

The Long Island Center for Independent Living, Inc. (LICIL)

Contact: Ilene Corina, (516) 579-4711

PULSE of NY, Patient Safety Advisory Council

January 2011

The Long Island Center for Independent Living, Inc. (LICIL) is a not-for-profit, non-residential advocacy center located in Levittown New York controlled by and serving persons with disabilities. Since its opening in 1980, LICIL has worked with thousands of Long Islanders with disabilities and their families and has also been a unique resource for other professionals who provide disability related services. The Center's mission is to promote empowerment through education, information and rallying behind issues that directly impact the daily lives of persons with disabilities. LICIL effectively serves people of all ages and across all disability experiences, whether lifelong or acquired.

The LICIL has recently become a member of the PULSE of NY Long Island Patient Safety Advisory Council which is an independent, group of community leaders trained to incorporate patient safety into their organizations and programs. Some of the community members on the Council include leaders representing disease-specific organizations and diverse socio-cultural groups.

Through focus groups, interviews and on-going dialogue, LICIL has identified areas which hospitalized people with disabilities feel unsafe and in need of work in patient centeredness. I am hoping that these areas can be addressed by you and your staff.

- **Patient lifts:** Patients feel unsafe being lifted by hospital staff. Often staff are not trained or may not be available to assist in a timely manner. Patients who are lifted by staff are usually not asked about their needs or comfort. Patients may feel treated with less dignity when handled by untrained or insensitive staff.
- **Mattress / Gel Bed** – Make available advanced mattress or gel bed for severe cases of potential skin breakdown. Patients who cannot move their bodies are in more danger of skin breakdown than that of a patient who can move. Therefore, an appropriate mattress available for the more severely disabled patient would be needed.
- **Speaker phone** – Patients who cannot dial or hold a phone and may be separated from family need access to a speaker phone.
- **Drinking cups with straws** - Reachable cups with straws that patients can access from their bed without using their hands. A cup holder or available table that can be reached by a patient who is immobile.
- **Control of the bed and call bell** without the use of hands. A call bell and bed controls that could be accessed through breathing or head movement.
- **Staff involvement** – A designated staff member available 24 / 7 who is in house when a person with disabilities enters the hospital. This person would assist in:
 - Checking that the patient's equipment is checked in and won't be lost or stolen,
 - The patient's safety needs are met,
 - On-going sensitivity training for staff.

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3601 Hempstead Turnpike, Suites 208

Levittown, NY 11756

**HOSPITAL CARE WITH DIGNITY:
PATIENT CENTERED CARE FOR PATIENTS WITH DISABILITIES
2011**

The following information is being presented to address the needs of patients with disabilities.

Staff Training:

- Communication
- Equipment
- Charting Needs
- Team / Department Leaders

See Syllabus

(Weekly staff, new recruits)

Charting / Records Special Needs:

- Feeding
- Communication
- Personal Equipment
- Advocate / Care Partner

(Paper and / or EMR)

Equipment:

- Purchase
- Rent
- Donations

Community Relations:

- LICIL
- Disability Group(s)
- Ambulance / Fire / EMS
- Media

Hospital Council Meetings:

- For community/ staff involvement

Notes: _____

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HOSPITAL CARE WITH DIGNITY: PATIENT CENTERED CARE FOR PATIENTS WITH DISABILITIES

Syllabus

This program can be offered as a train the trainer or continued education.

Website: www.licil.net

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Title: Hospital Care with Dignity: Patient Centered Care for Patients with Disabilities.

Course Time: 2.5 hours

Description:

The healthcare professional is in a position to help make care for the disabled patient safe and free of adverse events by understanding the basic needs of patients with various disabilities. This course is designed to offer an introduction to hospital care for patients with disabilities.

Objectives:

- Improve outcomes by developing a trusting relationship between patient, family, hospital and provider.
- Reduce costs by reducing duration of hospital stay, if patients have a better understanding of their care.
- Address health literacy obstacles associated with patients with various disabilities.
- Improve satisfaction about the hospital stay for patients with disabilities.

Topics:

Patient Safety and Patient Centered Care for Patients with Disabilities

- Types of disabilities
- Communicating with the patient and family
- Stories from the community
- Identifying the needs of the patient:
 - In the emergency room,
 - At hospital admission,
 - During testing and surgery,
 - Post surgical and general unit care,
 - Discharge planning

Required Supplies

- PowerPoint set up
- PowerPoint hand outs
- Video
- Evaluation / questionnaires