

NEWS

FOR IMMEDIATE RELEASE

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The Joint Commission debuts refreshed Speak Up™ program to educate and empower patients

New Speak Up™ About Your Care campaign materials are free, online for the public

(OAKBROOK TERRACE, Illinois – May 22, 2018) – To help educate and empower patients to play active roles in their care, The Joint Commission today debuted its refreshed [Speak Up™ program](#) featuring the [Speak Up™ About Your Care campaign](#).

The revamped program includes a fresh look and updated content for free, downloadable educational materials for the public. The new materials include:

- An infographic (available in three sizes) for patients and families.
- An animated video (available in English and Spanish) to incorporate in hospital programming.
- A new podcast for health care professionals on the value of the program.
- A distribution guide with recommendations on how health care organizations can use the materials.

Launched in 2002, the Speak Up™ About Your Care campaign encourages patients to be their own advocate and to:

- **S**peak up
- **P**ay attention
- **E**ducate yourself
- **A**dvocates (family members and friends) can help
- **K**now about your new medicine
- **U**se a quality health care organization
- **P**articipate in all decisions about your care

“We are pleased to refresh the Speak Up™ program, starting with the Speak Up™ About Your Care campaign that first launched more than 15 years ago as the foundation to this patient education program,” says Ana Pujols McKee, MD, executive vice president and chief medical officer, The Joint Commission. “When patients and their families become advocates in their own health care, they are able to speak up when something doesn’t seem right and make well-informed care decisions. Together, patients and their care team can work to reduce preventable harm.”

The Speak Up™ program was refreshed after national market research in 2017, including focus group feedback from patients and their families. The focus group identified a need for more succinct and visual materials. Additional Speak Up™ campaigns will be updated and debuted over the next several years.

To stay up-to-date on refreshed Speak Up™ campaigns as they become available, [sign up](#) for email alerts about the new campaigns, or subscribe to the e-newsletter [Joint Commission Online](#). For more information about the Speak Up™ program, visit [The Joint Commission website](#).

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About The Joint Commission

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 21,000 health care organizations and programs in the United States. An independent, nonprofit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Learn more about The Joint Commission at www.jointcommission.org.