New Video Educates Patients on Preparing for Surgery

The video is part of the Speak Up™ program, a free public service campaign

(OAKBROOK TERRACE, Ill. – January 21, 2015) Health care organizations and providers now have access to a new Joint Commission public service video, “Speak Up: When You’re Having Surgery,” to share with their patients. The animated video is presented in language that is easy to understand and outlines ways for patients to prepare for surgery.

The video features a father who is scheduled for knee surgery, and his son who acts as an advocate. The video provides the following advice for consumers:

- Talk to your doctor or surgeon about your surgery. Ask about the surgeon’s experience, possible complications and if there are alternative treatments.

- Ask someone to be with you to make sure you are getting the care you need and help you feel comfortable.

- The staff will ask you many questions. You will be asked to repeat your name and date of birth, and the site of your surgery may be marked.

- After surgery you will be given instructions for follow-up care, visits and prescriptions. If you have any questions be sure to ask for clarification.

“This new video will help inform patients about how to prepare both mentally and physically for surgery. It is our responsibility as providers to help patients fully understand how they play a role in the safety and quality of their health care and this video is one way we can do that,” said Ana Pujols McKee, M.D., executive vice president and chief medical officer, The Joint Commission.
The Speak Up video series airs on the Joint Commission's website and YouTube Channel. All videos are available in English and Spanish, and some are available in Japanese. Videos in the series cover a wide variety of topics to help empower patients, including pain management and medication safety, and how to prevent falls, medical errors and the spread of infection.

The Joint Commission's award-winning Speak Up program encourages consumers to:

• **Speak up** if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know.
• **Pay attention** to the care you get. Always make sure you’re getting the right treatments and medicines by the right health care professionals. Don’t assume anything.
• **Educate yourself** about your illness. Learn about the medical tests you get, and your treatment plan.
• **Ask a trusted family member or friend** to be your advocate (advisor or supporter).
• **Know what medicines** you take and why you take them. Medicine errors are the most common health care mistakes.
• **Use a hospital, clinic, surgery center, or other type of health care organization** that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission’s quality standards.
• **Participate in all decisions** about your treatment. You are the center of the health care team.

First launched in March 2002, together with the Centers for Medicare & Medicaid Services, the Speak Up program also includes infographics, brochures, posters and animated videos. There are no fees, copyright or reprinting permissions required. Copies of the Speak Up materials are available for download on The Joint Commission website. Sign up to receive alerts on future issues of Speak Up, [here](#).

###

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. The Joint Commission accredits and certifies more than 20,500 health care organizations and programs in the United States, including hospitals and health care organizations that provide ambulatory and office-based surgery, behavioral health, home care, laboratory and nursing home services. An independent, not-for-profit organization, The Joint Commission is the nation’s oldest and largest standards-setting and accrediting body in health care. The Joint Commission has two nonprofit affiliate
organizations: *The Joint Commission Center for Transforming Healthcare* aims to solve health care's most critical safety and quality problems and *Joint Commission Resources* (JCR) provides consulting services, educational services and publications. *Joint Commission International*, a division of JCR, accredits and certifies international health care organizations. Learn more about The Joint Commission at [www.jointcommission.org](http://www.jointcommission.org).