



**BETSY
LEHMAN
CENTER**

for Patient Safety and Medical Error Reduction

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Patient Safety Beat

A monthly report on patient safety news and progress in Massachusetts

2017 8

FROM THE DIRECTOR

Sharing the wealth...of knowledge

In the 18 or so months since we launched *Patient Safety Beat*, we have been privileged to spend time talking with many of you about your efforts to keep patients free from harm. One recurring theme has been the desire for more opportunities to share learnings about proven strategies for mitigating critical risks in a wide range of care settings. In the coming year, expect to see some new, engaging features as we continue to use this monthly forum to chronicle your triumphs and challenges. And please **let us know if you have a story** to share with our 4,000+ Massachusetts subscribers. For now, here are our "top 5" picks from the past year.



Wishing you and yours the very best for 2018!

Barbara Fain, Executive Director

TOP 5 PATIENT SAFETY BEAT STORIES OF 2017



Most popular: Putting an accent on safety

The staff at South Shore Health System is promoting diligent hand-washing among providers, Boston style, with phrases like soap & watah and hand sanitizah. [»»](#)

How one hospital learned from a

frightening MRI incident

Allen Kachalia, MD, JD, Chief Quality Officer at Brigham and Womens Hospital, spoke about the benefits and learning advantages of being transparent about a safety lapse >>



"I think the most important thing that you can do to ensure patient safety is to take the time to sit down and listen to your patient and engage them in their own care."



— Aravind Ajakumar Menon, M.D.
Chief Resident in Internal Medicine,
Boston University
Chief Resident in Quality and Safety, VA
Boston Healthcare

In their own words: young doctors talk about humility, listening and other approaches to patient safety

We asked residents and interns at teaching hospitals across the state one question about patient safety. See what they had to say >>

When patients speak limited English, be wary of online translation tools

An alert on the use of Google Translate offers a vital warning on how translation programs provide erroneous or nonsensical translations that can lead to medical misunderstandings and compromise patient safety >>



Ten tips for getting patient identification right every time

ID mistakes can be prevented with help from everyone who sees the patient >>

Patient Safety Beat is published monthly by the [Betsy Lehman Center](#), a state agency that uses communications, research, and data to catalyze the efforts of providers, policymakers, and consumers working toward safer health care in Massachusetts.



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