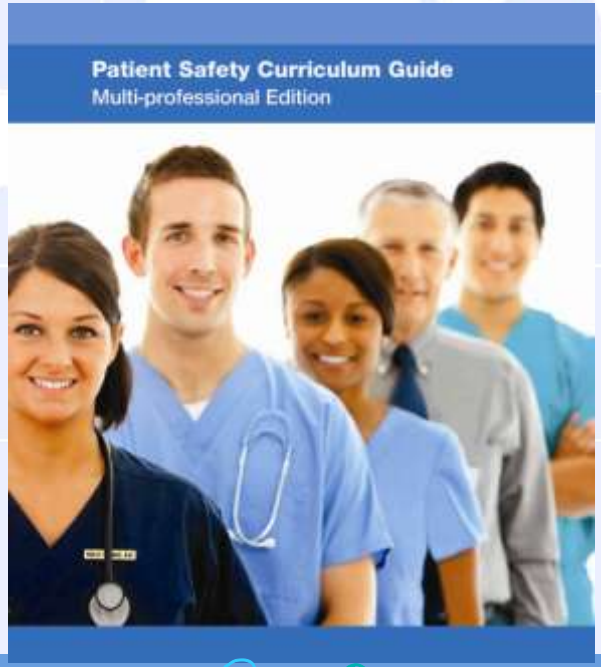
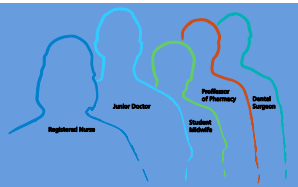
Topic 1
What is patient safety?



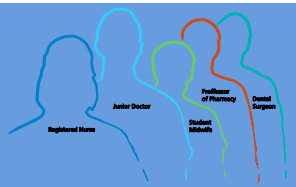
Learning objective

Understand the discipline of patient safety and its role in minimizing the incidence and impact of adverse events, and maximizing recovery from them



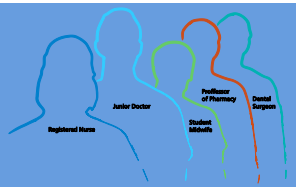
Knowledge requirements

- Harm caused by health-care errors and system failures
- Lessons about error and system failure from other industries
- History of patient safety and the origins of the blame culture
- Difference between system failures, violations and errors
- A model of patient safety



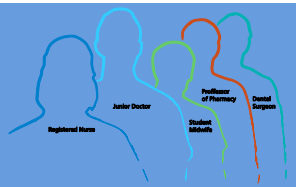
Performance requirements

- Apply patient safety thinking in all clinical activities
- Demonstrate ability to recognize the role of patient safety in safe health-care delivery



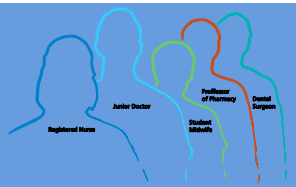
Harm caused by health-care errors and system failures

- Extent of adverse events
- Categories of adverse events
- Economic costs
- Human costs

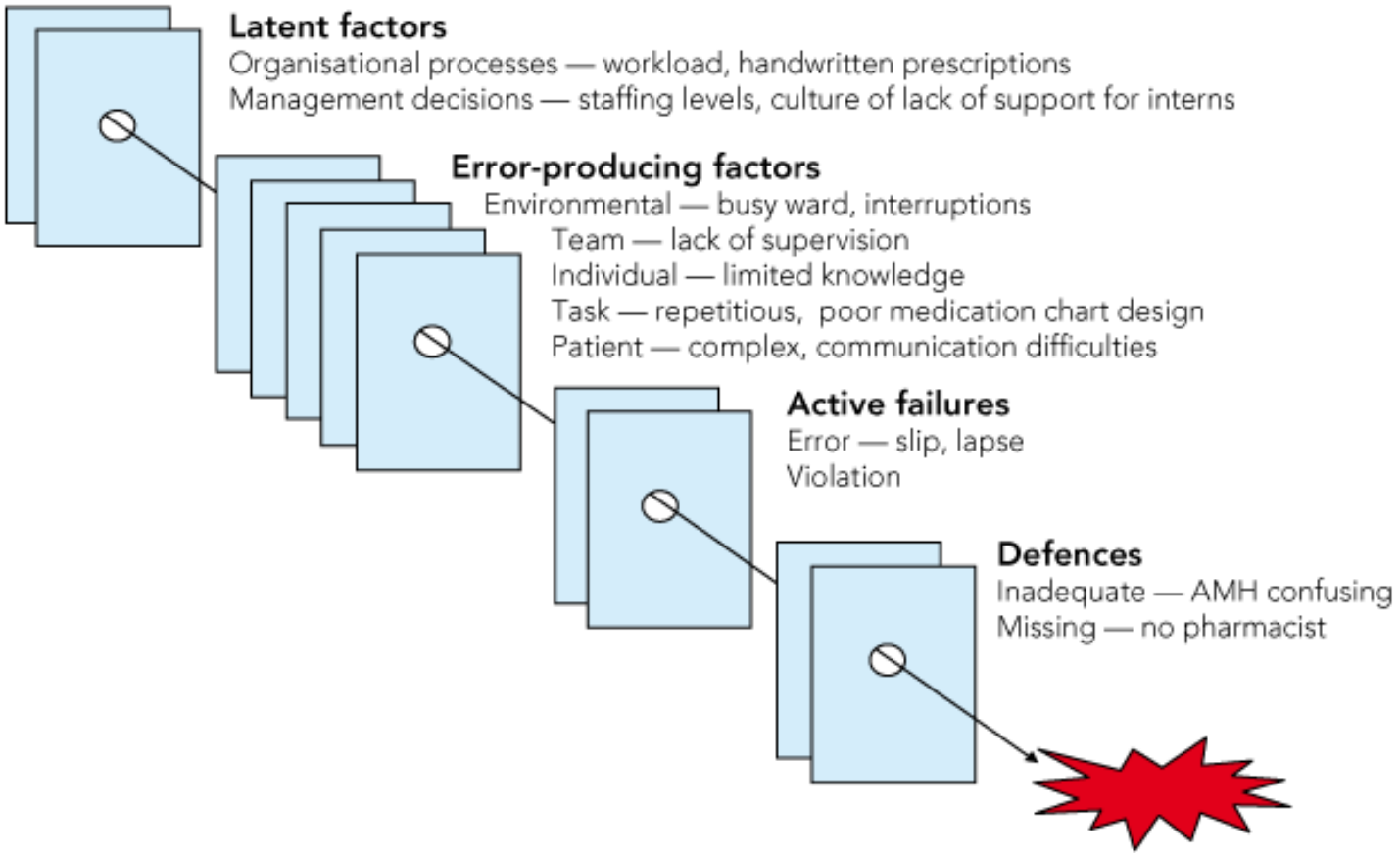


Lessons about error and system failure from other industries

- Large-scale technological disasters
- What investigations showed
- What is a systems approach?



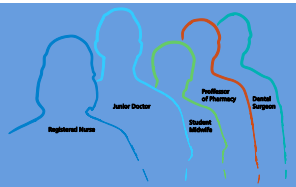
Swiss cheese model (1)



Source: Why do interns make prescribing errors? A qualitative study MJA 2008; 188 (2): 89-94
Ian D Coombes, Danielle A Stowasser, Judith A Coombes and Charles Mitchell
Adapted from J. Reason's model of accident causation

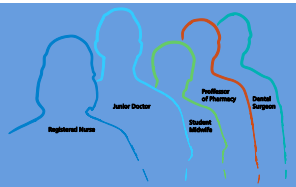
History of patient safety and origins of the blame culture

- Blame culture in health care
- Why do we blame?
- Person approach
- Systems approach



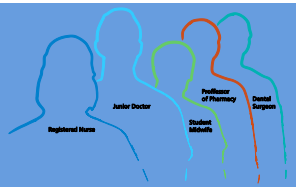
Difference between system failures, violations and errors

- Professional accountability
- Violations
- Types of violations

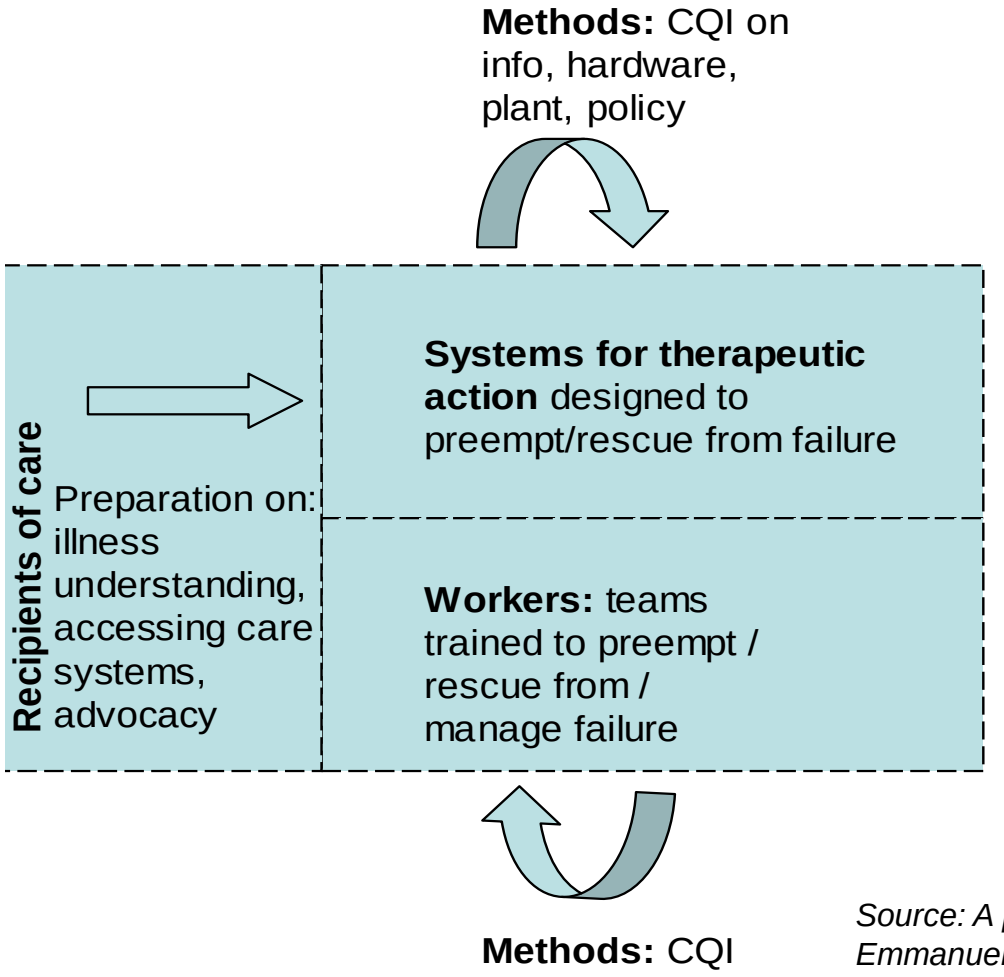


A model of patient safety

- Those who work in health care
- Those who receive health care or have a stake in its availability
- The infrastructure of systems for therapeutic interventions (health-care delivery processes)
- The methods for feedback and continuous improvement

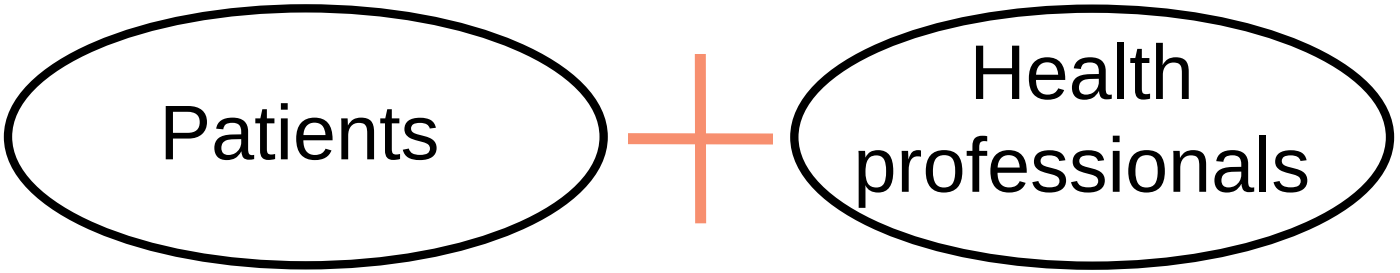


A conceptual model of patient safety



Source: A patient safety model of health care, Emmanuel et al, 2008

Communicating with Patients: Applying Knowledge & Expertise



- experience of illness
- social circumstances
- attitude to risk
- values
- preferences

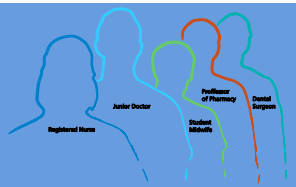
- diagnosis disease
- etiology
- prognosis
- treatment options
- outcome probabilities

Source: A. Coulter, Picker Institute 2001

Understanding the multiple factors involved in failures

Students should:

- Avoid blaming
- Practise evidenced-based care
- Maintain continuity of care for patients
- Be aware of the importance of self-care
- Act ethically every day



Recognize the role of patient safety in safe health-care delivery

- Ask questions about other parts of the health system
- Ask for information about the hospital or clinic processes that are in place to identify adverse events