Open School

Video Activity: What Happened to Josie
(http://www.ihi.org/education/IHIOpenSchool/resources/Pages/Activities/WhatHappenedtoJosieKing.aspx)

Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the video together (5 min 33 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Discuss factors that contribute to avoidable patient harm, even at renowned facilities.
- Explain how patient-centered care can help prevent adverse events.

Description

In 2001, 18-month-old Josie King died of dehydration and a wrongly administered narcotic at Johns Hopkins Hospital. How did this happen? Her mother, Sorrel King, tells the story and explains how Josie’s death spurred her to work on improving patient safety in hospitals everywhere.

[This is an excerpt from a speech given at IHI’s National Forum in 2002. It is copyrighted material of the Josie King Foundation. IHI received special permission to use this excerpt in this format. For more information on this speech, please visit http://www.josieking.org/.]

Related IHI Open School Online Courses

- PS 100: Introduction to Patient Safety
- PS 101: Fundamentals of Patient Safety
- PS 103: Teamwork and Communication

Key Topics
Patient safety, adverse event, adverse drug event, high-alert medications, pediatrics, care coordination and transitions, engage patients and families in care, handoffs, communication, adverse event, medication safety.

**Facilitator**, show the video on this page. For your group’s discussion after the video, feel free to adjust these questions and/or add your own.

**Discussion Questions**

1. What factors contributed or may have contributed to Josie King’s death?
2. With those contributing factors in mind, how could Josie’s death have been prevented, and what process changes would you recommend to prevent a similar tragedy from occurring?
3. How could the hospital and its providers have given Sorrel King more power over how Josie was treated?
4. Put yourself in the shoes of one of the clinicians who cared for Josie. How would you have reacted when Sorrel said, “You did this to her and now you must fix her”?
5. If you plan to be a clinician, what are specific things you can do to make patients feel respected and included in decisions about their health care?