



Achieving Patient Safety is No More a Wish

Quality & Safety In Healthcare First Congress


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Patient Safety

The issue of patient safety is one of the most challenging in healthcare today



Every year, tens of millions of patients
worldwide suffer disabling injuries or
death due to unsafe medical care

Adverse Events in Health Care

- 10% of hospital patients suffer an adverse event
- 16.6% of hospital patients suffer an adverse event (Australia)
- 100,000 hospital deaths/year through medical error (USA)

- **HAI:** 5-10% of hospitalized patients (up to 37% in ICUs)
 - 5 million HAI estimated to occur in Europe/year
 - 100,000 cases of HAI in UK lead to 5,000 deaths a year
- **Medication errors:** 1.5 million harmed in US/year;
 - 67% of patients' medication histories have errors

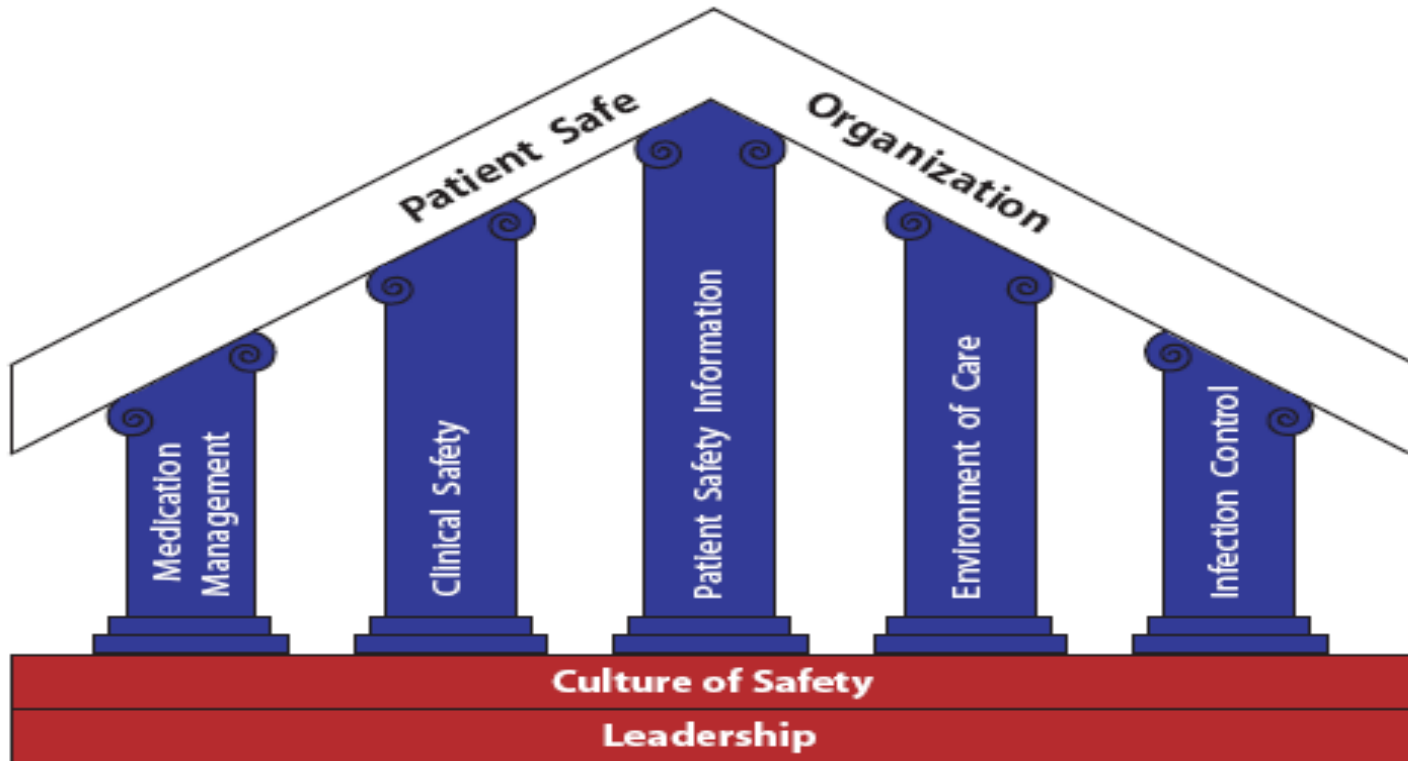
- Unsafe Surgery:
 - 234 m case globally/year: 7 m complications, 1 m death
- Patient Handovers
 - 15% of adverse events or errors (USA study)

Health care systems in the EMRO: Patient Safety Perspective Medical Record Review Study Results



Study	Adverse event rate	No. of records	Permanent disability	Percent deaths	Percent AE preventable
EMR	8.1% (2.5-18%)	15,548	0.9%	1.86%	83%
Australia	16.6%	14,210	2.2%	0.79%	50%
Canada	7.5%	3,745	0.4%	1.2%	37%
New York	3.7%	30,195	0.24%	0.51%	NA

Patient Safe Organization



Patient Safety Model

Challenging areas in Patient Safety

- Creating a Culture of Safety
- Leadership Role
- Medication Management
- Environmental Hazards
- Procedural Complications
- Safety issues in physical design

1. Creating a Culture of Safety

Challenges


- Reporting adverse events
- Analyzing
- Feedback
- Support of staff involved in adverse events
- Communication with patients
- Engagement of patients
- Team work
- Risk assessment

Cultural Barriers


- **“Silo” organizational culture**
 - Structure inhibits cross organizational change
- **Competing professional cultures**
 - Physicians and management
- **“Culture of Blame”**
 - Prevents adverse event reporting
 - Prevents addressing system issues

Tips for Creating a Culture of Safety

Explain to staff the culture of safety




Include physicians at every stage of the
process




Share information learned with leaders &
clinical staff

Develop and encourage informal methods for communicating




Designate one or two clinical staff members to receive information about safety concerns


Study and learn from adverse events




Train teams of staff members, so that they are aware of the organization's commitment to a culture of safety



Encourage patients and families to be
involved in the care process



Know how to put patient safety culture
into practice on a daily basis



Annually select at least one high risk
process to study how risk can be
reduced

2. Leadership Role

Challenges

- Move toward a more safety-oriented culture
- Allocate the resources required to support safety
- Practice proactive systems analysis & risk reduction
- Standardize processes and equipment

Leadership Role


Challenges

- Promote effective communication
- Ensure adequate and effective staffing
- Implement team training for all staff
- Encourage and support patient involvement
- Recognizing failures in the systems and processes


Tips to Enhance Role of Leadership



Establishing a culture of safety must begin with leaders



Support open communication among clinical staff about adverse events




Demonstrate that discussion about adverse events does not lead to punishment, which in turn encourages staff participation



Acknowledge that adverse events do occur



Communicate frequently the importance of safety



Encourage everyone in the organization to focus on safety improvement as an ongoing concern



Communicate to staff when their work improves safety

Reward and recognize those efforts

3. Medication Management


Challenges

- Storage of medications
- Prescriptions
- Dispensing
- Administration of Medications
- Monitoring of Effects
- Dealing with Medication Errors

Tips for Medication Management



Do not prelabel empty containers



Document each patient's sample medications on his or her medical record



Avoid using technical medical terms or medical jargon



Suggest limiting or removing high-alert medications from
floor stock

4. Environmental Hazards

Challenges


- Hazards predisposing to falls
- Hazards predisposing to other injuries
 - Hazardous materials
 - Sharps injuries
- Healthcare Associated Infections
 - From environment
 - From staff or other patients
- Fire Safety



Tips to prevent Environmental Hazards

Use visual clues

- For example, place a sign on the patient's bed or room door



Use appropriate work methods that could reduce the likelihood of future patient safety problems

E.g.: Using filtered fans units and vacuums to minimize dust



Make other staff members aware of patients at high risk for falls

Consider conducting hourly checks (during awake hours) of geriatric patients at risk for falls



Use covered containers for waste removal

Educate patients about signs of a possible HAI

- For example, encourage them to tell you about any redness or swelling around a catheter insertion site



Use visual fire alarms, as well as audible fire alarms in each room



Leaders should monitor compliance with the hand hygiene guidelines

5. Procedural Complications

Challenges

- Complications of procedure itself
 - Wrong patient; wrong procedure; wrong site
 - Post procedure infections
 - Hemorrhage
 - Complications of anesthesia

Procedural Complications

Challenges

- Poor or no post-procedure instructions
- Lack of appropriate follow up
 - Patient generated
 - Practitioner generated

Tips to Prevent Procedural Complications



Patient identification:

Using signs or posters throughout your organization that remind staff of your consistent patient identifiers




Surgical Infections:

Encourage patients to keep their skin and surgical dressing clean and dry


Provide written materials or give a quick lesson on how this is best achieved



Be aware of wrong site surgery risk factors



Make sure the surgical mark is still visible after surgical drapes are in place



Communicate regularly with staff about the need for good hand hygiene and the results of infection monitoring

6. Physical Design

Challenges

- Design for safety
 - Patient safety
 - Staff safety
 - Infection control
- Design for efficiency
 - IT infrastructure
- Design for compliance

Considerations for Designing a Healthcare Facility



Consider private rooms in the ICU



Eliminate or reduce noise resources



Incorporate nature

Improve air quality



Encourage hand washing



Move towards a decentralized design

Better ventilation systems


Using Evidence based design principles



Tips for Continuous Compliance with Standards that support Patient Safety



Make the standards part of existing efforts



Consider information about known adverse events when deciding which quality improvement efforts to initiate



Measure and analyze data related to processes that are prone to error



Apply risk reduction strategies and redesign steps to
enhance safety systems

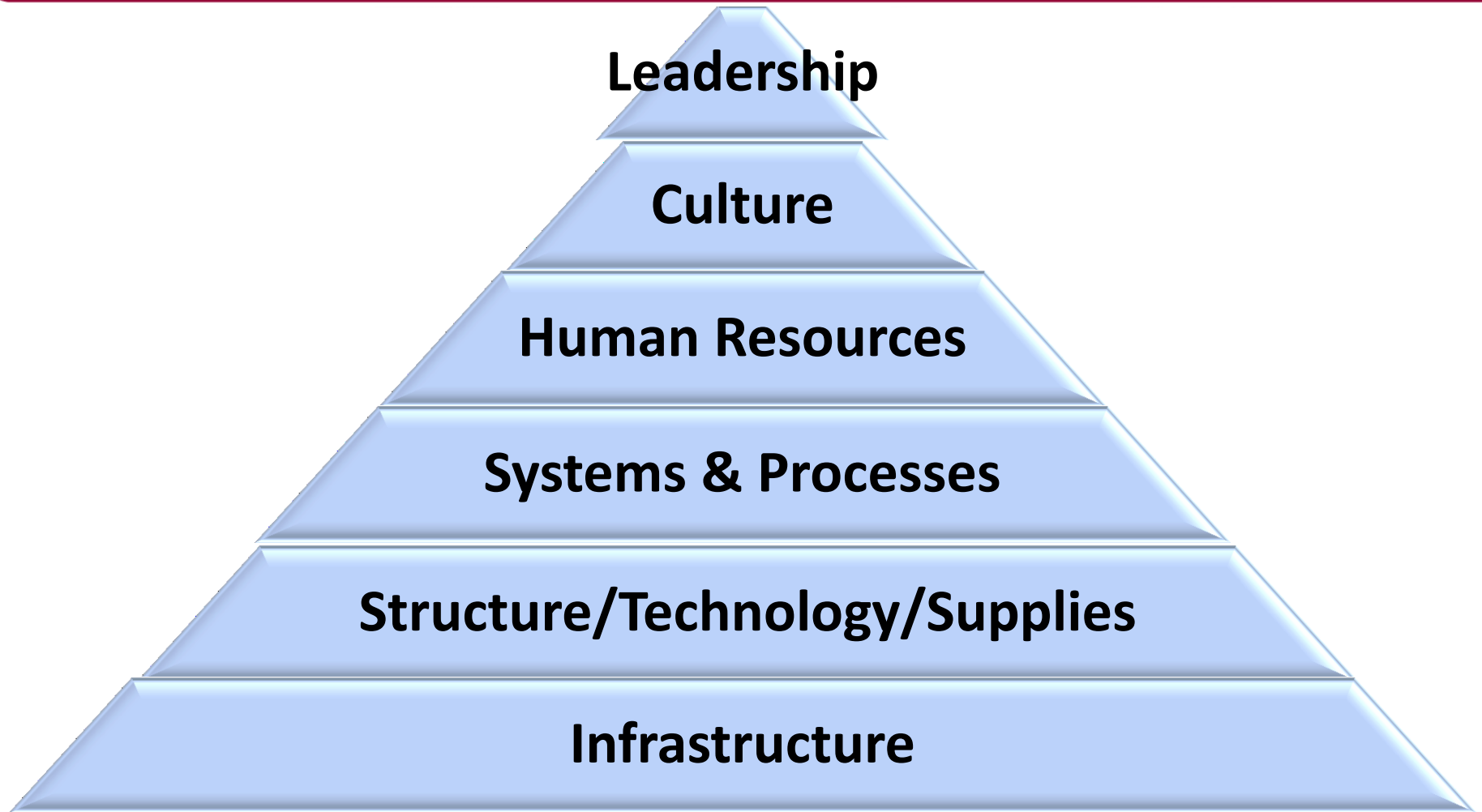


Analyze again and test all new or revised safety processes
before implementing them



Include safety risks and suggestions for improving safety in surveys of staff and patients

Quality & Safety Practices Embedded



International Patient Safety Goals

■ The International Patient Safety Goals (IPSG) are part of Patient-Centered Standards, however, they are of particular importance because they:

- 1- Highlight particularly persistent and difficult healthcare problems and
- 2- Describe evidence and expert-based solutions to these problems and
- 3- Under the 5th edition of the JCI Hospital Standards, every organization must receive at least a partially met for each IPSG measurable element

International Patient Safety Goals

- **IPSG 1:** *Identify Patients Correctly*
- **IPSG 2:** *Improve Effective Communication*
- **IPSG 3:** *Improve the Safety of High Alert Medications*
- **IPSG 4:** *Ensure Correct-Site, Correct-Procedure, Correct-Patient Surgery*
- **IPSG 5:** *Reduce the Risk of Health Care-Associated Infections*
- **IPSG 6:** *Reduce the Risk of Patient Harm Resulting from Falls*

Speak Up Initiatives



Joint
Commission
Speak UP
Initiatives

[Speak Up: Know Your Rights](#)

[Speak Up: Reduce your risk of falling](#)

[Speak Up - Kid Power!](#)

[Speak Up: At The Doctors Office](#)

[Speak Up: Take Medication Safely](#)

[Speak Up: Prevent the spread of infection](#)

[Speak Up: Prevent errors in your care](#)

Speak Up Initiatives



- Encourage Patients to express their concerns
- Involve patients in their care
 - Actively involved patients can improve Outcomes
 - Reduce the risk of Mistakes
 - Improve Processes

Joint Commission Initiatives



Joint Commission Initiatives

Creating Solutions for High Reliability Healthcare



Joint Commission Center for Transforming Healthcare



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Thank
You



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