

Abstract – The World Health Care Innovation and Technology Congress

Submitted by:

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Short Description

Project: Patient Safety Partners™

www.patientsafetypartners.org

Online patient education program featuring innovative technology to simulate conversations with experts using streaming video. Patients ask questions, experts answer.

Abstract:

Patient Safety Partners™

The focus of most discussions on patient safety is on hospital practices – procedures, controls, training, etc. *The Patient Safety Partners Program* is focused on another part of the equation – patients. When patients know what to expect and what can go wrong, they become partners in protecting themselves.

Using patented technology originally developed by researchers at Carnegie Mellon University, www.patientsafetypartners.org does something other educational sites cannot. It simulates a conversation with experts over the Internet.

For instance, some common questions might include: “What is an infection?” “Why is hand washing so important?” “Who is at risk for bedsores?” Users type in their questions, the system chooses the best response and plays that video.

In addition, the system provides valuable commentary from specialists (a surgeon and geriatrician) to help expand upon the information. To user is also presented with related questions, links, documents, forms and checklists that are relevant to the question posed.

Over 300 videos are available to answer patients’ questions in simple, easy-to-understand language. Each patient learns what is important to know, and can return at any time. No question is “too stupid,” or embarrassing. They can share the information with family members anywhere.

The Patient Safety Partners Project is a collaboration between:

- The Jewish Healthcare Foundation (JHF), a non-profit with one core idea that challenges their thinking: the health system’s ills, including high costs, questionable practices, errors, waste, inefficiencies, workforce shortages, and patient dissatisfaction could be healed simultaneously by relentless efforts to perfect the care of patients.
- MedRespond, LLC, an innovative technology firm, creates leading-edge systems to educate and inform consumers about healthcare. The company focuses on compelling, educational *dialogs* that outperform traditional computer-based training. MedRespond is also creating programs to support patients and families for autism, asthma, cancer and more.