



## WORKSHOP SUMMARY SHEET

**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.

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**THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:**

Improving Staff/Resident/Patient Satisfaction

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**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](http://www.josieking.org)