



# Keys for the successful implementation of patient engagement programmes for Patient Safety

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## Introduction

Osaka University Hospital(OUH) has developed a hospital-wide programme to facilitate patient engagement called "Handai (OUH) Iroha-uta" in June 2010. A paper folder with seven important points on patient safety expressed in a traditional form of poetry with original illustrations is distributed to every inpatient prior to admission. Personalized explanation to each patient by the patient's nurse was presented on the day of admission. This programme successfully helped patients and family members recognize the importance of engagement of patients in their own care. Also, nurses feel that the programme is helpful for patients.

## Context

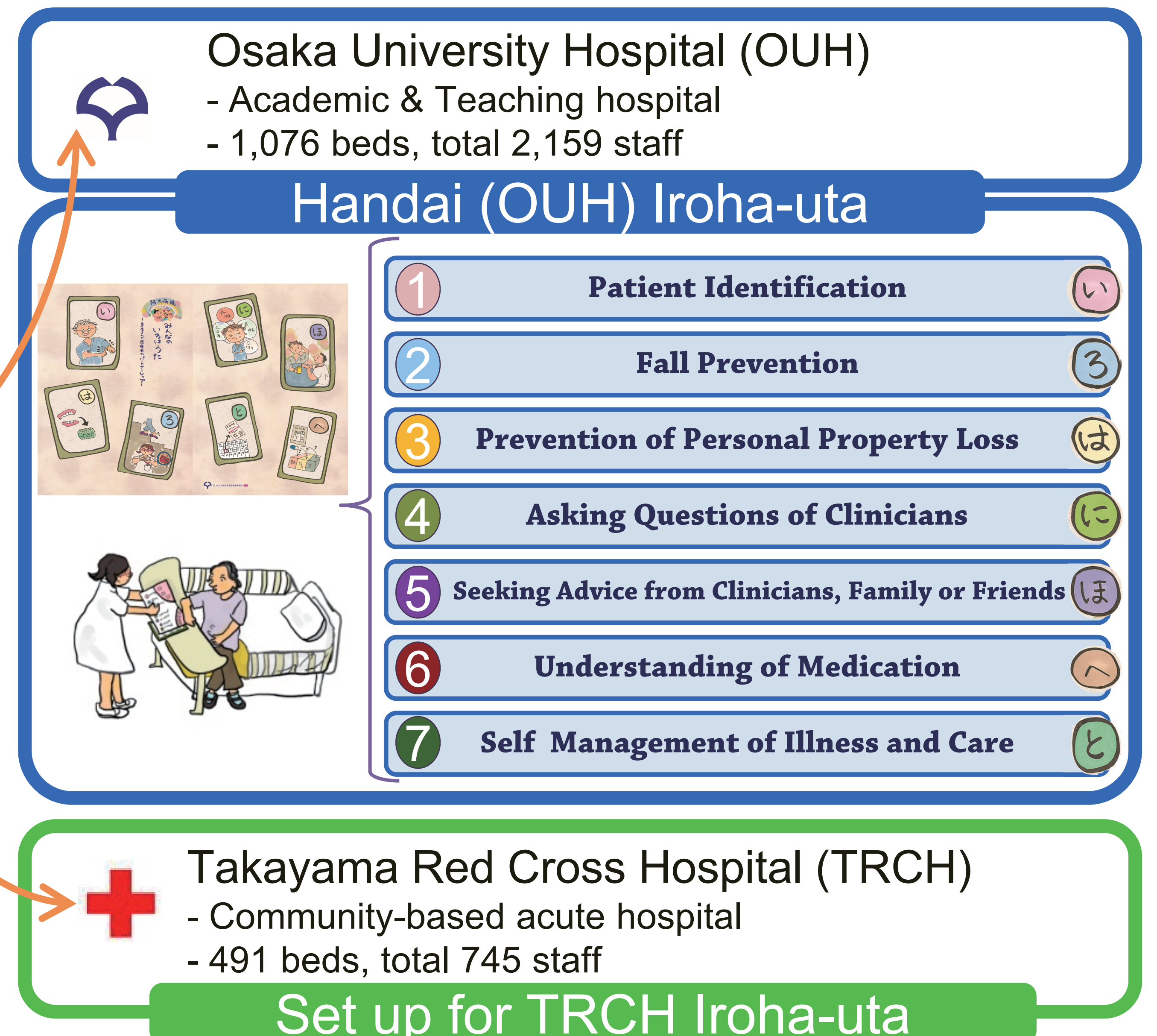
Takayama Red Cross Hospital (TRCH) needed a new method to promote clinician-patient partnerships. The TRCH leadership decided to adopt the patient engagement programme developed in 2010 by OUH.

## Problem

TRCH was concerned that the recent introduction of electronic patient record might compromise clinician-patient communication quality. However, TRCH didn't have any such materials available.

## Intervention

There are 7 keys about this implementation.



**Pre-implementation ;**  
The new programme was tested in a 2-week trial with patients of the outpatient department and the surgical ward.

**Leadership ;**  
Headed by the vice president.

**Sharing the idea ;**  
OUH programme instructors and core team members shared progress information, photos, and other data via the internet.

**Education ;**

- OUH programme instructors and core team organised preparatory workshops and seminars on patient engagement for all hospital staff.
- Core team and ward-patient safety managers held an interactive meeting on regularly.

Support & Knowledge enhance  
Core team ↔ Ward-patient safety managers  
Feedback from front line staff

**Core team ;**  
Set up a 10-member multi-disciplinary core team called "Team Sarubobo Iroha".

**Original Tool ;**  
Created a bespoke version by adapting the original OUH programme to meet the circumstances of TRCH patients and the local community.

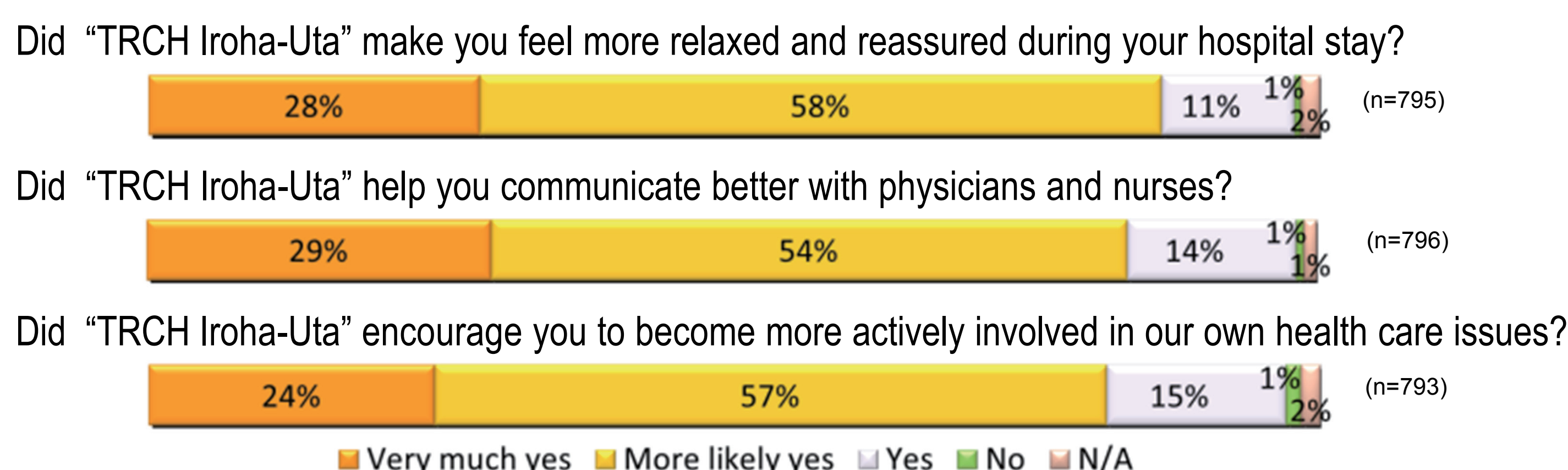
**Mentorship ;**  
OUH programme instructors provided support to the core team to facilitate implementation.



## Effects of changes

The programme was implemented hospital-wide in June 2012, and by the end of December 2012 had been applied to 4,813 inpatients.

### Patients' evaluation on the Programme ( June- December, 2012 )



### Comments from Patients

- I thought it was interesting. It is bothersome to read something that is text only, but "Iroha-uta" has a fresh design, and I ended up reading them without even thinking about it. - Female patient, 20s
- I was a little surprised that a hospital would carry out this kind of project, but it is an unprecedented idea and I think it is great. - Female patient, 30s
- Ever since this program started, it has been easier to communicate with doctors and nurses. Patients can also reaffirm what they should be cautious of, so I think "Iroha-uta" is a very good project. I think it is especially useful for the elderly. - Male patient, 50s
- I did not understand how to take my medication when I asked the first time, but I was able to ask another nurse again. In another instance, I was able to go over all of my questions, even the really minor ones, with the doctor. I am happy to be able to communicate with the hospital staff. - Female patient, 30s
- I think it is a very good project that values the patient's perspective. I think it increases the patient's desire to be cured. - Male patient, 30s
- I believe it is important to continue this project, and to not make it into a one-time effort. The first step in medical care is to make patients feel comfortable, so I hope that this kind of project will spread beyond this hospital. - Male patient, 50s

## Lessons learnt

Ward-patient safety managers in individual sections and departments play a key role in fostering open communication between the core team and staff members, particularly in the early stages of the implementation. Hospital management and core team members should ideally deliver a clear picture of the programme to ward-patient safety managers.

## Message for others

The hospital executive leadership is crucial for the successful implementation of patient engagement programmes for patient safety. Continued support from medical facilities that have installed similar programmes, such as mentoring by programme instructors will be a powerful asset for effective programme management. It is also important to establish a core team of multi-disciplinary staff well-versed in routine clinical practice that will provide step-by-step training and feedback. Moreover, the active involvement of ward-patient safety managers is necessary for effective project control.