

You Are Part of Your Health Care Team

Script

SCENE 1: INTRO

INT.: STUDIO SET

RACHEL (to camera)
Hello, My name is Rachel Mueller, and I am a registered nurse.

GRAPHICS: lower thirds: Rachel Mueller, RN

PAUL (to camera)
My name is Paul Preston, and I am a medical doctor who specializes in Anesthesia.

GRAPHICS: lower thirds: Paul Preston, MD

PAUL
Everyday in hospitals and clinics throughout Kaiser Permanente, doctors, nurses, pharmacists, and other members of the healthcare team dedicate themselves to keeping you healthy. But did you know that you are the most important part of the healthcare team?

RACHEL
We chose healthcare as a career, because we care about people. We want you to become an active member of your healthcare team, by partnering with us and telling us your thoughts about your care.

PAUL
Please don't be shy with your healthcare providers. When you have questions about your health or safety, be assertive and let us know your concerns.

RACHEL

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We have found that it may not be easy for patients to feel comfortable asking questions. Watch this, and see if you have ever felt like Mr. Garcia.

SCENE 2: Understand Your Health Information

INT.: Hospital Room: Day

Mr. Garcia is sitting up in bed, wearing a hospital gown. Dr. Johnston reads information about his lab results from a computer screen, then turns to him.

MD
Mr. Garcia, your blood pressure today is 190/95. I'm concerned that your hypertension could cause harm and eventually lead to organ failure. I'd like to start you on a combination of medication called a thiazide diuretic plus an ACE inhibitor. We'll keep you in the hospital for the next two days and monitor your vital signs and telemetry closely.

Mr. Garcia listens attentively as the sound of the MD talking FADES UNDER.

MR. GARCIA (VO)
I don't want to look stupid - but I really don't understand what she is saying. How will I know what to do?

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SCENE 3

INT.: STUDIO SET

PAUL (to camera)
If you don't understand something a healthcare worker says to you, you are not alone. At one time or another, everybody has questions. I'd like to introduce, Dr. Bruce Merl who has a story about when he was a patient.

CUT TO:

INT.: DR. MERL'S OFFICE OR OTHER LOCATION

Sit down interview with Dr. Bruce Merl

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BRUCE MERL

I remember when I was having back surgery, I went in for my pre - op appointment with my surgeon, it suddenly dawned on me that I was actually going to have surgery, and I was so absorbed with worry about that, I had to have my surgeon repeat everything he just told me, because I didn't hear anything he had just said.

CUT TO: INT. STUDIO

PAUL

It really doesn't matter who we are, we can all find ourselves in a situation, where we are simply not able to take information in. Here's something you can try every time you talk with a doctor, nurse, or pharmacist. It's a series of three useful questions that can help you get the answers you need, in a way you understand.

RACHEL (on camera)

Asking these three questions can help you take care of your health, prepare you for medical tests and take your medicines the right way.

CUT TO: Graphics on screen:

Ask Me 3

What is my major problem?

What do I need to do?

Why is it important for me to do it?

RACHEL (VO)

What is my major problem?

What do I need to do?

Why is it important for me to do it?

RACHEL (on camera)

You don't need to feel rushed or embarrassed if you don't understand something. Health care

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providers really want you to understand the treatment plan and they encourage questions.

Let's take a look at what happens when Mr. Garcia takes a different approach.

SCENE 4

INT: HOSPITAL ROOM: DAY

Mr. Garcia is sitting up in bed, wearing a hospital gown. Dr. Johnston reads information about his high blood pressure and cholesterol from a computer screen, then turns to him.

MD

Your hypertension worries me. Your blood pressure is 180/95. So I thought I'd start you on antihypertensive medication.

MR GARCIA

(interrupting)

Excuse me, doctor, but can you tell me, what is my major problem?

MD

You have high blood pressure.

MR GARCIA

Thank you. This is all new to me. What do I need to do about it?

MD

First, while you're in the hospital, I'd like to start you on blood pressure pills and monitor your blood pressure and heart rate.

Once you are home, you'll need to monitor your blood pressure at the same time every day and take your medications as directed.

With high blood pressure it's important to decrease salt and fat in your diet. And, before you are discharged, we'll discuss your diet and an exercise program in more detail.

MR GARCIA

And why is it important for me to do those things?

MD

If we don't do anything about your high blood pressure, you could have a number of health problems. The most concerning could be a stroke or heart attack. If you follow these guidelines, your blood pressure will get lower, you'll be in better shape,, and most important, you will probably feel a lot better.

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SCENE 5

INT.: STUDIO SET

PAUL (to camera)
Everyone wants help with health information.
Asking questions is an excellent way to
understand how to stay well or to get better.

RACHEL (to camera)
And, as you'll see in this next sequence, it is
important to ask questions, even if they don't
seem to relate to your medical condition.

SCENE 6 Be Curious

INT.: HOSPITAL ROOM, DAY

Ron, a nurse, enters the exam room wearing scrubs. The patient, Mr. Jones, is sitting up in bed, wearing a hospital gown. As Ron introduces himself to Mr. Jones, he goes over to the sink, squeezes some gel onto his hands from a dispenser on the wall and rubs his hands together.

Mr. Jones watches him.

NURSE
Hi Mr. Jones, I'm Ron, your nurse, and I'm
here to do my morning assessment.

Ron listens to Mr. Jones' lung sounds with his stethoscope.

MR. JONES (VO)
I've noticed that everyone who comes in here
rubs that stuff on their hands, but not very
many of them use soap and water. What's up
with that?

SCENE 7

INT.: STUDIO SET

RACHEL

It's natural to be curious about what the people who care for you are doing, even something as simple as what they are rubbing on their hands when they come into the room.

PAUL

Doctors and nurses would rather you ask questions than be worried or anxious.

Here's an example of how you might give voice to your curiosity.

SCENE 8

INT.: HOSPITAL ROOM, DAY

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Mr. Jones watches him.

NURSE

Hi Mr. Jones, I am Ron, your nurse, and I am here to do my morning assessment.

Ron listens to Mr. Jones' lung sounds with his stethoscope.

MR. JONES

Excuse me, but I'm curious -
what is that stuff you are rubbing
on your hands?

The nurse points to the dispenser on the wall.

NURSE

This is waterless gel. It completely kills any germs that may be on my skin.

MR. JONES

And why don't you wash your hands with soap and water?

NURSE

Both methods are effective. The gel kills all germs while soap and water, washes the germs away. I find that the gel is easier to use and I can be sure that my hands are germ free before I touch you.

But thanks for asking - it's nice to know that when you're concerned about something, you'll speak up.

SCENE 9

INT.: STUDIO SET

Rachel and Paul look at the camera.

RACHEL

To reduce the risk of infection, the medical professionals who treat you must wash their hands with soap and water or use the waterless gel - this is very important for everybody's safety. Some patients might mistake the waterless antibacterial gel for hand cream. But remember, if you see health care workers doing anything that you don't understand or that you wonder about, it's important to ask.

PAUL

There may be many times during your hospital stay or during an exam room visit when it could be important for you to speak up. For instance, if a health care worker comes to take you for a procedure that you weren't expecting or to give you an unfamiliar medication - it's important to ask questions

SCENE 10 Speak Up

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INT.: HOSPITAL ROOM, DAY

Ms Julie Carol is lying in a hospital room bed. On her left wrist, she wears a medical band. Tamara, an RN, approaches her with some medications on a tray.

TAMARA

Good morning Ms Carol, I am here to give you
your 8 am medications.

Julie sets the tray on a bedside table and checks the ID band to the medication administration record and the medications she is giving.

MS. CAROL

Why does everyone always check my name band? You've been my nurse for 3 days straight, you should know who I am by now!

TAMARA

Ms. Carol, I do know who you are. I need to verify that your name and medical record number match what is on the order sheet. Safety is our first priority, so we always check your identification band whenever we give you medication or blood, or before any lab test or diagnostic procedure.

Ms Carol looks at the pills that the nurse is giving her.

MS CAROL

I don't recognize this pill. Is it the one the doctor was talking about yesterday?

TAMARA

Oh, you beat me to it, that's the new pill your doctor ordered for your stomach pains.

MS CAROL

Oh, I see.

TAMARA

Would you like to speak to him or pharmacist about it?

MS CAROL

No thank you, you answered my question

Ms Carol sits up so she can take the pill.

SCENE 11

INT.: SET

Rachel and Paul are in the shot.

PAUL

We have many procedures in place to ensure you receive the proper care. One of them is to match your name and medical identification number with the procedure or medication order. Some hospitals may have your identification in a barcode format – in these facilities they would scan your hospital band to assure the right medication, test or procedure.

RACHEL

Not all questions can be answered as quickly as Ms Carol's was. So remember that if you still feel your question about anything has not been answered as fully as you'd like, you can ask to speak to your doctor or pharmacist.

PAUL

Another critical time to understand your medications is when you are being discharged from the hospital. We have Pharmacist Jorge Abaunza to help explain what is known as 'medication reconciliation'.

CUT TO: Wide shot of Rachel, Paul and Jorge

GRAPHICS: lower third

Jorge Abaunza, Pharmacist

JORGE

You should write down a list of all the medications, vitamins, herbal supplements that you take. Keep that list in a place that you can easily get to and bring it to the hospital with you. That way, when you are admitted into the hospital, the care providers have a clear understanding of what you currently take, so that they can better address your needs.

Jorge holds up a personal medication card.

INSERT SHOT: CU personal medication card

JORGE

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Here is an example of a personal medication card. It shows all the medications you are taking, what they do, and when to take them.

You can get one of these cards from your doctor's office, the pharmacy, or you can create your own.

Please make sure that you include any herbal supplements or vitamins in your list. Some of these have the potential to interact with other medicines, so for your safety – it is really important that we get a complete picture of what you are taking. So please be thorough about what you actually take, not just what a doctor has ordered for you.

When you are discharged from the hospital and given new medications, we will give you an updated list of what is prescribed for you and the pharmacist will compare the updated medications list with what you were taking before you came into the hospital. This lets the doctor and pharmacist check that all medications are appropriately ordered. You should also update your medication card.

RACHEL

It is really important that you are clear on what medications you need to take after leaving the hospital. They could have changed quite a bit from when you entered the hospital. Please ask questions if you are confused about what your new medications are, when you take them or even how you take them.

PAUL

Your safety is our first priority. We can work together to make sure that you receive the safest care possible in our facility. Thanks for watching.

Closing music and graphics.

