

Survival Guide for Better Health Care

Health Care Safety 101



Resources Include *

- For every employee / family
- Survival Guide for Better Health Care – 50 page manual with pocket folder
- DVD w/ Main Program & 30 Bonus Chapters
- Reminder Page: Our Resources & 1st Stop Web Site ... for Better Health Care
- Ask-the-Doctor Visit Tools & Wallet-Cards
- Web Tools – health care safety center, e-learning...
- Program Evaluation

Distribution / Training Options *

- At the worksite
- 30-60 minute programs by HPN trainers
- Train-the-trainer, empowering your trainers to deliver the resources effectively
- New hire support kits & e-Learning
- Direct to the home and family
- Direct mail to the homes
- DVD, e-Learning & other resources

* Customization Options

- Reminder Page & Doctor Visit Tools are the most cost-effective way to reinforce & promote group specific support resources – e.g., EAP, DM & nurse line 800#s & web site – available via the employer & health plan
- Guide & DVD – can also be customized
- To maximize strategy success, add:
 - Newsletters/articles to enhance issue awareness & use of Survival Guide & related resources
 - Core training & resources in self care & early detection
 - Web sites to prevent errors & improve care
 - Worksite-based early detection screenings

See related summaries.



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*Working Together,
Making a Difference*

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Awareness is growing about medical errors, dangers and tragedies stemming from poor quality health care – but, first learning about the true scope and severity of errors, risks, harm and costs is often stunning to most people.

Without effective training or tools, the risks can be significant for deaths, disabilities, injuries, prolonged recoveries and initial and ongoing financial losses.

Survival Guide for Better Health Care training and tools are designed to help employees and their families avoid medical errors, complications and other forms of poor quality care that can be prevented.

Core health care safety resources and services include:

- Survival Guide for Better Health Care manual and DVD (with main program plus 30 key topics/stories)
- Group-specific resource reminder (e.g. 800#s, web site), Ask-the-Doctor visit tools and wallet cards
- Worksite trainers, train-the-trainer and mail options
- Support for strategy development, customization, implementation and evaluation

Features & Benefits

Survival Guide resources empower and help employees and families:

- Build effective health teams – with a good main doctor
- Improve visits with doctors to improve quality of care, efficiencies and results
- Avoid medical test/diagnostic-related errors, unwanted risks and complications
- Prevent medication/supplement errors, needless risks and complications
- Prevent surgery-related errors, infections and complications
- Improve use of key resources available through the employer and health plan
- Avoid financial and other losses – personal, family, health plan and employer

Results & Returns

With Survival Guide resources and initiatives, your organization can:

- Help employees and family members improve the use and quality of health care, prevent needless medical errors, risks, complications, related tragedies and related expenses, missed work (absenteeism) and loss of income
- Avoid financial losses due to medical errors, poor care, lack of proper planning, other health care consumer competencies and related consequences
- Realize added savings via improved quality of care, healing and consumer skills
- Conserve health care funds by avoiding errors, poor care and related costs – to free up dollars for needed quality care and to offset rising health costs

**Risks & Exposures
Each Year ...**

About 70% of employees & families will use the health care system.

Up to 98,000 people die from medical errors in hospitals.

Over 100,000 others die from the right prescription due to side effects, interactions, or if taken the wrong way...

Many more do not die, but are injured, disabled &/or experience major financial losses.

Nearly 300,000 staph infections result in 14 hospital days/case (3 Xs the avg) & 12,000 deaths.

Misdiagnosis is the leading cause of malpractice lawsuits.

Medical errors consume an estimated 30% of health care dollars.