

# **CAN PATIENTS CONTRIBUTE TO SAFER CARE? A SURVEY OF PATIENT EXPERIENCES AND BELIEFS IN SWEDEN**

# Research Group

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# Background

- ▶ Patient involvement to achieve safer care is an area of increasing policy, research and health care management, and practice interest
- ▶ The assumption is that patients' interaction with health care providers can improve the safety of health care

# Background

- ▶ More research is needed to understand how patients perceive their role in efforts for safer care

# Aim

To investigate patients' perceptions of their meetings with health care providers and the extent to which patients believe they can influence patient safety in these meetings

# Aim

- ▶ To make a comparison between regular patients and patients who have filed a complaint about being physically or mentally harmed in health care (self-reported harm)

# Method

- ▶ The study was a cross-sectional survey using a patient self-report questionnaire
- ▶ The study was set in southeast Sweden

# Method

Two categories of patients were included in the study:

- ▶ Regular patients
- ▶ HSCI patients- patients who had made a complainant to Health and Social Care Inspectorate
- ▶ The 2 patient groups were recruited from the same 3 county councils in southeast of Sweden



# Method

## Regular patients:

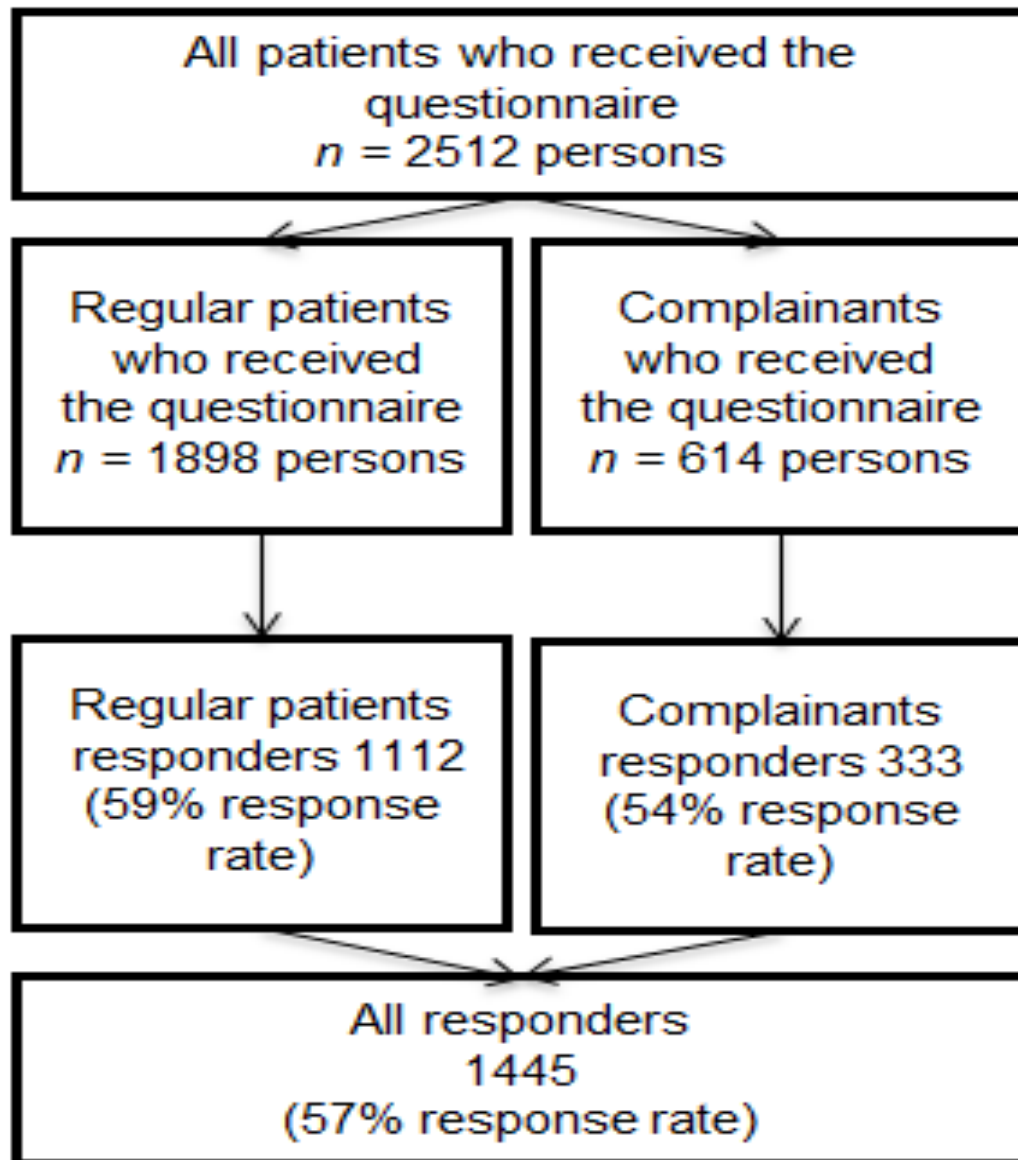
Patients over 18 years old who had made an individual visit at any of the six included health care facilities during 2016

## Complainants:

All patients from the three regions that had made a complainant to HSCI during 2013-2015 were included

# Method

A questionnaire with 13 multiple choice questions and one open ended question was designed for use in this study



# Method

- ▶ Background data and study variables were presented with descriptive statistics
- ▶ Comparisons between regular patients and complainants were analyzed using independent sample t-test, Mann-Whitney U test, or Person chi-square test

# Results

- ▶ Most respondents reported that it is easy to ask healthcare professionals questions and to point out if something feels odd in their care. The complainants believed that it was significantly more difficult compared with regular patients ( $p=0.012$  to  $p<0.001$ )

# Results

- ▶ Almost one-third (31.2%) of the respondents (both complainants and regular patients) reported that they had suffered harm in healthcare
- ▶ The complainants also more often believed that patients who ask questions risk receiving worse care than other patients ( $p < 0.001$ )

# Result

- ▶ 69% of the complainants and
- ▶ 46% of the regular patients stated that the harm could have been avoided if healthcare professionals had listened to them ( $p < 0.001$ )

# Conclusions

Most respondents agreed that patients can contribute to safer care by intervening with health care professionals



# Conclusions

- ▶ The respondents believed that the healthcare professionals can facilitate patient interaction and increase patient safety by encouraging patients to ask questions and take an active part in their care

# The castle of Kalmar from the 16th century



# Thanks for your attention!

If you have questions:

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