

# MAKE IT SAFE TO ASK

“Make it Safe to Ask” is part of the Manitoba Institute for Patient Safety’s health literacy initiative “It’s Safe to Ask” (ISTA). The purpose is to make interactions between healthcare providers and patients more positive and informative.

## IMPLEMENTATION CHECKLIST

### Where do you begin?

- Start where there is already strong team communication, and an expressed commitment to patient safety and patient/ family involvement in care.
- Discuss ISTA information/ tools in interviews with new staff, education sessions, team meetings, shift changes / reports.
- Make it Safe to Ask during medication counseling and/or discharge planning with patients.

### Who do you involve?

- Enthusiastic staff who believe asking questions is important and should be encouraged
- Frontline staff who are often the first point of contact for patients
- Patient advisory committees

### What do you do?

- Read and view the ISTA material: available at [safetoask.ca](http://safetoask.ca)
- View the educational videos available at [safetoask.ca](http://safetoask.ca) to explain ISTA resources further
- Incorporate ISTA and health literacy into your daily practice
- Send a clear message that your site IS a safe environment to ask questions
- Encourage consistent behaviour among staff
- Link the ISTA messaging with patient education
- Share your success and learnings with other sites, and challenge them to participate
- Know the 3 ISTA questions, show them to patients, and be prepared to answer them
- Display the ISTA materials: Posters/Brochures (15 languages), Medication Card, and the 5 Questions to Ask in the following areas:
  - staff areas, such as bulletin boards or busy desks
  - front entries, such as lobbies, reception desks, check-in areas, admitting areas
  - prescription drop-off / pick-up counters, medication counselling areas
  - waiting rooms and patient & family areas
  - exam rooms and lab rooms
  - public areas, such as community centres, public libraries, churches, etc.