

Empowered Patient®

Patient Safety & Advocacy Training

Presented by  The Empowered Patient Coalition

The Empowered Patient Coalition provides a half-day of practical advocacy training for patients, caregivers and providers. Patient advocates Helen Haskell and Julia Hallisy share advice, action steps and communication techniques to help the public experience safe medical outcomes. Patients, family members and advocates will learn the basic skills needed to work as a team with health care providers.

The first vital step in achieving patient-centered care and shared-decision making is knowledge. Patients will function as the center of their care team once they have information and confidence. Participants will learn to recognize the challenges they may face during hospitalization and to use their new skills to improve the safety and the quality of their health care.

Workshops include the following topics:

- **The Basics:** Choosing an advocate, necessary documents, who's who in the hospital, consent and medical records
- **The Details:** What to watch for from diagnosis to discharge
 - The Diagnostic Process * Surgery and Anesthesia * Infection Control and Prevention * Medical Error Reduction * Discharge and Home Care
- **How to Navigate the System:** Communicating observations and concerns in and out of the hospital
- **Recognizing Problems:** Alerting the staff to signs and symptoms of conditions requiring prompt attention
- **Tracking a Patient's Progress:** Learn the importance of using a Patient Journal

Attendees receive a copy of *The Empowered Patient Guide to Hospital Care for Patients and Families* – a comprehensive 80-page guide which includes a patient journal. Please visit our website at www.EmpoweredPatientCoalition.org to learn more about our work.

For information about scheduling workshops, please email info@EmpoweredPatientCoalition.org or call 415-681-1011.