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# Keynote Presentation: Leveraging Technology to Promote a Culture of Patient Safety

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## ABSTRACT

Patients and their families have every right to expect evidence-based, efficient, effective, compassionate and, most importantly, safe care during their hospitalization. Unfortunately, all too often they receive less.

The good news is that patients are now demanding to participate as true partners in their own care. They are motivated to become fully informed about their medical conditions, the therapeutic alternatives available to them, and the qualifications and demonstrated outcomes of their care providers. They want to help guide institutional decision making and establish cultures of safe patient- and family-centered care.

Technology can be used in innovative ways to promote safe practices and to transparently report meaningful outcomes. Using actual case studies from our own experience at Maine Medical Center in Portland, ME, the power of smart and user-friendly technology to drive safety and quality improvement is demonstrated. The value of a comprehensive, electronic-balanced scorecard as the "single language" to promote safe practices throughout the institution is described.

**No paper was submitted for publication.**

## CONTACT INFORMATION

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