

ASK ME 3 Initiative at Monla Hospital



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Patient participation means involvement of the patient in decision making or in expressing opinions about different treatment methods. It also includes sharing information, feelings and signs and accepting health team instructions. All this will empower patients and improve services and health outcomes.

Monla Hospital has set a strategic direction to be highly committed to achieve person-centered care through sharing decision-making with patients, knowing that fulfilling this will take much time and numerous resources. This could be achieved by giving patients the power to manage their own health and make informed decisions about their care and treatment and supporting them to improve their health and give them the best opportunity to lead the life that they want. In 2017, at Monla Hospital we adopted the “Ask me 3” program, which is a patient education program designed to promote communication between health care providers and patients in order to improve health outcomes. The program promotes three simple but essential questions that patients should ask their providers in every health care interaction (IHI):

- 1. What is my main problem?
- 2. What do I need to do?
- 3. Why is it important for me to do this?

Designed by health literacy experts, Ask Me 3 is intended to help patients become more active members of their

health care team, and provide a critical platform to improve communications between patients, families, and health care professionals.

الجميع بحاجة للمساعدة على فهم المعلومات الصحية. أنت لست وحده إذا وجدت أشياء مربكة في بعض الأحيان. طرّح الأسئلة يساعدك على فهم وضعك الصحي وكيفية البقاء على ما يرام أو للحصول على أفضل.	اكتب استفسارك هنا: ١ - ما هي مشكلتي الرئيسية؟ ٢ - ما الذي أنا بحاجة لاجراءه؟ ٣ - لماذا من المهم اجراءه؟ ماذا لو لم يفهم من السؤال ما زلت لا أفهم؟ أبلغ مقدم الرعاية الصحية (الطبيب أو الممرضة) و اطلب الشرح مرة أخرى
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To ensure adequate implementation of the Program, we put the following into practice:

- 1. Prepared Patient Handbook for inpatients that includes Patients’ rights, responsibilities, complaint policy (according to ISO 10:002 received since 2016), Patient/family involvement in safety, and the “Ask me 3” questions
- 2. Prepared “Ask me 3” form and placed it in the ER rooms for ER patients to document their questions
- 3. Train two senior registered nurses to become clinical facilitators in order to achieve the following:
 - Round on all patients in the day and night shifts
 - Support people to be more actively involved in their own health and care
 - Check what questions the patients/families had
 - Answer their questions/concerns or refer the issue to the treating physician
 - Document on a special form the Patients’ names and the questions asked

Evidence tells us that supporting patients to be actively involved in their own care, treatment and support can improve outcomes and help them build an experience that will allow them to stay well and manage their own conditions better.

