TITLE: Josie’s Story: Family-Centered Approaches to Patient Safety

LEADERS: Sorrel King, Patient Advocate

SUMMARY: The Josie King Foundation’s mission is to prevent others from dying or being harmed by medical errors. By uniting healthcare providers and consumers, and funding innovative safety programs, we hope to create a culture of patient safety, together.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:
Improving Staff/Resident/Patient Satisfaction

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:
- LM collaboration can ensure the lines of communication between patient and healthcare provider continue to remain open

THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:
- Bringing to light the importance of communication between all channels.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:
1. Communication
2. Listening
3. Asking questions

ADDITIONAL RESOURCES:
Josie King Foundation: www.josieking.org

QUALITY THROUGH COLLABORATION
HEALTH CARE REFORM LEARNING SYMPOSIUM
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