

## MSAF - Medical Safety

### MSAF-C      COMPLICATIONS

**OUTCOME:** The patient and/or family will understand the importance of preventing and managing medical errors.

**STANDARDS:**

1. Discuss with patients/family members that it is important for them to take an active role in the patient's healthcare.
2. Discuss with the patient/family how to contact the appropriate healthcare provider with questions regarding medical therapy or potential medical errors.
3. Discuss with the patient/family when it is appropriate to go to the emergency room if a medical error, medication side-effect, or other emergency situation occurs as a result of medical treatments.

### MSAF-FU      FOLLOW-UP

**OUTCOME:** The patient/family will understand the importance of follow-up for medical safety.

**STANDARDS:**

1. Discuss the importance of maintaining follow-up appointments to minimize the risk of medical errors.
2. Discuss the importance of reviewing follow-up information such as laboratory results and other test results.

### MSAF-I      INFORMATION

**OUTCOME:** The patient/family will be able to identify the patient's primary provider and the condition(s) for which the patient is being treated.

**STANDARDS:**

1. Emphasize the importance of knowing the identity of the physician in charge of the total care.
2. Assist the patient/family in identifying the patient's primary physician.
3. Discuss the conditions for which the patient is being treated and methods of treatment being used as well as options available.
4. Refer to reliable resources for more information as appropriate.

## **MSAF-L LITERATURE**

**OUTCOME:** The patient/family will receive literature about medical safety.

### **STANDARDS:**

1. Provide parent/family with literature on medical safety.
2. Discuss the content of the literature.

## **MSAF-M MEDICATIONS**

**OUTCOME:** The patient/family will understand that medications are a potential source for medical errors.

### **STANDARDS:**

1. Discuss the importance of keeping a list of all current prescriptions and over-the-counter medicines, vitamins, herbs, traditional remedies, and supplements. Encourage the patient to bring this list and pill bottles to appointments for medication reconciliation and interaction review.
2. Discuss the importance of informing the providers of any allergies or adverse medication reactions that the patient may have experienced.
3. Discuss the importance of being able to identify medications by the name, strength, purpose, and dosing directions.
4. Discuss the storage of the medication, including the use of safety caps and non-safety caps, and keeping medicine and pill boxes out of reach of children.
5. Instruct the patient to check the medication labels each time medicine is filled to verify the patient's name on the medication and that medication labels are easily understood.
6. Discuss the importance of being able to take the appropriate amount of medication. Ensure dosage forms can be obtained (e.g., breaking tablets in half or using a pill cutter) and that appropriate measuring devices (e.g., pill boxes, oral syringes, droppers) are provided and instruction on their use given.

## **MSAF-P PREVENTION**

**OUTCOME:** The patient/family will understand ways to prevent medical errors.

### **STANDARDS:**

1. Discuss the types of medical errors:
  - a. Medicine
  - b. Surgery
  - c. Diagnosis

- d. Equipment
  - e. Lab reports
  - f. Nosocomial infections
2. Explain that medical errors can occur anywhere in the healthcare system including the hospital, clinic, outpatient surgery center, doctor's office, nursing home, pharmacy, patient's home, and referral services.
  3. Discuss with patients/family members that it is important for them to take an active role in the patient's healthcare. Instruct patient that if necessary, a family member or friend may attend the appointment.
  4. Discuss the importance of knowing who the patient may contact for medical advice and information.
  5. Discuss the importance of all healthcare workers being aware of the patient's health and care and having the patient's medical record available.
  6. Explain that when possible, select a hospital that has experience in the procedures that the patient needs.

## **MSAF-TE TESTS**

**OUTCOME:** The patient/family will understand the test(s) to be performed, the potential risks, the expected benefits, and the risks of non-testing.

### **STANDARDS:**

1. Explain test(s) that have been ordered (explain as appropriate):
  - a. method of testing
  - b. necessity, benefits, and risks of test(s) to be performed
  - c. any potential risk of refusal of recommended test(s)
  - d. any advance preparation and instructions required for the test(s)
  - e. how the results will be used for future medical decision-making
  - f. how to obtain the results of the test
2. Explain test results:
  - a. meaning of the test results
  - b. follow-up tests may be ordered based on the results
  - c. how results will impact or effect the treatment plan
  - d. recommendations based on the test results