

# O Doente e a Sua Segurança



# Parceria com o Doente!

Pareceria com o Doente nos Cuidados:

Porquê?

Como envolver o Doente?

Que impacto na sua segurança?



## Parceria com o Doente! Porquê?

**Muitos incidentes poderiam ser evitados se os Profissionais estabelecessem uma comunicação efectiva com os doentes.**

**É vital que os doentes sejam encorajados a questionar quando detectem alterações inexplicáveis no seu tratamento.**



## Envolver os Doentes nos Cuidados

**Exige uma Cultura de Segurança e Aprendizagem com o erro!**



**Criar uma Cultura de Prevenção e Segurança  
(processo lento...)**

## Gestão do Risco e Segurança do Doente Portugal - Projectos de Acreditação



King's Fund/HQS

Início do Projecto em Portugal -1999



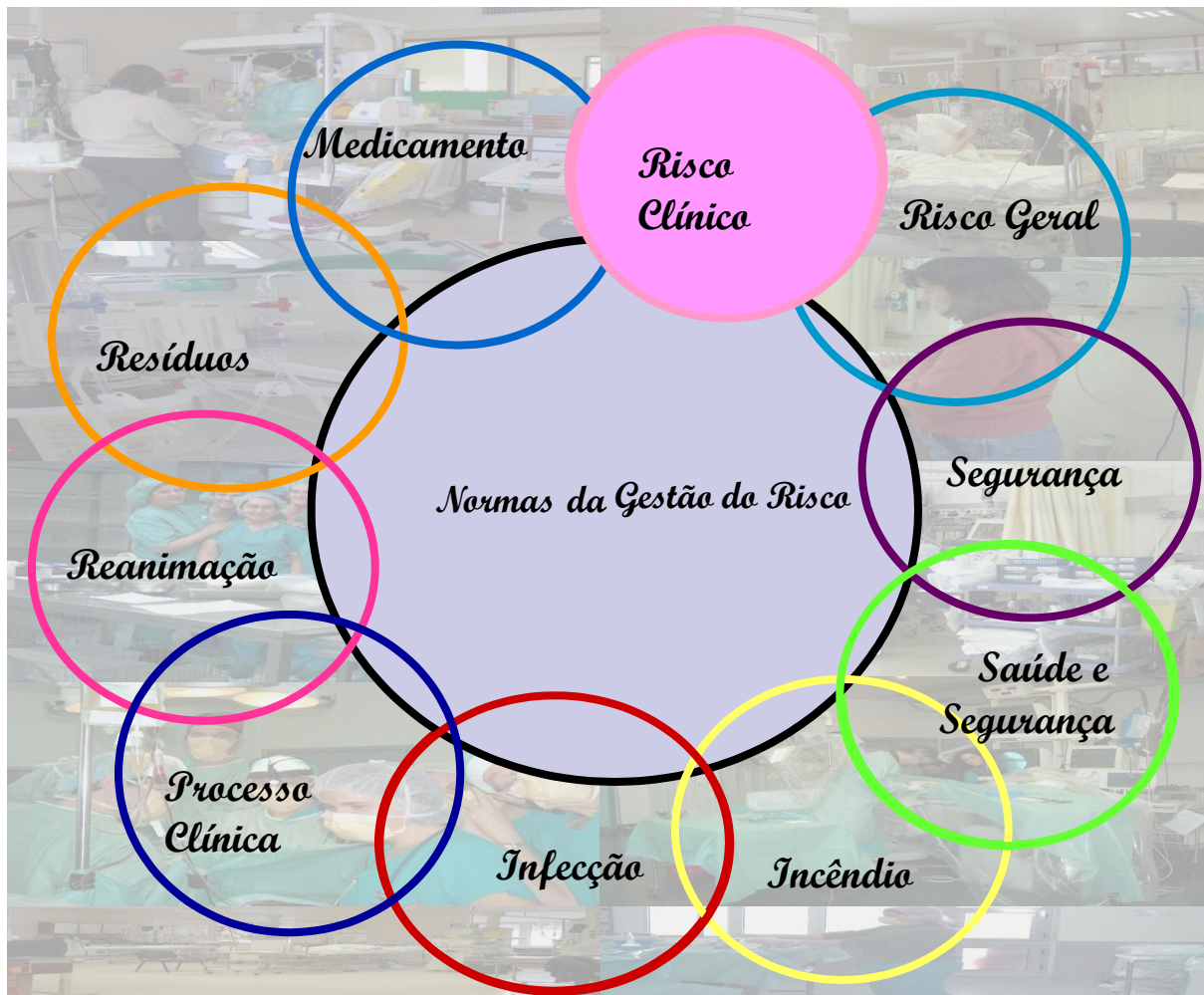
Joint Commission International - 2004



Normas - Gestão do Risco



## Normas da Gestão do Risco/CHKS





## Norma 35 – Parceria com os pacientes

“Os pacientes são encorajados a apresentar as suas opiniões sobre os serviços; participam activamente no acompanhamento e são criadas condições para contribuírem para a melhoria dos cuidados que recebem.”

# O Doente e a Sua Segurança



***OMS: World Alliance for Patient Safety -2004***

***10 Áreas de Actuação***

***Reporte e Aprendizagem***



**Taxonomia**



***Tecnologia  
Segurança Doente***



**Investigação  
Segurança Doente**



***Pareceria  
Doente***

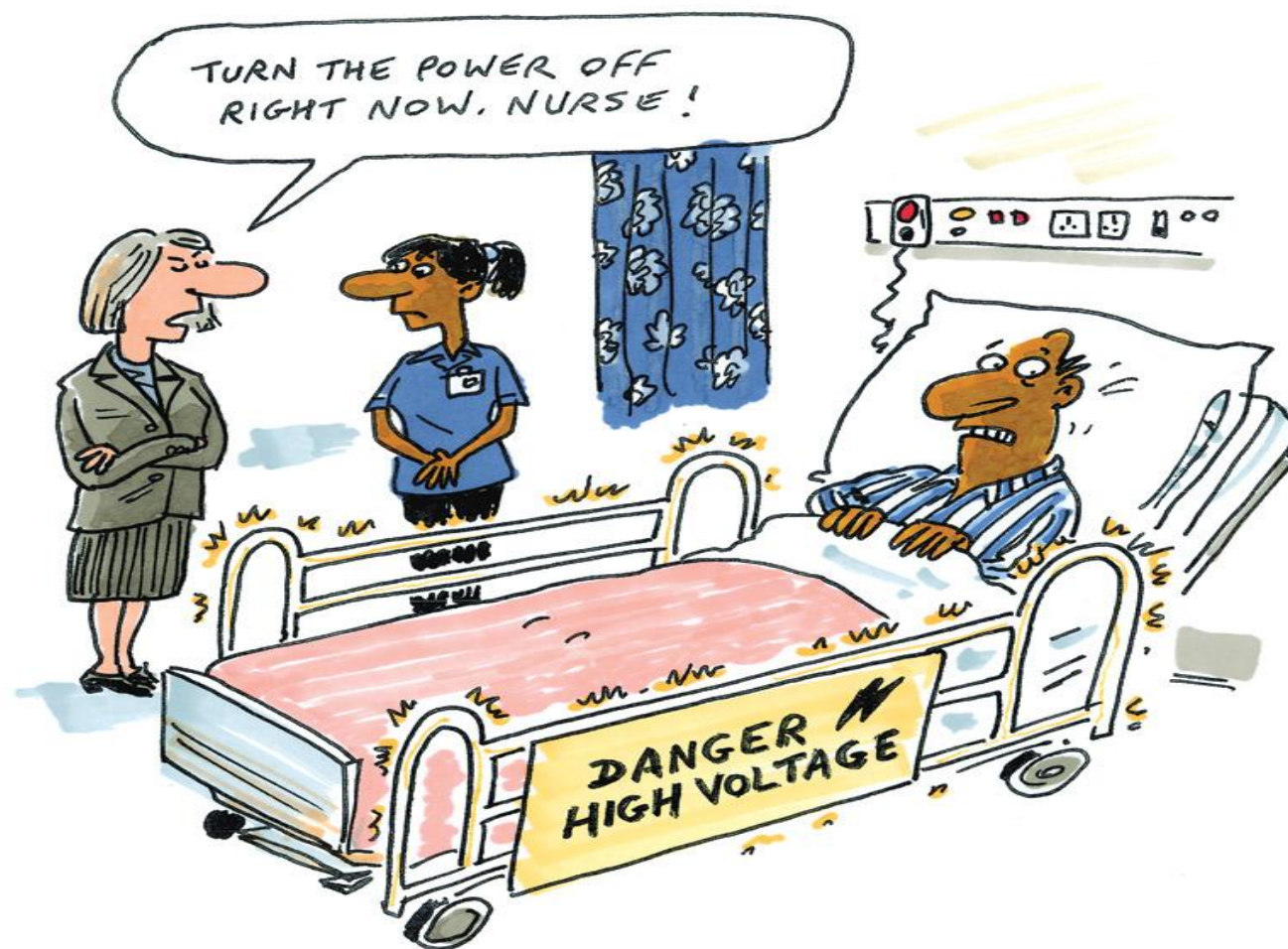


**Prevenção  
IACS**





## Parceria com o Doente! Como envolver?



## Ask Me<sup>3</sup>

**Good Questions  
for Your  
Good Health**

Every time you talk with a doctor, nurse, or pharmacist,  
use the Ask Me 3 questions to better understand your health.

**1**  
**What is my main problem?**

**2**  
**What do I need to do?**

**3**  
**Why is it important for me to do this?**

[www.askme3.org](http://www.askme3.org)

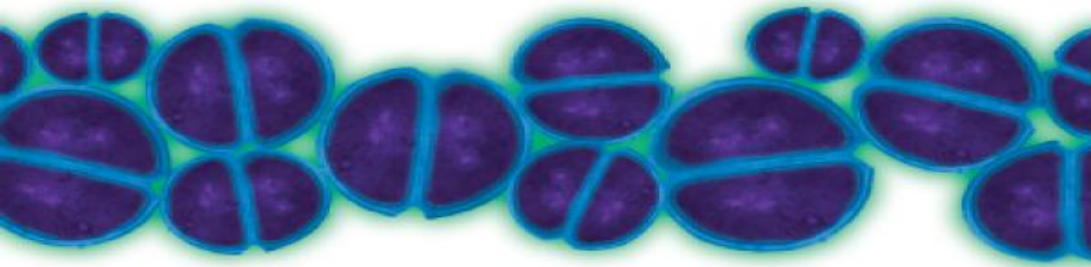


Partnership for  
Clear Health Communication



# O Doente e a Sua Segurança

Welcome to your **Clean Hands Partner** hospital. This hospital has been chosen as a partner because **all our staff** take infections seriously and are committed to keeping you, our patients, as safe and healthy as possible. This leaflet tells you more about infections and the **cleanyourhands** campaign for hand hygiene, and invites **you** to **be our partner** while you are here.



**What causes infections?** Infections are never caused by dirt – they can be caused by viruses, but mostly by ‘bugs’ or germs called bacteria that occur naturally all around us. They are sometimes on our skin, and even in our mouths and noses. Most of them don’t do us any harm.

But when we are not well or after an operation, our bodies’ natural defences are weaker, so more care is needed to protect us. Getting an infection in hospital might mean staying longer while it is treated. Some bacteria – like MRSA – are difficult to fight with antibiotics because they’ve developed resistance.

**We want to prevent our patients getting these infections in the first place.**





## "SPEAK UP"

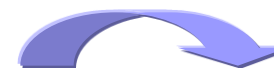
**2002 – Lançamento da Campanha Nacional:** Os Doentes como parceiros activos na prevenção de erros dos cuidados de saúde.



Alerta o cidadão para o seu papel na prevenção erros clínicos.



O Doente faz parte da Equipa de Saúde



É um elemento activo, informado e envolvido nos cuidados



Programa: folhetos informativos e posters sobre as várias questões de segurança do doente



**To prevent health care errors,  
patients are urged to...**

# Speak**UP**™

Everyone has a role in making health care safe. That includes doctors, health care executives, nurses and many health care technicians. Health care organizations all across the country are working to make health care safe. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.



**S**

**peak up** if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

**P**

**ay attention** to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

**E**

**ducate** yourself about your illness. Learn about the medical tests you get, and your treatment plan.

**A**

**sk** a trusted family member or friend to be your advocate (advisor or supporter).

**K**

**now** what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

**U**

**se** a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

**P**

**articipate** in all decisions about your treatment. You are the

## "SPEAK UP"

O SPEAK UP encoraja o público a:

**S**

Fale connosco caso tenha dúvidas ou questões. Se não entendeu o que o profissional de saúde lhe explicou, pergunte novamente.

**É O SEU CORPO e tem o direito de saber!**

**P**

Preste atenção aos cuidados que lhe são prestados. Assegure-se que recebe os **tratamentos e os medicamentos correctos**.

**E**

**Aprenda sobre a sua doença**, os exames médicos que vai realizar e o seu plano de tratamento.

**A**

Peça a um familiar ou amigo que o acompanhe e seja o seu conselheiro.

**K**

**U**

Pergunte quais os medicamentos que está a tomar e **porquê**. Um dos erros mais comuns na saúde está relacionado com medicamentosos.

**P**

Participe em todas as decisões sobre o seu tratamento, pois é o **elemento chave da Equipa de Saúde**.

## "SPEAK UP" Iniciativas!

Ajude a prevenir erros nos cuidados de saúde

1. Ajude a prevenir erros na sua cirurgia.
2. Cinco acções que pode desencadear para prevenir infecções
3. Ajude a prevenir erros com a sua medicação
4. O que deve saber sobre investigação/estudos
5. Planeie o seus cuidados no ambulatório
6. Ajude a prevenir erros clínicos
7. Conheça os seus direitos
8. Compreendendo os profissionais de saúde
9. O que deve saber sobre a gestão da dor
10. Previna erros nos cuidados de saúde prestados ao seu filho



# O Doente e a Sua Segurança

## Five Things You Can Do To Prevent Infection Is supported by

American Hospital Association  
[www.hospitalassocnhd.com](http://www.hospitalassocnhd.com)

Association for Professionals in Infection Control and Epidemiology, Inc.  
[www.apic.org](http://www.apic.org)

Centers for Disease Control and Prevention  
[www.cdc.gov](http://www.cdc.gov)

Infectious Diseases Society of America  
[www.idsociety.org](http://www.idsociety.org)

The Joint Commission  
[www.jointcommission.org](http://www.jointcommission.org)

Society for Healthcare Epidemiology of America  
[www.shea-online.org](http://www.shea-online.org)

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.

Helping health care organizations help patients



## SpeakUP™



## 5 Five Things You Can Do To Prevent Infection

## Cinco acções para prevenir infecções

**Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.**

### 1.



#### Clean your hands.

- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

### 2.



#### Make sure health care providers clean their hands or wear gloves.

- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

### 3.



#### Cover your mouth and nose.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

### 4.



#### If you are sick, avoid close contact with others.

- If you are sick, stay away from other people or stay home. Don't shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

### 5.



#### Get shots to avoid disease and fight the spread of infection.

Make sure that your vaccinations are current—even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:

- |  |              |
|--|--------------|
| • Chicken pox                              | • Mumps      |
| • Measles                                  | • Diphtheria |
| • Tetanus                                  | • Hepatitis  |
| • Shingles                                 | • Meningitis |
| • Flu (also known as influenza)            |              |
| • Whooping cough (also known as Pertussis) |              |
| • German measles (also known as Rubella)   |              |
| • Pneumonia (Streptococcus pneumoniae)     |              |
| • Human papillomavirus (HPV)               |              |

The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.



## 2.



**Make sure health care providers clean their hands or wear gloves.**

- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria

Antes dos Profissionais iniciarem os seus tratamentos, pergunte-lhes se lavaram as mãos.

when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private

Não tenha receio de alertar, caso verifique que o profissional devia de usar luvas durante o seu tratamento.

# O Doente e a Sua Segurança

Ajude a prevenir erros com sua  
medicação

## SpeakUP™

Help avoid  
mistakes  
with your  
medicines

Patients need to be active  
participants in their care.  
You can do this by following  
these tips.

A lot of people are responsible for your medicine—including you!

- ☐ Check all of your medicines with your doctor to make sure they are OK to take together.
- ☐ Check with your pharmacist to see if there are other medicines, foods or drinks you should not take with your new medicines. This helps to avoid a bad reaction.
- ☐ Give your doctor, pharmacist and other caregivers a list of all your medicines. This list should have your:
  - prescription medicines
  - over-the-counter medicines (for example, aspirin)
  - vitamins
  - herbs
  - diet supplements
  - natural remedies
  - recreational drugs
  - amount of alcohol you drink each day or week

Check your medicines and ask questions

- ☐ Make sure you can read the handwriting on the prescription. If you can't read it, the pharmacist may not be able to read it. Ask to have the prescription printed.
- ☐ Read the label. Make sure it has your name on it and the right medicine name.
- ☐ Understand all of the instructions for your medicines.
- ☐ If you have doubts about a medicine, ask your doctor, pharmacist or caregiver about it.
- ☐ Call your doctor or pharmacist if you forget the instructions for taking a medicine.
- ☐ Don't be afraid to ask questions about any of your medicines.

How to avoid medicine mistakes at the hospital or clinic

- ☐ Make sure your doctors, nurses and other caregivers check your wristband and ask your name before giving you medicine. Sometimes patients get a medicine that was supposed to go to another patient.
- ☐ Don't be afraid to tell a caregiver if you think you are about to get the wrong medicine.
- ☐ Know what time you should get a medicine. If you don't get it then, speak up.
- ☐ Tell your caregiver if you don't feel well after taking a medicine. Ask for help immediately if you think you are having a bad reaction.
- ☐ You may be given IV (intravenous) fluids. Read the bag to find out what is in it. Ask the caregiver how long it should take for the liquid to run out. Tell the caregiver if it's dripping too fast or too slow.
- ☐ Get a list of your medicines—including your new ones. Read the list carefully. Make sure it lists everything you are taking. If you're not well enough to do this, ask a friend or relative to help.

The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.

Assegure-se que os profissionais verificam a sua pulseira de identificação e perguntam o seu nome antes de administrar a sua medicação.

Patients need to be active participants in their care. You can do this by following these tips.

- ☐ Don't be afraid to ask questions about any of your medicines.

### How to avoid medicine mistakes at the hospital or clinic

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*The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.*



**SpeakUP™**



## Understanding your doctors and other caregivers

It can be difficult to understand what your doctors and other caregivers are telling you about your care and treatment. This brochure has questions and answers to help you understand caregivers.

**Understanding your doctors and other caregivers**

### Questions to ask your caregivers

- Is there someone who can help you understand your doctor, nurse, and other caregivers?
- Is there someone who can help you understand how to take your medicine?
- Is there any written information in your language?
- Is there any written information in your language that is easy to read?
- Is there someone who speaks your language who can help you talk to caregivers?
- Is there a support group for people like you? For people with your illness or condition?
- Are there other resources for you?



### **What can you do if you don't understand what your caregiver is saying?**

Tell them you don't understand. Use body language. If you don't understand shake your head to show that "No, I don't understand." Ask lots of questions. By asking questions you're helping them understand what you need.

### **What can you do if they explain and you still don't understand?**

Tell them you still don't understand. Try to be as clear as possible about what you do not understand. Caregivers have a duty to help you understand. You should not leave until you understand what to do and what is happening to you.

### **What if the caregiver is rushed and doesn't have time to answer your questions?**

Ask them if you need to schedule another appointment when they can answer your questions.

### **What can you do if you speak another language?**

Ask for someone who speaks your language. This person can help you talk to caregivers. This person should work for the hospital or health center. Their job is to help people who speak other languages. This person may not be in the office. He or she may be on the telephone. You have the right to get free help from someone who speaks your language. Ask if there is paper work in your language.

### **What can you do if you have trouble reading? Or if you cannot read?**

Don't be embarrassed. Tell your caregivers. They can help you. They can explain paper work to you. They may even have paper work that is easy to read and understand.

### **Your doctor's instructions are not clear. Should you try to figure it out yourself?**

No. Instructions from your doctor or others are important. Tell them what you think the instructions are. Tell them if they need to write down the instructions. Tell them if you have a family member or friend who helps you take your medicine. Ask the doctor to have someone talk to your family member or friend, too.

### **What if you don't understand written instructions?**

Tell your caregivers. Tell them that you need to have the instructions read to you. Tell them you need instructions that are easy to read. Or that you need instructions in your language.

### **What can you do if you don't understand the instructions for your medicine?**

Tell your doctor if you need help. Tell them what you think the instructions are. Tell them if you don't understand how to take your medicine. Tell them if you don't understand when to take your medicine. Some patients don't understand and take too much or too little of the medicine. That can be dangerous.

### **How can you remember all of your medicines?**

Ask for a card for your medicines. Ask your caregiver to help you write down the medicines and the amount you take. Bring the card with you every time you go to the doctor.

### **The doctor says I need to have a "procedure." What does that mean?**

A procedure can be an operation or a treatment. A procedure can be a test with special equipment. You might be put to sleep or a part of your body might be numbed. Ask questions about what will be done to you. If you speak another language ask for someone who speaks your language. Even if you're in the emergency room you need to understand what will happen to you.

### **What is informed consent?**

Informed consent means that you know how your illness or condition will be treated. It means that you agree to the operation or treatment. It means that you understand the risks. That you know about other treatments available to you. And that you know what can happen if you aren't treated. You will be asked to sign paper work after you agree to the treatment. You need to decide if you will sign or not sign the paper work only after you understand all that was explained to you.

### **You don't understand the paper work you're given to fill out. What can you do?**

Ask caregivers to explain the paper work. Ask them if they can help you fill it out.

### **Your caregiver asked you to do something that is against your culture or religion. What can you do?**

Tell your caregiver about your culture. Or tell them about your religious beliefs. Explain to them what you need to do. When they know what is important to you, they can understand better how to take care of you. There may be a way to meet your caregiver's needs and your needs.

### **Where can you find more information about your illness or condition?**

You can ask another doctor for their opinion. Visit your local library. Ask the people who work at the library for help. If you use a computer, you can look on the Internet. You can try the Medical Library Association by typing in [www.nlm.nih.gov/resources/consumer\\_index.html](http://www.nlm.nih.gov/resources/consumer_index.html). Or try Medline Plus by typing in <http://medlineplus.gov/>. You should talk to your doctor about what you learn.

[www.jointcommission.org](http://www.jointcommission.org)

## Ajude a prevenir erros na sua cirurgia

Mistakes can happen during surgery. Surgeons can do the wrong surgery. They can operate on the wrong part of your body. Or they can operate on the wrong person. Hospitals and other medical facilities that are accredited by The Joint Commission must follow a procedure that helps surgeons avoid these mistakes. (Facilities that are accredited by The Joint Commission are listed on The Joint Commission's Quality Check website: [www.qualitycheck.org](http://www.qualitycheck.org).)

Mistakes can also happen before or after surgery. A patient can take the wrong medicine. Or they don't understand the instructions about how to take care of themselves. As a patient, you can make your care safer by being an active, involved and informed member of your health care team.

**SpeakUP™**



**Help Avoid  
Mistakes in  
Your Surgery**

# O Doente e a Sua Segurança

## Preparing for your surgery

### Ask your doctor

- ☐ Are there any prescription or over-the-counter medicines that you should not take before your surgery?
- ☐ Can you eat or drink before your surgery?
- ☐ Should you trim your nails and remove any nail polish?
- ☐ If you have other questions, write them down. Take your list of questions with you when you see your doctor.

### Ask someone you trust to

- ☐ Take you to and from the surgery facility.
- ☐ Be with you at the hospital or surgery facility. This person can make sure you get the care you need to feel comfortable and safe.

### Before you leave home

- ☐ Shower and wash your hair. Do not wear make-up. Your caregivers need to see your skin to check your blood circulation.
- ☐ Leave your jewelry, money and other valuables at home.

## At the surgery facility

The staff will ask you to sign an Informed Consent form. Read it carefully. It lists:

- ☐ Your name
- ☐ The kind of surgery you will have
- ☐ The risks of your surgery
- ☐ That you talked to your doctor about the surgery and asked questions

- ☐ Your agreement to have the surgery

Make sure everything on the form is correct. Make sure all of your questions have been answered. If you do not understand something on the form—speak up.

**For your safety, the staff may ask you the same question many times. They will ask:**

- ☐ Who you are
- ☐ What kind of surgery you are having
- ☐ The part of your body to be operated on

They will also double-check the records from your doctor's office.

## Before your surgery

- ☐ A health care professional will mark the spot on your body to be operated on. Make sure they mark only the correct part and nowhere else. This helps avoid mistakes.
- ☐ Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another health care worker can watch the marking. They can make sure that your correct body part is marked.
- ☐ Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep.
- ☐ Ask your surgeon if they will take a "time out" just before your surgery. This is done to make sure they are doing the right surgery on the right body part on the right person.

## After your surgery

- ☐ Tell your doctor or nurse about your pain. Hospitals and other surgical facilities that are accredited by The Joint Commission must help relieve your pain.
- ☐ Ask questions about medicines that are given to you, especially new medicines. What is it? What is it for? Are there any side effects? Tell your caregivers about any allergies you have to medicines. If you have more questions about a medicine, talk to your doctor or nurse before taking it.
- ☐ Find out about any IV (intravenous) fluids that you are given. These are liquids that drip from a bag into your vein. Ask how long the liquid should take to "run out." Tell the nurse if it seems to be dripping too fast or too slow.
- ☐ Ask your doctor if you will need therapy or medicines after you leave the hospital.
- ☐ Ask when you can resume activities like work, exercise and travel.

[www.jointcommission.org](http://www.jointcommission.org)



## Parceria com o Doente! Que impacto na sua segurança?

**“Os doentes podem não entender as questões técnicas e clínicas, mas conseguem perceber a bondade, as pequenas humilhações, a inconsistência dos cuidados, o talento de puncionar uma veia ou colher sangue, os erros e talvez os eventos adversos.”**

**Charles Vicent (2006)**

### Patient Safety Day

*“Today & Everyday”*

Did you know what  
research says?



Harmful medical mistakes increase in July, on weekends, nightshifts, during surgery after noontime & when providers fail to wash their hands - spreading infection.



# "SPEAK UP" O Sucesso!

**Estudo em 2008 revelou:**

- Cerca de 1900 organizações de saúde participaram na campanha
- 85% referiu que a campanha é uma mais valia para o processo de Acreditação e Certificação e para aumentar a segurança do Doente.
- Cerca de 80% classificou o Programa "Speak" como "Excelente" ou "Bom"
- Cerca de 60% das organizações divulgaria os vários videos "Speak Up" caso fossem disponibilizados.
- É salientado pelos participantes que o Programa promove e melhora a comunicação entre os doentes e os profissionais.

## **"SPEAK UP" O Sucesso!**

**Estudo em 2008 revelou:**

**-75% utiliza os folhetos e posters. Os folhetos mais divulgados são:**

**- As cinco medidas para prevenir infecções**

**- Conheça os seus direitos**

**- Ajude a evitar erros relacionados com a sua medicação**

**-Cerca de 67% divulga a informação em expositores ou quadros e 30% divulga a informação aos doentes em televisões.**

**-Cerca de 60% colocou a informação do Programa nos livro de bolso e material educativo para doentes.**

## Parceria com o Doente: Realidade ou Utopia?



Ignorar o erro clínico não é o caminho...



Ocultar e inibir a tomada de consciência da dimensão do problema

Os erros clínicos irão sempre ocorrer, e para minimizá-los é necessário aceitar que estes existem e criar mecanismos de prevenção.

**Cultura Positiva do Erro e Envolvimento do Doente nos Cuidados!**



REFLEXÕES

# SAÚDE - ACTIVIDADE DE ALTO RISCO

## ÁREA DA SAÚDE

Constituir Equipas e Profissionalizar a Gestão do Risco e Segurança do Doente



Envolver os Doentes nos Cuidados



## CULTURA de SEGURANÇA





**"Há três coisas na vida que nunca voltam atrás: a flecha lançada, a palavra pronunciada e a oportunidade perdida."**

**Provérbio Chinês**