**Encourage patients’ active involvement in their own care as a**

**patient safety strategy.**

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*National Patient Safety Goals*

**NP**

**SG**

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**Requirement 13A**

Define and communicate the means for patients and their families to report concerns

about safety and encourage them to do so.

**Rationale for Requirement 13A**

Communication with patients and families about all aspects of their care, treatment,

or services is an important characteristic of a culture of safety. When patients

know what to expect, they are more aware of possible errors and choices. Patients

can be an important source of information about potential adverse events and hazardous

conditions.

**Implementation Expectation for Requirement 13A**

C \_ 1. Patients and families are educated on methods available to report concerns

related to care, treatment, services and patient safety issues.

C \_ 2. The organization encourages patients and their families to report concerns

about safety.