



GRC
Centro Regionale
Gestione Rischio Clinico
e Sicurezza del Paziente

Patient Safety Incident analyses

Giulia Dagliana

Coordinator WHO Collaborating Center in Human Factor and Ergonomics for the delivery of Safe and Quality Care of Center for Clinical Risk Management and Patient Safety, Tuscany Region



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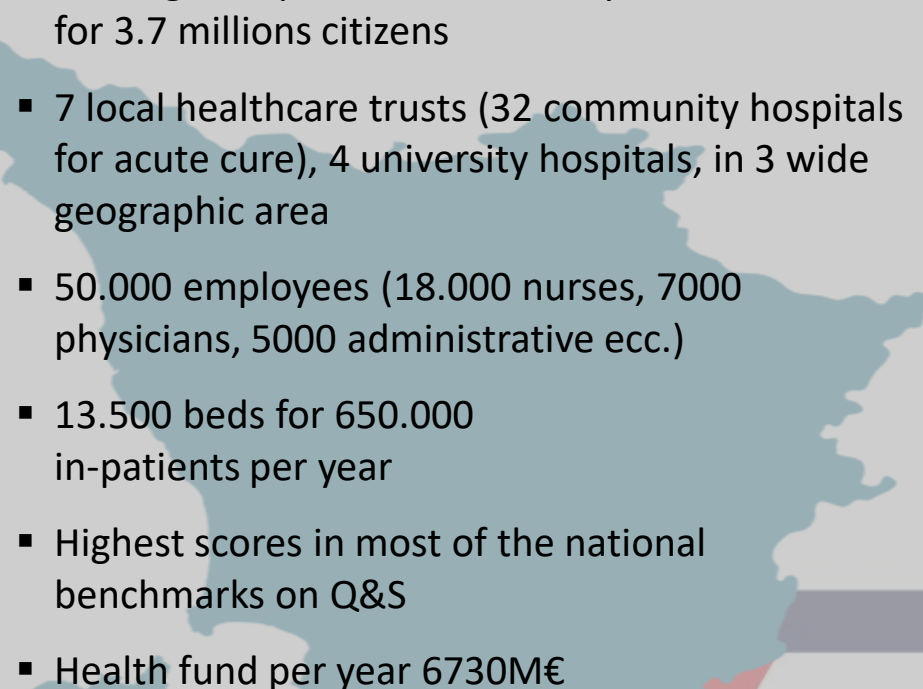
WHO Collaborating Centre
in Human Factors and Communication
for the Delivery of Safe and Quality care

Who we are

Centre for Clinical Risk Management and Patient Safety founded in 2004 by the Government to build a regional system to promote patient safety in all the healthcare local authorities and hospitals in Tuscany

Ergonomics and human factors approach as the drivers for a system change

The Center GRC has been appointed WHO Collaborating Center in Human Factor and Communication for the delivery of Safe and Quality Care in 2016

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- A stylized map of the Tuscany region in Italy, colored in shades of blue and red. It is positioned behind the list of statistics.
- The regional public healthcare system accounts for 3.7 millions citizens
 - 7 local healthcare trusts (32 community hospitals for acute cure), 4 university hospitals, in 3 wide geographic area
 - 50.000 employees (18.000 nurses, 7000 physicians, 5000 administrative ecc.)
 - 13.500 beds for 650.000 in-patients per year
 - Highest scores in most of the national benchmarks on Q&S
 - Health fund per year 6730M€

Who we are



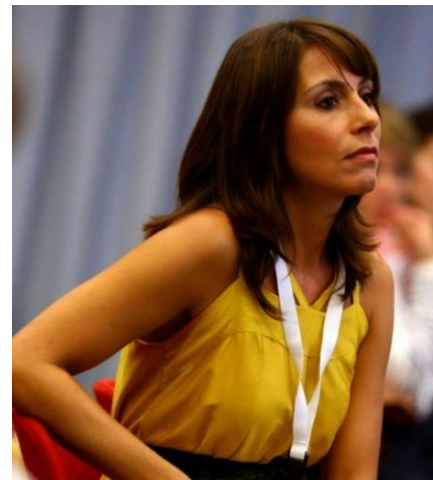
Tommaso Bellandi

Director of the Quality and Safety Unit at the Tuscany Northwest Trust
Safety and Quality Manager
Ergonomist and human factor expert
President of the Italian Ergonomic Society



Francesco Venneri

Emergency surgeon and physician
Clinical Risk Manager and Patient Safety Official of Florence Healthcare Service
Secretary General of the Italian Network for Safety in Healthcare



Giulia Dagliana

Coordinator WHO Collaborating Center
Safety and Quality Manager
Ergonomist and human factor expert
Expert in safety and quality of care in low-resource settings



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Regione Toscana

Outline



75minutes

Presentations by Tommaso & Francesco

- ❖ Human factor and ergonomics methods for conducting a structured analysis of PSI
- ❖ How to design and implement ameliorating actions
- ❖ Case studies: some example

60 minutes

Exercise in breakout rooms: analyses of a case studies

30 minutes

Sharing results of the analyses in plenary and wrap up



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Enjoy your training!

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breakout rooms



Group 1 _moderator Francesco Venneri

Group 2 _moderator Tommaso Bellandi

Group 1 _case study on medication -related incident

Group 2 _case study on surgical-related incident

You will receive the narrative of the safety incident and you should try to complete the fishbone diagram focusing on contributory factors

- 1) Read carefully the narrative of the safety incidents
 - 2) Discuss what may have contributed to the incident
 - 3) Choose one among you in charge of filling out the diagram
 - 4) Choose one among you in charge of reporting the results of the analyses during the plenary session
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