

Q&A Summary:
Health Care Ethics and Safety: A Quality Case for Consumer Engagement*

*Activity also referred to as *Compassionate Care: A Quality Case for Consumer Engagement*

Available On-Demand:
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1. During rounds, what do you do when there are two patients in a room? I am concerned about the Health Insurance Portability and Accountability Act (HIPAA). Also, how are situations handled where the family is not able to attend rounds?
I am not sure how “family” rounds are handled when there is more than one patient in the room, but I know there are institutions that do this successfully. I would have to contact individual institutions to determine how they handle this. Attending rounds is always optional, so if a family cannot attend, then rounds are held without them.
2. How can we make a tangible impact in promoting patient-centered care rather than giving our providers yet another thing to do and stressing them out more? How can I be helpful rather than be a burden in our design of health programming?
All health care professionals (HCP) went into their chosen field because they wanted to help and make a difference. Being mindful of a person’s circumstances and learning more about their circumstances will help an HCP to put themselves in listening and acknowledging mode and will thus convey a sense of care and compassion. Ask a patient, “What matters to you?”
3. On slide #13 - "put patient first" - how much energy is put into assessing patient / consumer health literacy and working to improve it?
Assessing a person’s needs and listening and acknowledging is the first step to putting patients first. Truly assessing, understanding and taking into consideration a person’s health literacy is key to effective communication.
4. How do you consistently show compassion despite the burnout you encounter with the health care industry?
Two things: take care of yourself in every way you can, and then mindfully pay close attention to the perspective of the patient and family. Giving back to them in a genuine way will serve to start the positive cycle of feeling engaged at work as they have positively responded to your engagement.

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