

IMPLEMENTATION TIPS CHECKLIST For *ISTA* CHAMPIONS

Why are Champions important to *ISTA* Implementation?

- Champions help change the culture of patient safety and reduce the likelihood of miscommunication and errors.
- Patients and families need and want to be involved!
- People need to ask 3 *It's Safe to Ask* questions to understand:
 - Their health condition,
 - Their medications,
 - How to use medications properly/safely,
 - The importance of keeping track of medication use and open communication, and
 - Their role in medication safety.
- Patient review of prescriptions with prescribers assists with legibility and mutual understanding of prescription information.
- Site efforts are part of the medication reconciliation process being done in most Manitoba Regional Health Authorities.
- Champions promote shared commitment to patient safety and improved health outcomes for Manitobans.

How do we get this going?

- Choose** an on-site champion team to help staff take ownership.
- Start** where there is strong team communication, and an expressed commitment to patient safety and patient/ family involvement in care.
- Include** information/tools on *ISTA* and the *ISTA* Medication Card in staff interviews, education, medication counseling and/or discharge planning with patients.
- Place** *It's Safe to Ask* on the agendas for team meetings, or discuss at shift report, or shift change.

Who do we involve?

- Involve** enthusiastic staff in *It's Safe to Ask* (*ISTA*). Look to: senior management, middle management, doctors, nurses, pharmacists, assistants, education coordinators, technicians and administration staff as potential team members.
- Involve** front-desk receptionists, technicians and admitting staff, because they are often the first point of contact for a patient!
- Involve** any patient advisory committees.

What do we do?

- Read** the *ISTA* material, the *ISTA* Medication Card and the Safe Use of Medications Sheet.
- View** the educational videos on the importance of the Med Card and how to fill it out.
- Display** the *It's Safe To Ask* Posters, Medication Card, Safe Use of Medications Sheet and question brochures (available in 15 languages) in staff areas, on bulletin boards or at busy desks as reminders.
- Know** the 3 *It's Safe to Ask* questions, and be prepared to answer them.
- Send** a clear message to patients, families and staff that your site IS a safe environment to ask questions and communicate openly with health care providers.
- Show** patients/ clients the *It's Safe To Ask* "3 health questions".
- Show** patients/ clients that it IS safe to **answer** health questions.
- Monitor** that behaviour among staff is consistent. Eg. Every client that checks in for an appointment is offered an *ISTA* brochure by the receptionist/nurse to look at while they wait. Brochures are included in admission and discharge packages.
- Place** patient brochures in public libraries, community centers, adult education programs, churches.
- Integrate** *It's Safe to Ask* into your daily practice.
- Link** the *ISTA* messaging with patient education.
- Share** your success and learnings with other sites.
- Challenge** other sites, teams, units to be champions.

Where do we place the resource materials?

- Display** the *ISTA Resources* in high traffic areas. Some examples are:
 - Front entries – entry bulletin boards and lobbies,
 - Reception desks – check-in areas and appointment making areas,
 - Prescription drop-off and pick-up counters,
 - Medication counseling areas,
 - Admitting areas,
 - Waiting rooms,
 - Patient and family areas,
 - Cafeterias,
 - Washrooms,
 - Exam rooms, and
 - Labs.

Go to www.safetoask.ca to download the *ISTA* Medication Card, the Safe Use of Medications Sheet, *ISTA* Posters and Brochures in 15 languages, pharmacist & Provider Information Sheets, and a PowerPoint Presentation about ***It's Safe to Ask***.

June 2008