

“Maxine Moments” in Health Care

10 Times When
You *Really*
Need to Speak Up
for Yourself!



**Welcome!
Thank you for
coming!**

Your Name, Credentials

Your Title

**The Care Partner Project
Community Educator**

Your Company

Your Website

Your Phone Number

Insert Your Photo Here

**Thank you to our hosts for bringing
us together today!**

Host Name

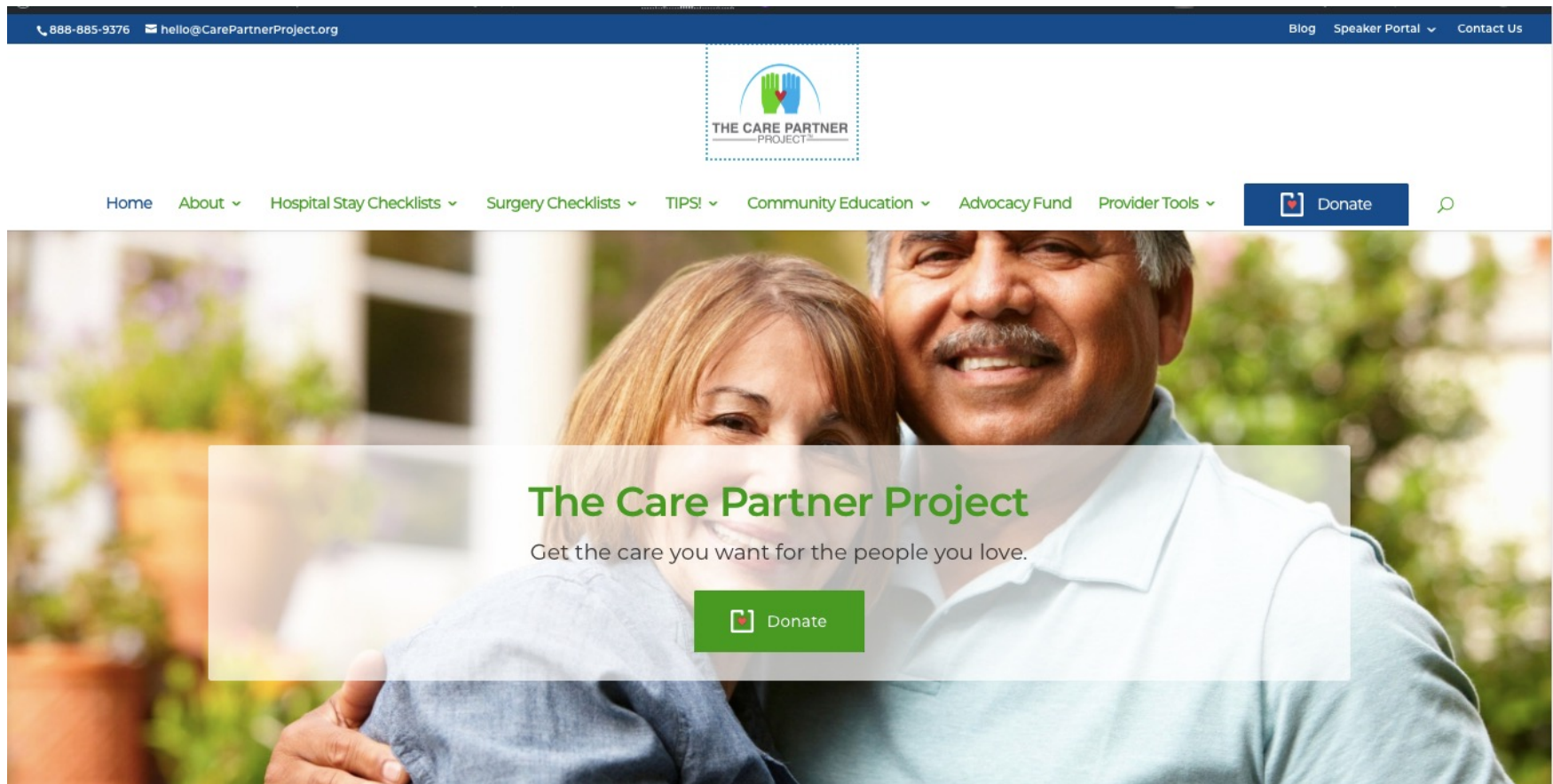
Organization

Event Name

Date

“Maxine Moments” is Brought to You by...

The Care Partner Project (TheCarePartnerProject.org)





Today's Plan: Next 30/40 Minutes Together

- I'll share 10 times when you really need to speak up for good care!
- We'll rehearse a few times to help you feel comfortable.
- Then, we'll talk!

#1

Speak Up to Prevent Infection

Make Sure Everyone Washes Their Hands
Before Touching Any Patient

The #1 Way to
Prevent Infection is
Hand Washing.

Simple!



#2

Speak Up To Get the Correct Diagnosis

1 out of 20 Diagnoses are Incorrect



Singh H, Meyer AND, Thomas The frequency of diagnostic errors in outpatient care: estimations from three large observational studies involving US adult populations, BMJ Quality & Safety 2014;23:727-731.

#3

Speak Up for Alternatives to Surgery

It is estimated that up to 40% of Recommended Surgeries are Unnecessary



#4

Speak Up for Plain Speak

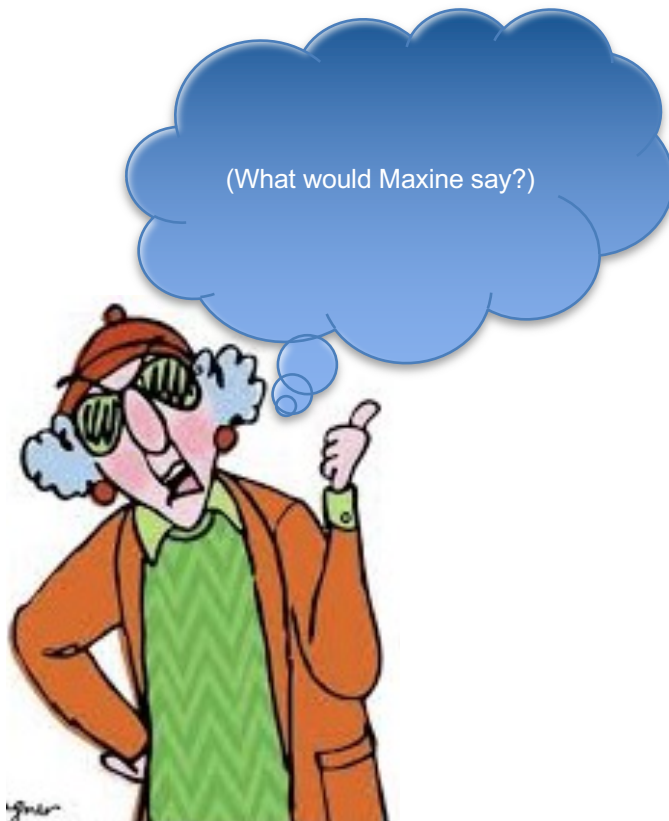
Tell your Doc You Didn't Go to Medical School



#5

Speak Up for Alarms

Alarm Fatigue is Real -- and Really Dangerous



#6

Speak Up About Drug Costs!



#7

Speak Up for a Safe Discharge

You don't have to go home if you're not ready
– or if your home isn't ready for you!

Worried...

Alone
Confused
Can't drive
Feel weak
No food in house
No one to help me

I don't feel safe going
home right now.



#8

Speak Up About Your Patient Status

Observation? Admitted? Know the Medicare Loophole, also known as the “2-Midnight Rule”



Observation Status

- ◆ No \$\$ for Rehab
- ◆ No \$\$ for Skilled Nursing

Comes out of your pocket!

#9

Speak Up For Safe Surgery!

3 Critical Questions Make a Critical Difference

1. Does your surgery team use a checklist?
2. Does your surgery team take a time-out in the operating room before surgery to introduce each other (and go over a checklist together)?
3. Is everyone on your surgery team Board Certified -- including the anesthesiologist?



#10

Speak Up for Help!

We Get By with a Little Help from Our Friends



- ✓ www.LotsaHelpingHands.org
- ✓ Your friends and family
- ✓ Local social service agencies
- ✓ Us! Professional Advocates



Let's Talk! Questions? Your Ideas?

Thank you!

If Maxine and I were helpful to you, kindly spread the word about today's presentation with your groups in our area.

I speak on other topics, as well. (In person or on ZOOM!) Just call or drop me a note!

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Presenter:
Insert your
headshot here.

Your Name
Credentials
Company Name
Phone Number
Email



Thank
you!
😊