





PATSAFE TOOLBOX No. 5

Framework for Patient Involvement in Patient Safety

1. Why a framework for patient involvement in patient safety?

Involving patients in patient safety in healthcare is seen as an important building block for improvement in patient safety. Patients and their relatives can be involved in many different ways and on different levels of the healthcare system.

This framework provides a structure to think about involving patients in patient safety. The framework describes three levels of patient involvement in patient safety across three different levels of the healthcare system. It also presents examples of patient involvement.

2. Who is the framework for?

The framework is intended to support healthcare professionals and policy makers in thinking about how they might involve patient and their relatives in improving patient safety.







Continuum of involvement

Levels of involvement in	Consultation Power lie with healthcare professional/ healthcare organisation/ system	Involvement Patients have an active role but power lie with healthcare professional/healthcare organisation/system	Partnership & Shared leadership Patients share power with healthcare professional/healthcare organisation/system
healthcare system			
Direct care/own care ¹	Patient receives information about safety in the context of their own care	Patients are asked to give feedback on their patient safety experiences during hospitalization	Decisions in the treatment are made based on patients' preferences, evidence and clinical judgement
Organizational level ²	Patients have access to information regarding measures of patient safety used in the healthcare organization	Patients are involved in organizational councils as advisors on patient safety	Patient-led patient safety teaching in training programs for medical students and residents
System level ³	Public agency conducts interviews with patients about their experiences with healthcare issues	Patients' recommendations about research priorities are used by public agencies to make funding decisions	Patients have equal representation in committees on patient safety and quality in healthcare

¹ Involvement of patients in their own care. This is often real -time as patients undergo care but also occurs after the care is completed

² Involvement op patients in the design and governance of a healthcare organization

³ Involvement of patients focussed on developing, implementing and evaluating national and local healthcare policy and programs. Involvement in safety of the system.







References

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