

Challenges in Implementing Patient Safety Incident Reporting and Learning System

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Barriers and Challenges

➤ Policy Level

➤ National Level

➤ Institutional Level

➤ Unit Level

Policy Level

- No formal policy and strategy
- Failure to provide incentive by recognition
- Lack of effective communication
- Narrowly based training
- Lack of faith in and support to Patient Safety activities among management personnel
- Lack of interest or incompetence of leaders
- Misunderstanding about the concept of Patient Safety
- Delay or non-implementation of Patient Safety team's recommendation
- Irregularities of team activities
- Inadequate visibility of top management support

Unit Level

- Lack of management commitment
- Inability to change organizational culture
- Improper planning
- Lack of continuous education and training
- Incompatible organizational structure and isolated individuals and commitment
- Ineffective measurement techniques and lack of access to data and results
- Paying inadequate attention to internal and external customers
- Inadequate use of empowerment and teamwork
- Failure to continually improve

Middle Level Managers

- ✱ Sabotage / Lack of support from top management
- ✱ Politics / turf battles
- ✱ Lack of resources
- ✱ Turnover and changes in key personnel
- ✱ Inadequate / Insufficient training
- ✱ Employees lack of confidence in programme

Challenges

- Feedback from point of care staff around the world consistently highlights the difficulty that health systems face in establishing a safety culture that is based on blame-free reporting and in which learning is more powerful than judgment.
- Detailed multidisciplinary investigation, including expert inputs, in-depth interviews with those involved, and reconstruction of the events that occurred, is less commonly undertaken
- The process of achieving sustainable reductions in risk and improvements in patient safety seldom works well

