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## Healthcare with quality, safety and family

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**Description:** It is essential that all patients are treated with quality and safety during their stay in the ICU. It's their right. And we believe that the family also has the right to help them in this process.

Safe ICU is a free app for smartphones to enable families to engage in the treatment of their relatives by completing a simple questionnaire on the service provided in the ICUs. The purpose of the app is to provide families the power to verify the ICUs based on the recognition of items and attitudes considered essential for all patients

**Actions taken:** An app for was developed with a simple questionnaire regarding structural and organizational aspects of an ICU related to safety and quality of care. Each question has a small explanation to take small doubts. To engage on the app, only the hospital must be identified. We also developed a database system where all the answers go to enable the analysis of improvement on the ICU service and ranking of healthcare institutions.

Families were approached at the HFAG's ICU entrance to answer the questionnaire on their own smartphones while visiting their family's member. We had previously aligned with the ICU team the use of the app. After the families answered the questionnaire in Phase 1, we presented the positive and mainly the negative points to the ICU team. As a result, they were able to take the necessary actions to improve their service, which is proved by the following responses in Phase

2. We hope that, with the use of the app, families and the ICUs team can collaborate to improve the quality and safety on health service on a culture of cooperation.

**Multi-disciplinary team:**

**ICU team:** Head of the sector, routine doctors and nurses, physiotherapists and administrative staff.

**Design team:** Rastro agency and web development center Vertice.cc

**Results:** For the first time in Brazil, we are making families participate actively in the verification of items related to safety and quality of care in the ICUs. In addition, some questions were allocated to evaluate the acceptance of the app by the families. The reception of the relatives was excellent and made them realize the effective feeling of collaboration for safety and quality in the ICU. Possibilities for improving health care in the ICU with the app:

Offer the 'future ICU patient' the possibility to choose in which hospital to go based on a rank of hospitals under the concept of Safe ICU, according to the families' answers,

By bringing the positive and negative aspects of the ICU service to the health team and managers, we offer a data based chance to improve and eliminate nonconformities.

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