helpful. And I felt very relaxed knowing what was happening with my son if I didn’t understand I could ask the doctors or the nurses and they would take the time to answer my questions and to help me understand and make me feel better about what was going on.

NARRATION 2:

We know that hospitals can be intimidating and yes, sometimes even scary. So please, if you have any questions bring them to our immediate attention. Our Nurses, doctors and staff are here for you. And we are committed to seeing that you are comfortable and that all of your questions are answered.

In addition to asking questions, for our patients and their family members, it is also critically important to provide accurate information. It’s a vital step in forming a partnership.

This means information about your medical history, your medical issues, and all the medications that you are currently taking, including over the counter medications and herbals.

It’s important for us to consider the medications that you are taking at home to ensure that they will not interfere with meds that may be prescribed as part of your treatment while in the hospital and after you are discharged.

TESTIMONIAL 3:

Whether it’s the medications I’m taking or going over my medical history, I ask questions, the nurses ask questions, the doctors ask questions. It’s all very encouraged it’s a positive give and take. And you get the sense that no detail is going to be unaccounted for. We’re all working together as a team.

TESTIMONIAL 4:
Being as though my dad is an elderly patient here, sometimes he forgets things. So it’s very helpful for him and the staff, the doctors and nurses here at Hopkins to get input from me regarding his medical history his medications, allergies and so forth. And the nurses and doctors they always encourage me to ask questions. Anything that I would want to ask or want to know I have no problem in asking.

NARRATION 3:

When you’re admitted to the hospital, you’ll given an ID bracelet that you must wear at all times. The bracelet contains your name, medical record number and your date of birth. If you note any mistakes or errors report them right away to your nurse.

And be sure all staff check your I.D. bracelet before beginning any procedure or before you are given any medication. Also, if your bracelet should fall off for any reason, ask for a new one immediately.

Speak Up . . . in building a healthcare partnership it’s what we want you to do.

If you think you’re being given the wrong medication or if something doesn't seem quite right . . . Speak up. Let the doctors and nurses know.

We want your questions. We expect your questions.

During your stay, we encourage you to bring any concern about your care and safety to our attention. It is important for you to notify the manager of the unit or your physician of those concerns.

Here at Johns Hopkins and in fact in all hospitals the goal is to get you well, keep you well and keep you safe.

There are endless ways to accomplish these goals but one thing is certain. We all need to work together.

TESTIMONIAL 5:

When a patient talks to me about their concerns and their feelings it allows me to do my job better.

TESTIMONIAL 6:

When my husband was a patient at Hopkins following bypass surgery I was very aware that I was able to get clear answers from both the doctors, from the nurses. Everyone
encouraged me and supported me in this period of time. And that enabled me to feel better about the care I was going to give my husband.

And it really was a partnership.

NARRATION 4:

Keeping germ levels to a minimum is something that all hospitals must work toward and we need and want you to help to prevent infections. The simplest way to do this is by washing your hands.

And even though every member of our patient care staff washes their hands or puts on clean gloves before examining you or giving you your medications, if you have any concerns, do not hesitate to remind them. And remind your family and friends to wash their hands. We want to protect you and your family inside and outside the hospital.

TESTIMONIAL 7:

I truly believe that patients and their families are their best advocates for healthcare. It’s so important for patients to be involved in the whole process and feel empowered to ask questions. I love it when my patients ask me questions, even down to whether I’ve washed my hands. I think it shows that they’re committed to this partnership between patients families and their healthcare providers.

NARRATION 5:

As a patient at The Johns Hopkins Hospital you’re at the center of a healthcare partnership. So do speak up, ask questions and be involved.

And as we work with you we need you to work with us. Do not take medicines that you brought into the hospital from home unless told to do so by your doctor or a member of your care team.

Because the hospital is an unfamiliar place and most falls occur when patients try to get out of bed on their own. If you need assistance call for help before you get out of bed for any reason. Make sure the nurse call-button on your bed works, is within reach and that you know how to use it. Make sure there is adequate light to see, keep your eyeglasses within reach and wear slippers with rubber soles to prevent slipping.

TESTIMONIAL 8:
The doctors, nurses and staff, they really do listen. Now as patients there are definitely things that they need us to do. The bottom line of it is that we’re all working together towards the same thing.

DR. PRONOVOUST 2:

At The Johns Hopkins Hospital your health and your safety are our primary concerns. But we need your help as we all work together. As healthcare partners we can make you safer while working to make you better.

GRAPHICS:

Patient Safety

Peter Pronovost, M.D., Ph.D.
Director of Safety Research

Ask Questions
Provide Accurate Information
Speak Up
Follow the Plans

Ask Questions

Janis Ferrell, C.T.
Johns Hopkins Clinical Tech

Charlotte Simmons and Son
Johns Hopkins Patients

Provide Accurate Information

Over the Counter Medications
Herbals
Ramsey Flynn
Johns Hopkins Patient

Janis Silva, Caregiver
Johns Hopkins Patient

Name
Medical Record
Date of Birth

Speak Up

We want your questions
We expect your questions

Get you well
Keep you well
Keep you safe

Elena Lara, R.N.
Johns Hopkins Nurse

Mary & Edward Warfield
Johns Hopkins Patients

Remind your family and friends to wash their hands

Aruna Subramanian, M.D.
Johns Hopkins Physician

Make sure there is adequate light to see
Keep your eyeglasses within reach
Wear slippers with rubber soles
Jamieson Brown
Johns Hopkins Patient

Johns Hopkins and You, A Healthcare Partnership
© 2007, Johns Hopkins Medicine

Produced by Johns Hopkins of Marketing and Communication
Videography, Graphics, Audio Production, Editing
Jay Corey

Script Writing
Production
Narration
Grips
Audio Production

Thanks To
Carol Blakeley, R.N., Nurse Manager
Marburg Pavilion

Jacqueline Garnes, Patient Services Coordinator
BYN/OB Labor and Delivery

Amy Harfield, Clinical Specialist Pharmacy
Oncology Pharmacy, Weinberg

Cindy Henry, R.N., Nurse Clinician II, PACE
Wilmer Eye Care Pavilion

Joanne Ioannou, R.N., Nurse Manager
Osler 4

Thanks To
Dina Krenzischek, R.N., Nurse manager
PACU

Michelle Lang, Manager
Pain Treatment Center, JHOC 3
Diana Mahoney, R.N., Nurse Clinician II, PACE
Meyer 9

Cathy Walker, R.Ph.
Johns Department of Pharmacy

John J. Nance
John Nance Productions

Special Thanks To
The Patients, Doctors, Nurses and Staff of The Johns Hopkins Hospital who volunteered their time, talent and expertise to make this production possible.