Introducing Quality and Patient Safety Program

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- What is quality?
- Benefits of quality
- Quality as a process of continuous improvement
- Basic quality principles
- Basic quality definition
- Fitness for purpose
- Quality characteristics
Quality Starts with Me!

“Quality is an ongoing activity, not a goal to be reached”

- Continually checking, assessing and responding
- A continuous cycle of “plan, do, check, act” (Deming cycle)
- Without continual improvement, quality suffers
Quality is essential to ensure that health care is safe and clinically effective.

- Quality applies to all patient care activities.
- Quality involves all staff.
- Quality benefits all.
- Quality improvement is achievable, even when resources are limited.

Quality is a continual process of striving for improvement to ensure consistently high quality.

- Quality products and services are fit for their purpose.
**Quality**
- Totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs (ISO)

**Fitness for purpose**
- Suitability of a product/service for the purpose for which it is intended

**Consistency**
- Doing the same thing time after time, which makes the outcome more predictable and allows for reduced variation in products and processes
QUALITY CHARACTERISTICS

- Quality = fitness for purpose
  - Right product/service
  - Right strength
  - Free of contamination/ infection
  - In the right place
  - Correctly labelled
  - Consistent

KEY POINTS

- Quality is a continual process of striving for improvement to ensure consistently high quality
- Quality products and services are fit for their purpose
What is Patient Safety

Burden on Patients

WHO Patient Safety Programme

Global and country levels

Besides modern medical benefits health care can harm patients.

Patients risk serious injuries and death from medical errors or adverse event (An adverse event (AE) is defined as a patient injury or death resulting from medical management, not the underlying condition)

A consequence of this knowledge has been the development of Patient Safety as a new discipline.
PATIENT SAFETY IS A GLOBAL PROBLEM

Adverse Events in Health Care

About 10% of hospital patients suffer an adverse event (Australian, Canadian, New Zealand, European and UK studies, 2000-2004)

- About 100,000 hospital deaths every year through medical error (IOM-1999)
- Incidence if AE in developing countries double to that of developed

Healthcare associated infection (HCAI) or nosocomial infection:

- 5-15% of hospitalized patients acquire HCAI - about 40% in ICUs - mortality from HCAI 12%-80% (WHO)
- 5 million HCAI estimated to occur in hospitals in Europe/year (WHO)
- 1.7 million HCAI in USA - about 100,000 deaths (2002) (WHO)
**ECONOMIC IMPACT OF UNSAFE CARE**

- **Medical errors and adverse events**
  - USA: annual impact, $19.5 billion (2008)
  - UK: £ 400 m in settlements every year
- **Health care-associated infections (HCAI)**
  - Europe: 13-24 billion/year Euros (or an average of 25 million extra days hospital stay)
- **Medication errors:**
  - USA: annual impact, $ 3.5 billion(2006)

**PATIENT SAFETY: A SYSTEMS APPROACH**

- " Only a system approach (and not a person approach of blaming) will create a safer health-care culture because it is easier to change the conditions people work in than change human actions."

- **Professor James Reason**

*James Reason created the 'Swiss Cheese' model to explain how faults in the different layers of the system can lead to accidents*
WHO AND PATIENT SAFETY

- 2002: WHA Resolution to address patient safety
- 2004: Patient Safety launched at World Health Organization
- 2005: 6 Patient Safety programmes initiated
- 2010: Running 10 programmes and several projects

Achievements:
- WHO created huge awareness on patient safety worldwide
- Contributed to contemporary global understanding on patient safety
- Created global networks on patient safety and engaged professional bodies, experts, Ministers, governments, VIPs, patient champions
- Developed and spread many good practices: hand hygiene, curriculum, etc
- Contributed to innovative thinking: Checklists for safety (Re: aviation industry)
- Expanding knowledge: web-platforms, training, workshops, KM portals, capacity building in countries

WHO PATIENT SAFETY PROGRAMME

HTTP://WWW.WHO.INTERN/PATIENTSAFETY

- Clean Care is Safer Care
- Safe Surgery Saves Lives and Pulse Oximetry
- Checklists: Safe Child birth, Trauma
- African Patient Safety Partnerships (APPS)
- Research on Patient Safety
- Patients for Patient Safety

Solutions for Patient Safety
- High 5s
- Patient Safety Curriculum Guide

Projects:
- Small Research Grants
- Knowledge Management
- Addressing challenges of Blood Stream Infections

PSP
Applications for the second round of funding are now closed. In 2010 over 200 applications from 76 countries were received.
Strengthen safety aspects of health services through standardized protocols. Standardization leads to safety

- A global patient safety collaboration: WHO, 8 countries, 3 more joining

- High 5s implements and evaluates standardized patient safety solutions: within a global learning community, to achieve measurable, significant and sustainable reductions in high risk patient safety problems

- Everything focuses on standardization (like aviation industry protocols)

- 3 Patient Safety Solution protocols developed since 2007

- Implementation in countries: started early 2010

3 STANDARD OPERATING PROTOCOLS
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3 SOPs:

- Managing Concentrated Injectable Medicines (Heparin, Morphine, KCl)
- Medication Accuracy at Transitions in Care
- Performance of Correct Procedure at Correct Body Site

Detailed evaluation framework and data collection tools: to evaluate protocols and see improvements in the risks they address

PATIENT SAFETY SOLUTIONS: AIDE MEMOIRS

- Solutions aim at redesigning care processes to prevent harm to patient
- WHO designated the Joint Commission Intl. as the Collaborating Centre on Patient Safety to develop the Solution Aide Memoires
- 14 solutions Aide Memoirs developed and released in 2007:
  - Look-Alike, Sound-Alike Medication Names
  - Patient Identification
  - Communications During Patient Handovers
  - Performance of Correct procedure at Correct Body Site
  - Control of Concentrated Electrolyte Solutions
  - Assuring Medication Accuracy at transitions in Care
  - Single Use of Injection Devices
  - Avoiding Catheter and Tubing Mis-Connections
  - Improved hand hygiene
PATIENT SAFETY CURRICULUM GUIDE

Educating future healthcare professionals in patient safety

- PS Curriculum Guide: developed to introduce Patient Safety topics to dentistry medical, midwifery, nursing, and pharmacy students
- Part A: Teacher’s Guide
  Designed to build capacity for patient safety education and programme planning and design
- Part B: Patient safety education curriculum in 11 topics/modules
  - Flexible, adaptable to teaching settings
  - Complete curriculum or use selective topics on case by case basis

PATIENTS FOR PATIENT SAFETY

- Recognize the essential role and value of patient involvement
- PFPS works with a global network of patients, consumers and consumer organizations to support patient involvement in patient safety programmes, in countries and globally. (100 Champions)
- Champions have been very successful in raising awareness
- BUT: Unclear how Champions can really influence improvements to translate awareness raising to actual best practices.
Vision: Making infection prevention and control, with hand hygiene as the essential basis, a priority in healthcare everywhere

Guidelines: Finalised and issued 2009

Tools

Pilot sites: Hand hygiene improvements

WHO Guideline recommendations (2009):

It is essential that administrators ensure conditions are conducive to the promotion of a multifaceted, multimodal hand hygiene strategy and an approach that promotes a patient safety culture.
LESSONS LEARNED FROM IMPLEMENTING IN COUNTRIES

- Very successful programme
- Massive interest by countries and hospitals to implement hand hygiene practices to control HCAI
- 15,000 hospitals are implementing WHO '5 moments for hand hygiene' using alcohol handrub.
- WHO provides formula for making the hand rub at hospital level; many countries opting for this cost-effective solution.
- WHO recommendations are simple, costs effective and save lives
- Studies shows that hand hygiene can reduce HCAI ranging 10-25%