

24th International Conference  
The International Society for Quality in Health Care

30 September to  
3 October 2007  
Westin Hotel,  
Copley Place,  
Boston USA



## Patient Safety & Health Information Technology

**Electronic platform for professional training and patient safety culture building (\*)**

**E. Terol ; MD, MpH; PhD**

**Deputy Director of the Agency for Quality**

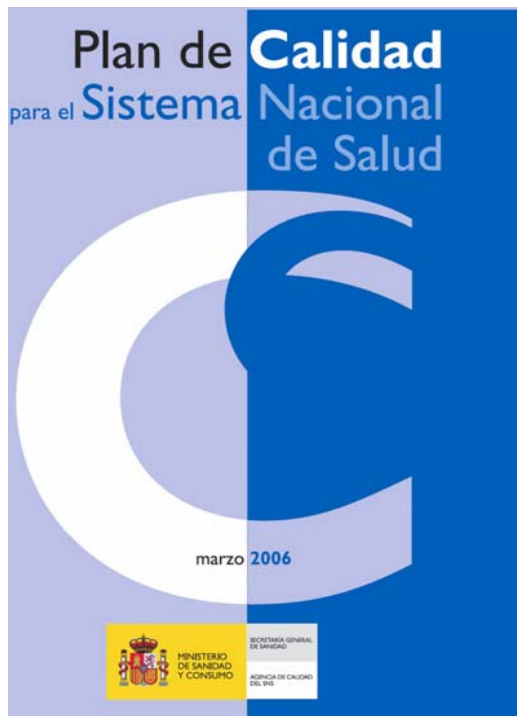
**Ministry of Health and Consumer Affairs of Spain**



*(\*) Recio M, Novillo D, Aibar C, Fernandez M, Aranaz J, Agra Y, Terol E, Martin A, Gonzalez A, Martinez-Campos E, Garcia J, Infante A*



# PATIENT SAFETY: A NATIONAL PRIORITY FOR THE SPANISH NATIONAL HEALTH SYSTEM



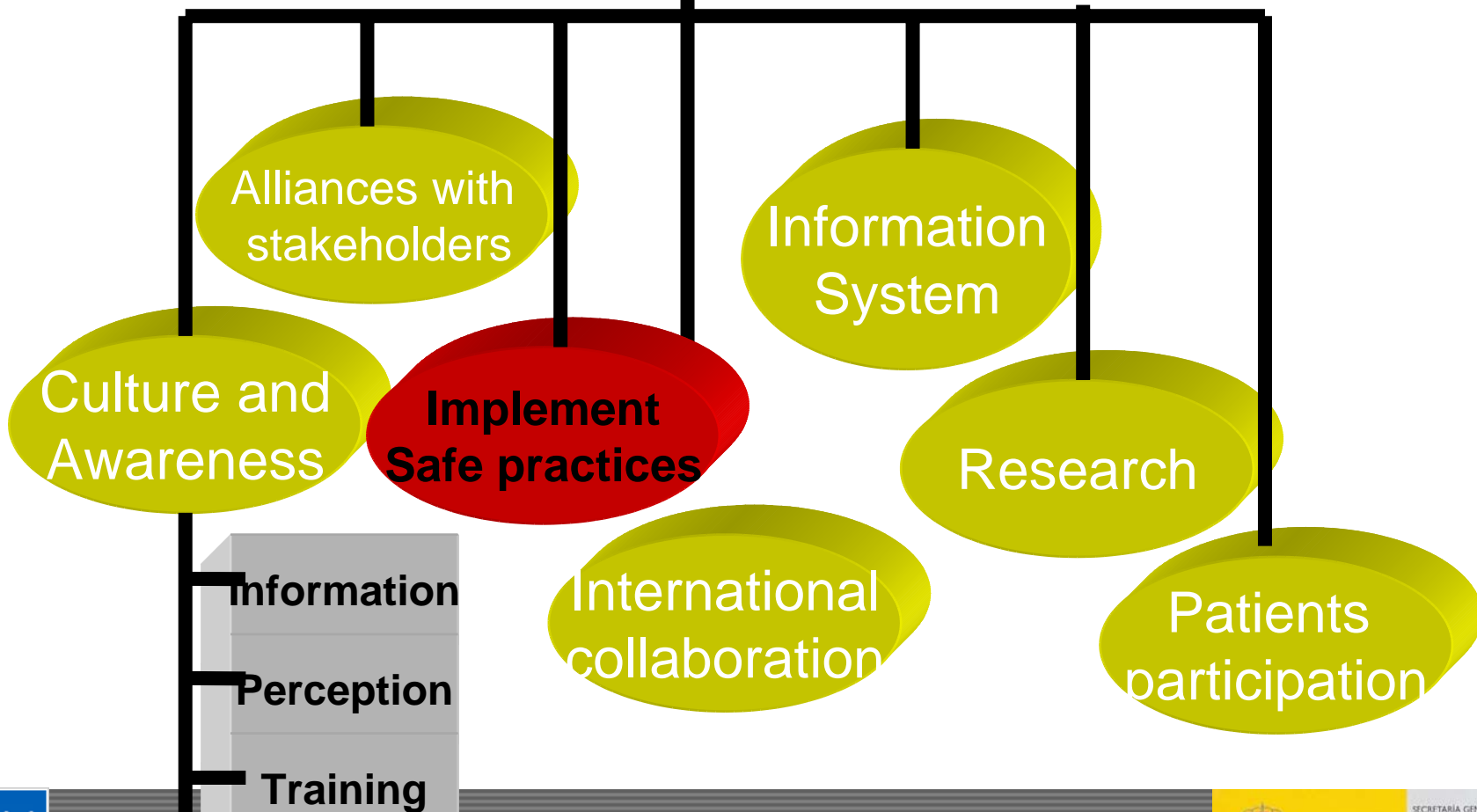
STRATEGY N° 8 OBJECTIVE:

TO IMPROVE PATIENT  
SAFETY IN  
THE NATIONAL HEALTH  
SYSTEM

Education about PS is the first step in changing the mindsets of professionals

# Spanish National Quality Plan: STRATEGY N° 8 TO IMPROVE PATIENT SAFETY IN THE NHS

## STRATEGIC LINES AND OBJETIVES





# Awareness raising, training and education materials

rain

1. INTRODUCCIÓN 2. PROCESO DE GESTIÓN Y MEJORA 3. HERRAMIENTAS DE APOYO A LA GESTIÓN Y MEJORA 4. FORMATOS

1- INTRODUCCIÓN 2- OBJETIVOS 3- ÍNDICE Y GUÍA DE NAVEGACIÓN

ÍNDICE

"Estrategia en Seguridad del Paciente del Sistema Nacional de Salud"

3- ÍNDICE Y GUÍA DE NAVEGACIÓN

GESTIÓN DE RIESGOS Y MEJORA DE LA SEGURIDAD DEL PACIENTE

Tutorial y herramientas de apoyo

GUÍA DE NAVEGACIÓN

Bienvenidos a este tutorial. A continuación se presenta la información necesaria para recorrer el tutorial y "navegar" entre los diferentes capítulos y elementos del mismo.




## Estrategia en Seguridad del Paciente

Planificación Sanitaria

Calidad y Evaluación Sanitaria

## La seguridad del paciente en siete pasos



Agencia Nacional para Seguridad del Paciente (NPSA)  
Sistema Nacional de Salud (NHS)  
Reino Unido



**Questionario de autoevaluación de la seguridad del sistema de utilización de los medicamentos en los hospitales**

Adaptación del ISMP Medication Safety Self Assessment for Hospitals, por el Instituto para el Uso Seguro de los Medicamentos (ISMP-España)

Un instrumento para la mejora de la calidad



¿Qué es el...?

Medicinas

Atlas de Medicamentos de la Práctica Médica en el SNS

Disponible en la versión online del Atlas de Medicamentos de la Práctica Médica en el Sistema Nacional de Salud (SNS), está actualizado y analiza la existencia verificada por la producción farmacéutica española.

Conferencia Internacional en Seguridad de Pacientes

Taller realizado en el Sistema Nacional de Salud de España (SNS).

Colaborar - Contactar

Seminario Internacional Sobre Guías de Práctica Clínica

Agenda

Reunión de la A.S.E. de Estudios de Intervenciones Sanitarias

13º Reunión Científica de la A.S. de Evaluación de Tecnologías Sanitarias. Sevilla, 14-17 de noviembre de 2006.

Seminario Internacional Sobre Guías de Práctica Clínica

Se celebrará el próximo 20 de Noviembre de 2006 en el Ministerio de Sanidad y Consumo.

VI Seminario de Farmacia

## y notificación de incidentes y eventos adversos

SEGURIDAD DEL PACIENTE

Plan de Calidad del Sistema Nacional de Salud

**Estudio Nacional sobre los Efectos Adversos ligados a la Hospitalización. ENEAS 2005**

Informe. Febrero 2006

Alerta de noticias. Oficina de Planificación Sanitaria y Calidad - Microsoft Internet Explorer

Plan de Calidad del Sistema Nacional de Salud

**Alerta de noticias**

Agencia de Calidad del Sistema Nacional de Salud

Boletín de Febrero 2007 (Vol. 1, nº. 1)

Alerta de noticias \ Boletín Vol. 1, nº. 1 (Martes, 20 de febrero, 2007)

Destacamos:

- Concurso para la gestión de la evaluación de la calidad de los centros, servicios o unidades sanitarias en 2007.
- Conferencia Internacional en Seguridad de pacientes (15-16 de Noviembre de 2006. Madrid, España).
- 1 Jornadas Técnicas de la Estrategia en Cáncer del SNS (Acceso al resumen)

Eventos:

- 1 Jornada Técnica en Investigación en Resultados de Enfermería: Implicaciones para la Práctica Clínica, la Investigación y la Gestión Sanitaria (Salón de Actos del Ministerio de Sanidad y Consumo, 2 de marzo de 2007)
- Jornada de Presentación de la Estrategia en Salud Mental del Sistema Nacional de Salud (Salón de Actos del Ministerio de Sanidad y Consumo, 21 de marzo de 2007)

Enlaces de interés:

Boletines anteriores (Acceso a Boletines anteriores desde 2004)

# Patient Safety St

Plan de Calidad para el Sistema Nacional de Salud

MINISTERIO DE SANIDAD Y CONSUMO

SECRETARÍA GENERAL DE SANIDAD

SECRETARÍA GENERAL DE EVALUACIÓN DE MEDICAMENTOS Y MATERIAS

NERAL

NERAL DE CALIDAD ACCIONAL

DE SALUD

# Elements of the Spanish Strategy on Hand Hygiene



# Spain's National Strategy for PS. Main Components

- Raising Awareness: Information-Sensibilization
- Education-Training: leaders, managers, clinicians, researchers, patients
- Infrastructures and human resources: risk management units
- Safe Practices implementation
- Establishing Networks and Alliances: Professionals, patients, organizations (national and international)
- Information systems / evaluation /measurement
- Research Promotion and capacity building

**Recommendations:  
EC, WHO, others**

**Quality  
Plan for the  
NHS**

**Perception  
Information  
ENEAS study**

**PATIENT SAFETY TEACHING PROGRAMME**

**CAPACITY BUILDING AND PROMOTION OF PS CULTURE AND KNOWLEDGE**

### **OBJECTIVES**

- To create culture and awareness
- To implement safe practices
- To learn how to detect, analyze and prevent AE

### **METHODOLOGY**

- Information
- Diffusion
- Courses
- Seminars
- E-learning
- Self-Training
- Conferences
- Others

### **EDUCATIONAL CONTENT**

- Information
- General concepts
- AE Epidemiology
- AE Prevention
- PS Risk-Management
- PS Medication
- QA Methodology

**TARGET GROUPS: Professionals, Patients, Consumers**



**TECHNICAL COMMITTEE**  
Health Regions

**QUALITY AGENCY**

**2005**

- Basic Training
- International Conference

**600,000 €**

**2006**

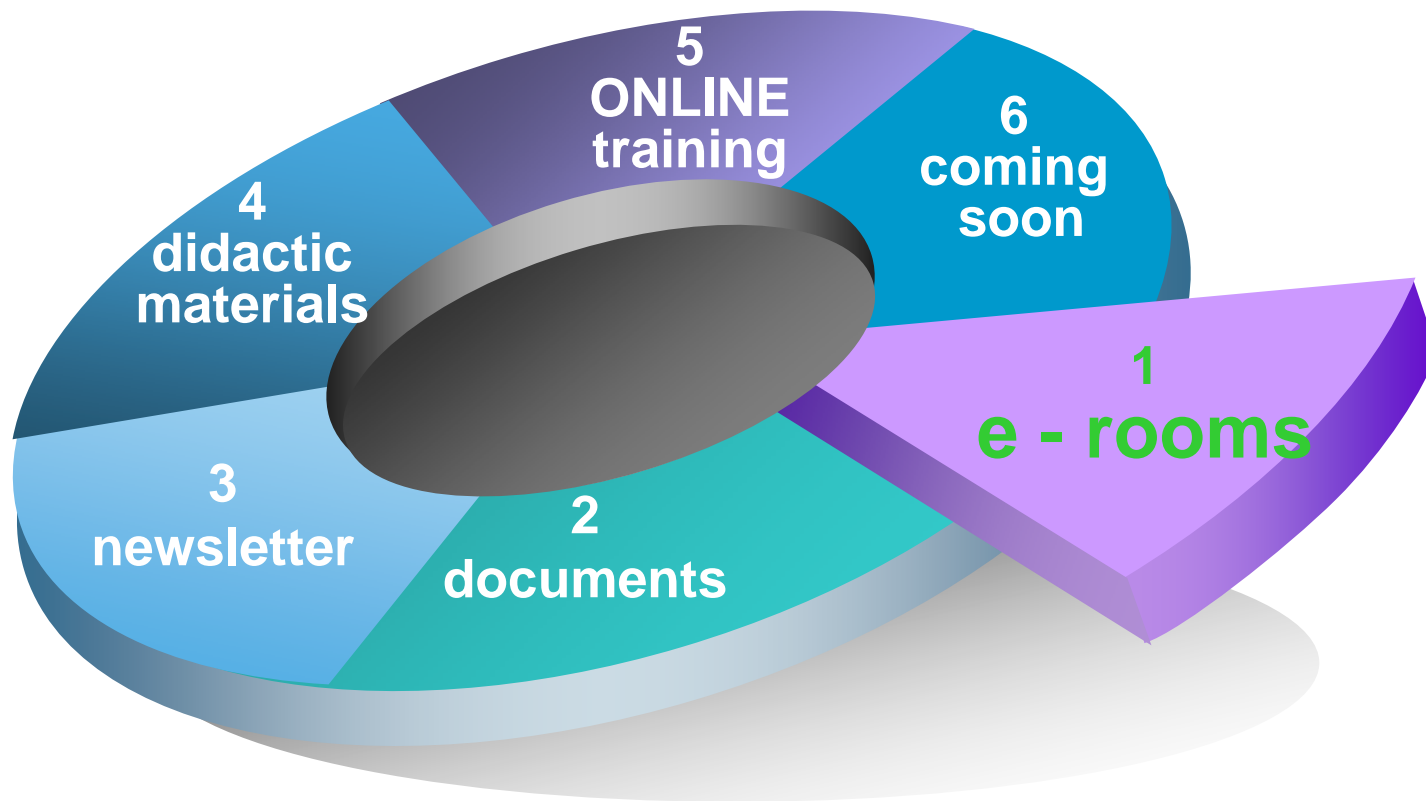
- Basic training
- On-line risk management
- Medication and PS
- PS for managers
- ENEAS Conference
- International Conference
- Other Conferences

**2,000,000 €**

**2007**

- Basic training
- On-line risk management
- Medication and PS
- PS for managers
- Advanced Qualification
- Multimedia material
- Evidence in PS
- Master's degree in PS
- International Conference

**4,400,000 €**





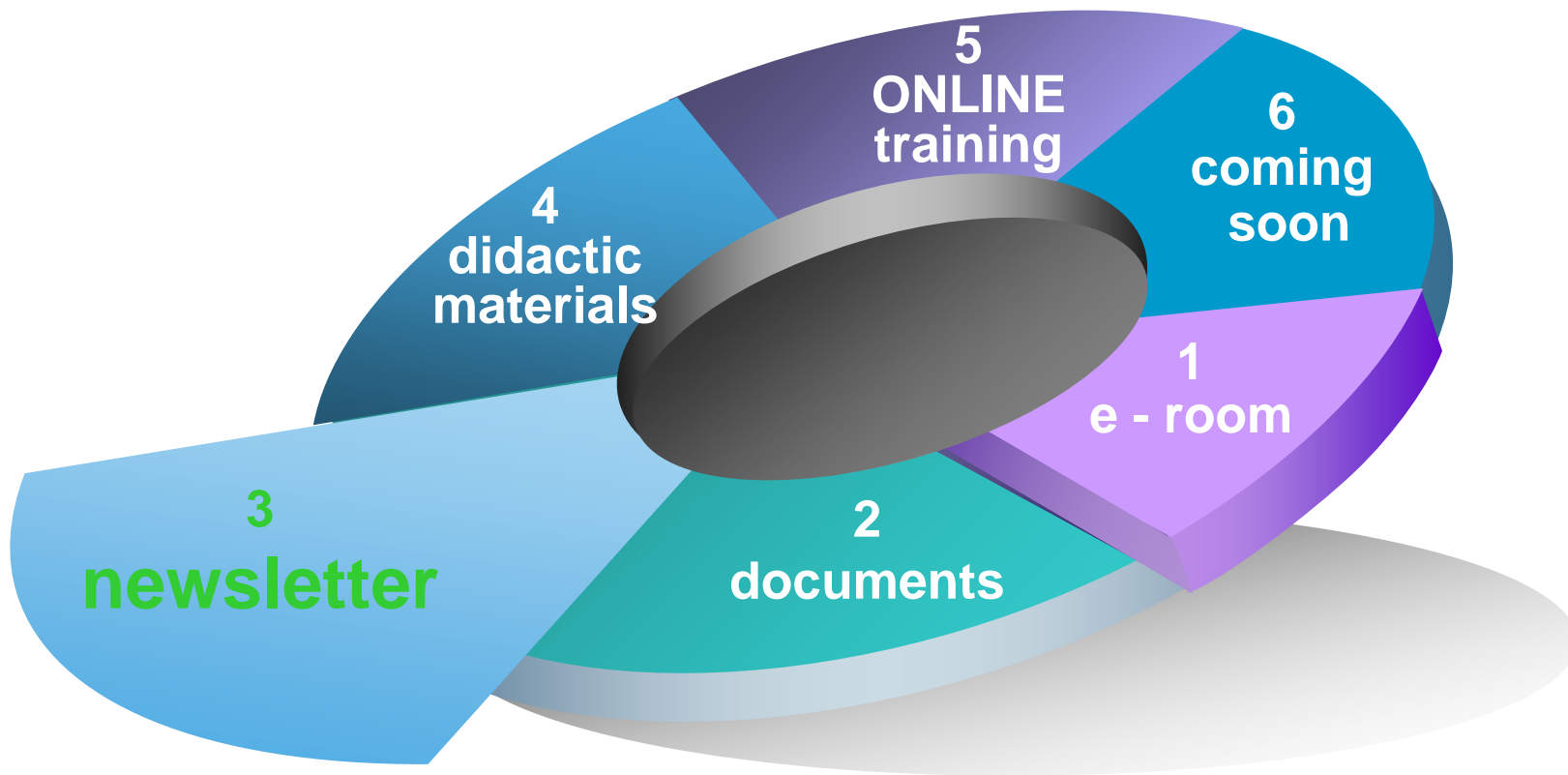
The screenshot shows the web interface for 'etrabajo.msc.es'. The header includes the Spanish Ministry of Health and Consumption logo and the text 'etrabajo.msc.es'. Below the header, there is a navigation bar with 'Mis eRooms > Seguridad Paciente Grupo Trabajo'. A search bar and a 'mapa' button are visible. The main content area is titled 'Seguridad Paciente Grupo Trabajo' and includes an 'editar' button. Below this, there are buttons for 'crear', 'búsqueda', 'eventos', and 'miembros'. A status indicator shows a red light. The main content area is titled 'Ministerio de Sanidad y Consumo. S. G. Oficina de Planificación Sanitaria y Calidad' and contains a grid of icons for various resources: 'Manual de Usuario', 'Calendario de Grupo', 'Reuniones Grupo Técnico Asesor SP', 'OMS-AMSP', 'Contactos', 'OCDE', 'Temas', 'Investigación', 'Eventos', 'Alertas', 'Enlaces', and 'Foro de discusión'.

eRoom provides shared, secure workplaces on the Web for distributed project teams to do their work. eRoom enables your team to discuss ideas, share information, and make decisions, all within a central location. eRoom also offers built-in enterprise content management, thus enabling the integration of content and collaboration in your work process.

### Working with Items:

- **Folders** (A page that contains other items, in which you can create, store, and organize items)
- **Discussion** (A multi-person conversation made up of several individual topics)
- **Note** (A simple text page)
- **Calendar** (A simple team calendar)
- **Project Plan** (A simple project schedule with a Gantt chart)
- **Database** (An organized collection of information relating to a particular subject or purpose)
- **Others:** Other files, Links, Dashboard, ...

# *Patient Safety Electronic Platform - Spain*







### Boletín de noticias

D. G. Agencia de Calidad del Sistema Nacional de Salud



nº. 6)

17 de julio, 2007)

Archivo de Boletines:

Google™ Custom Search

Buscar

### Destacamos:

El Ministerio de Sanidad y Consumo en el marco del Plan de Calidad 2007 organiza los siguientes actos:

**24th International Conference: The International Society for Quality in Health Care** (Boston, del 30 de septiembre al 3 de octubre).



[+ destacamos]

### Eventos:

- **Biblioteca Virtual en Ciencias de la Salud. Información Sanitaria en la Red. Nuevos Recursos. Nuevos Servicios** (Salamanca, del 3 al 7 de septiembre).
- **Eventos Nacionales e Internacionales 2007** (Última actualización: 21 de mayo de 2007).

[+ eventos]



### Lecturas recomendadas:

- Tighe CM, Woloshynowych M, Brown R, Wears B, Vincent C. **Incident reporting in one UK accident and emergency department.** Accid Emerg Nurs.



### Noticias:

Este Boletín es una iniciativa de la Dirección General de la Agencia de Calidad del SNS del Ministerio de Sanidad y Consumo. En ningún caso, el contenido de este boletín representa la opinión del Ministerio de Sanidad y Consumo.

**Plan de Calidad del Sistema Nacional de Salud**

### Boletín de noticias

D. G. Agencia de Calidad del Sistema Nacional de Salud

Boletín de Junio 2007 (Vol. 1, nº. 5)

Boletín de noticias \ Boletín Vol. 1, nº. 5 (Jueves, 14 de junio, 2007)

**Destacamos:**

La Agencia de Calidad del SNS organiza las jornadas sobre "Estrategia en Cáncer del SNS". Plazo de inscripción abierto y gratuito. Ver Programa. (Madrid, Salón de Actos Ernest Lluch del Ministerio de Sanidad y Consumo, 25 y 26 de junio)

También entre los objetivos de la Agencia de Calidad para el año 2007 se organizan las Jornadas de presentación de la "Estrategia en Cuidados Paliativos del SNS". Plazo de inscripción abierto y gratuito. Ver Programa. (Madrid, Salón de Actos del Ministerio de Sanidad y Consumo, 9 de julio de 2007).

El Ministerio de Sanidad y Consumo participa en el Health Technology Assessment International (HTAI) 2007. HTA fue evaluado que tendrá lugar en Barcelona entre el 17 y el 21 de junio.

Sandwich en el XII Congreso de la Sociedad Española de Salud Pública y Administración Sanitaria (Barcelona, del 20 al 22 de junio) con los siguientes temas nacionales: "Efecto iatrogénico de las intervenciones de promoción y protección de la salud", "La intervención familiar: un abordaje efectivo en el tratamiento comunitario de personas con esquizofrenia" y "Vigilancia epidemiológica de la violencia de género".

Convocatoria de vacantes para Espertos Nacionales Destacados en presentación de candidaturas: 18 de julio.

[+ destacamos]

**Noticias:**

**Galicia incrementa los recursos humanos y asistenciales para el plan de salud mental** (Acta sanitaria, 20/06/07)

**El CIBER de Bioingeniería, Biomateriales y Nanomedicina investigará nuevos compuestos capaces de regenerar tejidos y órganos** (MSC, 31/05/07)

**Community mental health services will lessen social exclusion** (BMJ, 07/06/07)

**El Ministerio de Sanidad y Consumo y las CC.LL. ponen en común y coordinan sus actuaciones en el marco de la Estrategia en Diabetes del SNS** (MSC, 07/06/07)

**La Unión Europea priorizará en 2008 la lucha contra las infecciones nosocomiales** (Iber, 11/06/07)

**Salgado exige parámetros equivalentes para los pacientes en toda la UE** (El Correo Gallego, 12/06/07)

[+ noticias]

**Eventos:**

- Global Safety: the Paradigm of Safer Organizations. Workshop Internacional** (Oporto, 18 de junio).
- Curso on-line sobre Guías de prácticas para profesionales sanitarios** hasta el 26 de junio).
- Call for applications to attend the European Regional Patients for Patient Safety Workshop** (Dublin, 5-8 septiembre)
- Patient Safety Research shaping the European agenda** (Oporto, 24-26 septiembre).
- Eventos Nacionales e Internacionales 2007** (Última actualización: 23 de mayo de 2007).

[+ eventos]

**Lecturas recomendadas:**

- World Health Statistics 2007**. (Se presentan las estadísticas más recientes de los 193 Estados Miembros de la OMS).
- Profesionalismo de los médicos en las provincias de Castilla y León** (An Pediatr (Beroc) 2006; 65: 181-183)
- Informe de la OMS sobre la salud en el mundo 2006**. Colaboremos por la salud

**Enlaces de interés:**

**Atlas de mortalidad municipal por cáncer (1999-1998)**

**Estudio de mortalidad en España**

**Vigilancia de mortalidad por cáncer y otras causas en España**

**Centro de Fisioterapia Basado en la Evidencia**

**Base de datos de Fisioterapia Basado en la Evidencia**

[+ enlaces de interés]

**Nota:**

Si desea darse de baja de nuestro Servicio de Difusión de Información puede escribirnos en [psas@adms.es](mailto:psas@adms.es) indicando en el asunto "Baja ISQ".

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### Newsletter's Content:

- Outstanding issues
- News
- Information about National and International events
- Recommended reading matter
- Links of interest



### Newsletter's Information:

- **Recipients:** around 4,000 people (practitioners, managers, policy administrators, researchers...)
- **Published monthly**
- **Information exchange with users** (suggestions and contributions are welcomed)

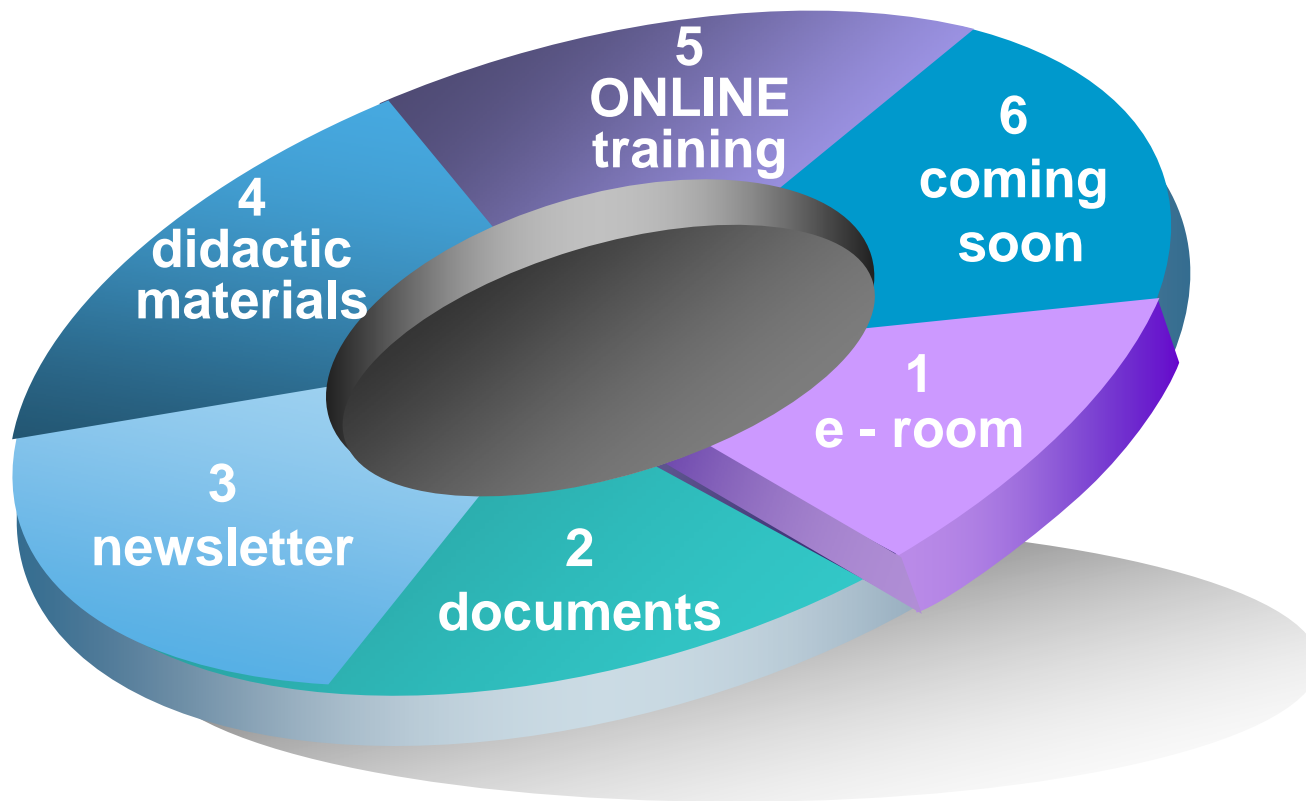


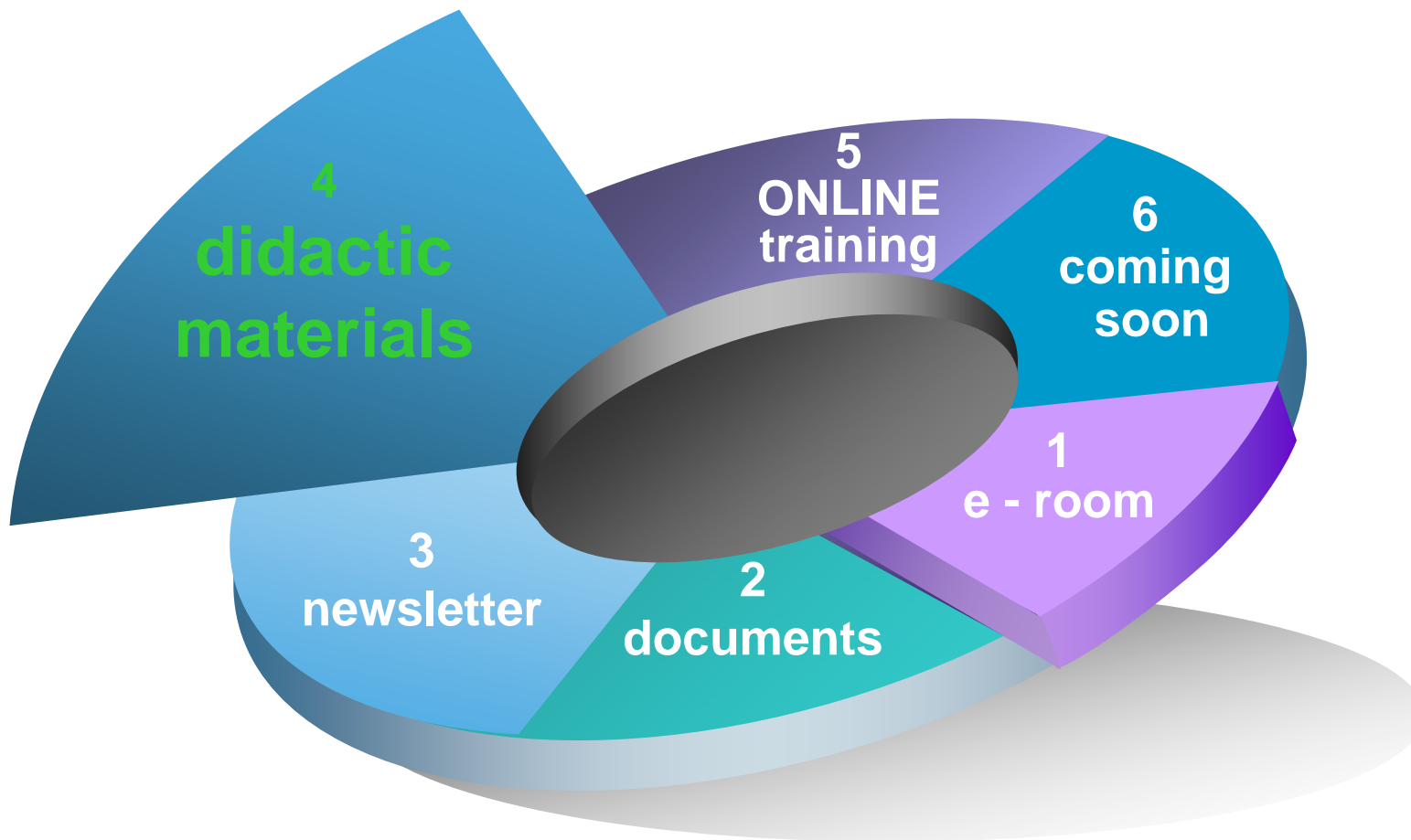
The screenshot shows the homepage of the Patient Safety Electronic Platform. At the top, there are navigation links: Mapa Web, Buscar, and Contactar. Below this is a banner for 'SEGURIDAD DEL PACIENTE' with a background image of a large audience. A secondary navigation bar contains buttons for Inicio, Noticias, Enlaces, Biblioteca, Formación, and Eventos. On the left side, there is a 'Menú principal' with links to Inicio, Noticias, Enlaces, Biblioteca, Formación, and Eventos. Below the menu is an 'Área restringida' section with a login form for 'Usuario' and 'Clave', a 'Recordarme' checkbox, and an 'Entrar' button. There are also links for '¿Recuperar clave?' and '¿Quiere registrarse? Regístrese'. The main content area features a large light blue box with the URL 'www.seguridaddelpaciente.es'. Below this, there is a Joomla! article titled 'BIENVENIDOS' with a date of 'lunes, 0' and a 'Leer más...' link. The footer contains the 'Plan de Calidad para el Sistema Nacional de Salud' logo, the title 'Patient Safety Strategy of the Spanish National Health System', and the logos of the 'SECRETARÍA GENERAL DE SANIDAD' and 'DIRECCIÓN GENERAL DE LA AGENCIA DE CALIDAD DEL SISTEMA NACIONAL DE SALUD'.



### Patient Safety's Web:

- **News**
- **Links**
- **Library** (full-text access to documents and reports)
- **Training** (tutorials, on-line courses, resources, ...)
- National and International **Events** in Patient safety





## Driving force of the didactic materials

*The hard path from ....*

**Exclusively reactive  
risk management:  
post-event**



**Combined  
Reactive+Proactive  
Risk Management**



## Driving force of the didactic materials

Reactive Risk  
Management exclusively



Reactive & Proactive  
Risk Management

“I hate risks and adverse events”:  
guilty, fear, defensive

“I do too: ¡ let’s prevent and  
make more robust processes !”

Impacts in my work

Part of my job





## Driving force of the didactic materials

**Reactive Risk Management exclusively**



**Reactive & Proactive Risk Management**

Limited learning

Meaningful view, set in a context : consolidated learning

Analyses everything

Analyses the relevant

Individual (firefighter)

Team / Organization / System: with planning and resources

## Driving force of the didactic materials

Reactive Risk Management exclusively



Reactive & Proactive Risk Management

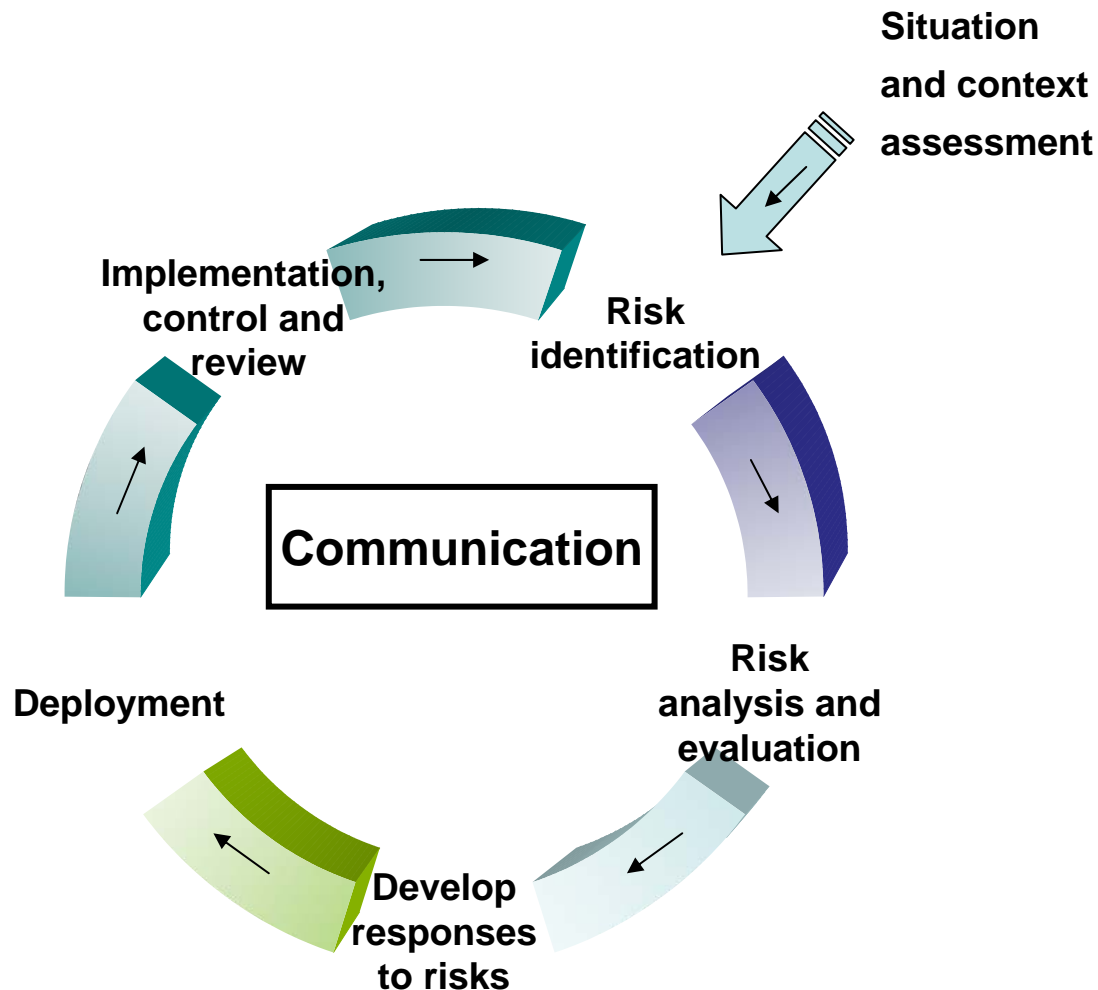
Continuous discouragement



Continuous improvement



## Flow diagram of the didactic materials



## Flow diagram of the didactic materials: phases



### Phase 1: Situation and context assessment

**Before identifying and managing the risks of our organization, we need to answer the following questions:**

- ✓ What does our organization provide?
- ✓ What are we able to do and, what are we going to do?
- ✓ To which environment are we going to provide with our services?
- ✓ Who is our customer?, What do our customers need?, How does it benefit them?



**Toolkit to “listen” the customer (patient) voice and the health environment voice**

## Flow diagram of the didactic materials: phases



### Phase 2: Risk identification

Reactively: learning from adverse and sentinel events

Proactively: potential risks



**Toolkit to  
identify  
risks**

### Phase 3: Risk analysis and evaluation

Reactively: Root Cause Analysis and associated toolkit,

Proactively: Preventive analysis and associated toolkit



#### **Toolkit to search for:**

- **causal and influential factors**
- **potential failure modes/effects/barriers/...**



## Flow diagram of the didactic materials: phases



### Phase 4: Develop responses to risks

Which response is appropriate for each risk?: examples and case histories



**Toolkit to develop efficient action and contingency plans**

### Phases 5,6 & 7: Deployment, implementation, control, review and communication

Methodologies, steps, expectable stages of advance and obstacles,...., to integrate Patient Safety into “the way we provide our service daily”



**Successful methodologies and case histories to implement a effective Patient Safety Strategy and Culture**

## Flow diagram of the didactic materials

*For each phase ....*



Concepts

Toolkit description

Examples of the use of each tool

Case histories

PDF reference docs

links to learn more

## Ready-to use electronic toolkit formats



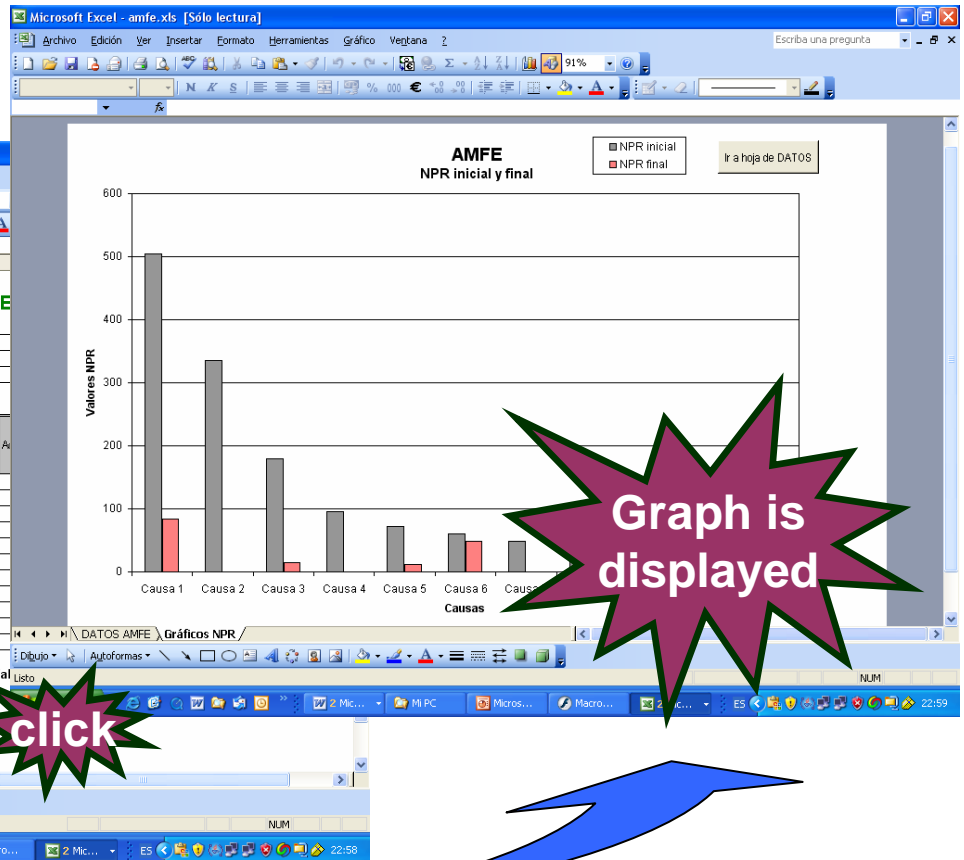
Microsoft Excel - amfe.xls [Sólo lectura]

ANÁLISIS DE MODOS DE FALLO Y SUS E

Nombre del Sistema (Título):  
 Responsable (Dpto. / Área):  
 Responsable de AMFE (persona):

Función o Componente del Servicio	Modo de Fallo	Efecto	Causas	Método de detección	Gravidad	Ocurriencia	Detección	NPR inicial	NPR final
Función 1	Modo 1	Ef1	Causa 1	Met 1	8	7	9	504	
	Modo2	Ef2	Causa 2	Met 2	6	7	8	336	
	Modo 3	Ef3	Causa 3	Met 3	6	6	5	180	
	Modo 4	Ef4	Causa 4	Met 4	6	4	4	96	
	Modo 5	Ef5	Causa 5	Met 5	4	6	3	72	
	Modo 6	Ef6	Causa 6	Met 6	4	3	5	60	
	Modo 7	Ef7	Causa 7	Met 7	3	4	4	48	
	Modo 8	Ef8	Causa 8	Met 8	4	2	2	16	
	Modo 9	Ef9	Causa 9	Met 9	2	3	1	6	
								0	
								0	

Valores de G entre 10 y 1 (Ver tablas de Val...



Input data + click

Graph is displayed

## Surfing the didactic materials

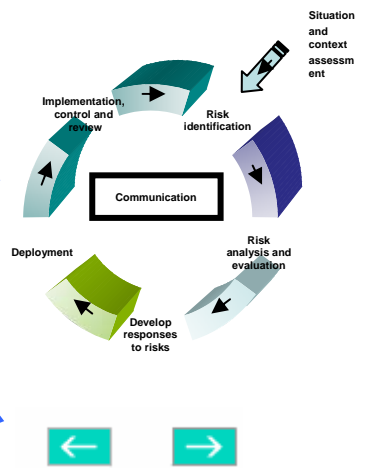
From the main menu to each chapter and section



From the Chapters-bar in the upper part of each screen



From the risk management flow diagram



Using the forward/backward arrows

# *Patient Safety Electronic Platform - Spain*

**Available**

**In the WEB**

**To be downloaded**

**Spanish and English versions available**

**Multimedia CD (already distributed across Healthcare Centres in Spain)**



**¡ Welcome!**





## The platform



The screenshot shows the user interface of the Patient Safety Electronic Platform. At the top, there is a header with logos for the Spanish Ministry of Health and Consumer Affairs, the National Health System Quality Plan, and the University of Carlos III of Madrid. The text in the header includes "Ministerio de Sanidad y Consumo de España", "Ministry of Health and Consumer Affairs of Spain", and "Universidad Carlos III de Madrid". A language dropdown menu is set to "English (en)". Below the header, there is a section titled "Available Courses" which lists a course titled "Seguridad del paciente (Patient Safety)" with the description "Risk Management and Patient Safety Improvement" and "Gestión de riesgos y mejora de la seguridad del paciente". A search bar with the text "Search courses" is located below the course list. At the bottom of the page, there is a Moodle logo and a login prompt: "You are not logged in. (Login)".

## The ONLINE courses



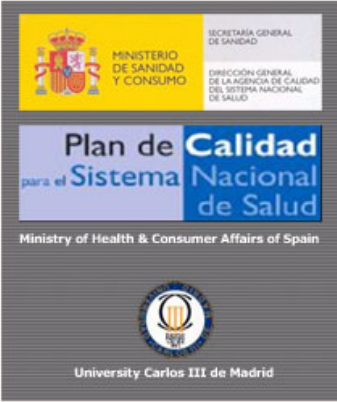
The screenshot shows the user interface of the Patient Safety Electronic Platform. At the top, there are logos for the Spanish Ministry of Health and Consumer Affairs, the National Quality System Plan, and the University of Carlos III of Madrid. The user is logged in as 'NomUsuario1 ApeUsuario1'. Below the navigation bar, there are two main sections: 'Messages' and 'My courses'. The 'Messages' section indicates 'No messages waiting'. The 'My courses' section lists two courses:

Course Title	Professor	Description
<b>Risk Management and Patient Safety Improvement</b>	Tutor online NomUsuario1 ApeUsuario1	- Learn the phases, techniques and tools for an efficient risk management and patient safety improvement. - Develop a risk management and patient safety improvement plan for the Centre you are currently working for, couseled by an expert team of tutors
<b>Gestión de riesgos y mejora de la seguridad del paciente</b>	Tutor online	- Aprenda las fases, técnicas y herramientas más actuales para llevar a cabo una Gestión de Riesgos adecuada. - Asimismo, elabore un plan de gestión de riesgos y mejora de la seguridad del paciente, adaptado a su Organización o centro de trabajo, guiado y asesorado por tutores expertos.

## Risk Management and Patient Safety Improvement

- ✓ Learn the phases, techniques and tools for an effective risk management and patient safety improvement.
- ✓ Develop a risk management and patient safety improvement plan for the Organization/Centre/Area you are currently working for, guided and advised by a team of expert tutors

## The contents (menu)

<p><b>Sponsors</b></p>  <p><b>Messages</b></p> <p>No messages waiting</p> <p>Messages...</p> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>Assignments</li> <li>Forums</li> <li>Quizzes</li> <li>Resources</li> </ul> <p><b>Administration</b></p>	<p><b>Topic outline</b></p> <ul style="list-style-type: none"> <li>News forum</li> <li><b>1 Chapter 1: Introduction</b> <ul style="list-style-type: none"> <li>1.1 Introduction and contents</li> <li>1.2 Objectives, follow-up, evaluation and accreditation</li> <li>1.3 Menu and guide</li> <li>1.4 Instructions for the students project</li> <li>Chapter 1 PDF</li> <li>Platform user's guide</li> </ul> </li> <li><b>2 Chapter 2: Risk Management and Patient Safety Improvement Process</b> <ul style="list-style-type: none"> <li>2.1 Situation and context assessment           <ul style="list-style-type: none"> <li>Questionnaire 2.1.</li> </ul> </li> <li>2.2 Risk identification           <ul style="list-style-type: none"> <li>Questionnaire 2.2</li> </ul> </li> <li>2.3 Risk analysis and evaluation           <ul style="list-style-type: none"> <li>Questionnaire 2.3.</li> </ul> </li> <li>2.4 Develop Responses to Risks           <ul style="list-style-type: none"> <li>Questionnaire 2.4.</li> </ul> </li> <li>2.5 Deployment</li> <li>2.6 Implementation, Control and Review of the Risk Management Plan</li> <li>2.7 Communication           <ul style="list-style-type: none"> <li>Questionnaire 2.7.</li> </ul> </li> <li>Chapter 2 PDF</li> </ul> </li> <li><b>3 Chapter 3. ToolKit</b> <ul style="list-style-type: none"> <li>3.1 Situation and Context Assessment           <ul style="list-style-type: none"> <li>3.1.1 Situation and Context Assessment</li> </ul> </li> </ul> </li> </ul>
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## The contents (screens)

http://jumilla.uc3m.es/msc/moodle/file.php/9/T2\_4\_archivos/frame.htm - Microsoft Internet Explorer

### 2. Risk Management & Patient safety Improvement Process

#### 2.4 Develop responses to risks

At this point of the process, we know the risks that affect the services that our organization provides and, after analyzing them, we also know which ones are most relevant, which their causes are and which factors have influence.

Now...



we cannot be covered for 100% of the risks

which risks are we going to prevent or minimize?

what risk level can we afford?

how are we going to react if they occur?

Patient Safety Strategy of the Spanish National Health System

MINISTERIO DE SANIDAD Y CONSUMO

SECRETARÍA GENERAL DE INICIATIVA REGULADORA DE LA ACTIVIDAD PROFESIONAL DE LA AGENCIA DE CALIDAD DEL SISTEMA NACIONAL DE SALUD

Inicio Exp... Micr... Out... Reprod... 2 Int... ES 21:27



## The questionnaires

MSC » MSC-ENG1 » Quizzes » Questionnaire 2.3. » Attempt 1 Update this Quiz

Info Reports Preview Edit Quiz

Preview Questionnaire 2.3.

Start again

**1** (100) Within the Risk Management, indicate which are the two phases previous to the Risk Analysis and Evaluation.

Marks: --/1

Answer:  a. Plan responses to risks  
 b. Risk Identification  
 c. Implementation, control and review  
 d. Deployment  
 e. Situation and Context Assessment

Submit

**2** (101) The risks can be completely eliminated from our horizon with a proper management strategy (T/F)

Marks: --/1

Answer:  True  False

Submit

Questionnaires along the course are aimed to assist and consolidate the learning progress

## The exercises and the team project

MSC » MSC-ENG1 » Assignments

Topic	Name	Assignment type	Due date	Submitted	Grade
3	<a href="#">Exercises 1-2-3</a>	Upload a single file	-	<a href="#">View 1 submitted assignments</a>	-
	<a href="#">Exercise 4.</a>	Uploa			
	<a href="#">Exercises 5-6-7</a>	Uploa			
	<a href="#">Exercise 8.</a>	Uploa			
	<a href="#">Exercises 9-10-11-12</a>	Uploa			
	<a href="#">Exercise 13</a>	Uploa			
	<a href="#">Exercise 14</a>	Uploa			
	<a href="#">Exercise 15</a>	Uploa			
	<a href="#">Exercise 16</a>	Uploa			

MSC » MSC-ENG1 » Assignments » Exercise 15

**Exercise 15. Develop responses to risks**

a. Make a table where, for each one of the risks identified in the FMEA, you propose a response of the following type:

- Avoid the risk
- Control the risk or mitigate its effects
- Transfer the risk
- Accept the risk

Propose 2 responses of different type for each risk from the FMEA.

b. Develop CONTINGENCY PLANS to react in the event that the risks identified in FMEA would actually take place.

*NOTE - Prepare this exercise in a WORD file. Before sending the file, compress it (Winzip or Winrar). Then click on "Browse" to search for the compressed file in your hard drive. Once you have selected the file, click on the button "Upload file".*

Available from: Saturday, 26 May 2007, 03:55 PM





Upload a file (Max size: 8MB)

Performing a set of 16 exercises, each team develops a Risk Management & Patient Safety Improvement Plan (the project)

## Tracking the advance

MSC » MSC-ENG1 » Assignments » Exercises 1-2-3 » Submissions Update this Assignment

First name : All [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)  
 Surname : All [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

<input type="checkbox"/>	<input type="checkbox"/> First name / Surname	<input type="checkbox"/> Grade	<input type="checkbox"/> Comment	<input type="checkbox"/> Last modified (Participant)	<input type="checkbox"/> Last modified (Tutor)	<input type="checkbox"/> Status
	NomUsuario1 ApeUsuario1	-				<a href="#">Grade</a>
	Tutor online	-				<a href="#">Grade</a>
	NombreUsu2 ApellidoUsu2	100 / 100	OK	<a href="#">Reglas_de_casa_almu.doc</a> Monday, 28 May 2007, 09:24 AM	Monday, 28 May 2007, 09:27 AM	<a href="#">Update</a>
	Nom_usuario4 Apell_usuario4	-				<a href="#">Grade</a>

Submissions shown per page:  [?](#)  
 Allow quick grading:  [?](#)

MSC » MSC-ENG1 » Assignments » Exercises 1-2-3 » Submissions Jump to...

You are logged in as NomUsuario1 ApeUsuario1 (Logout)

[MSC-ENG1](#)

The exercises of each team are reviewed and scored by the tutorial team. Continuous guidance and support is provided to teams as they progress through the Plan

## The communication and feedback



## Accreditation



ONLINE training courses are accredited by the Health and Consumer Affairs of Spain

Team Projects are printed and published

(these are additional motivations)



# *Patient Safety Electronic Platform - Spain*

## So far...

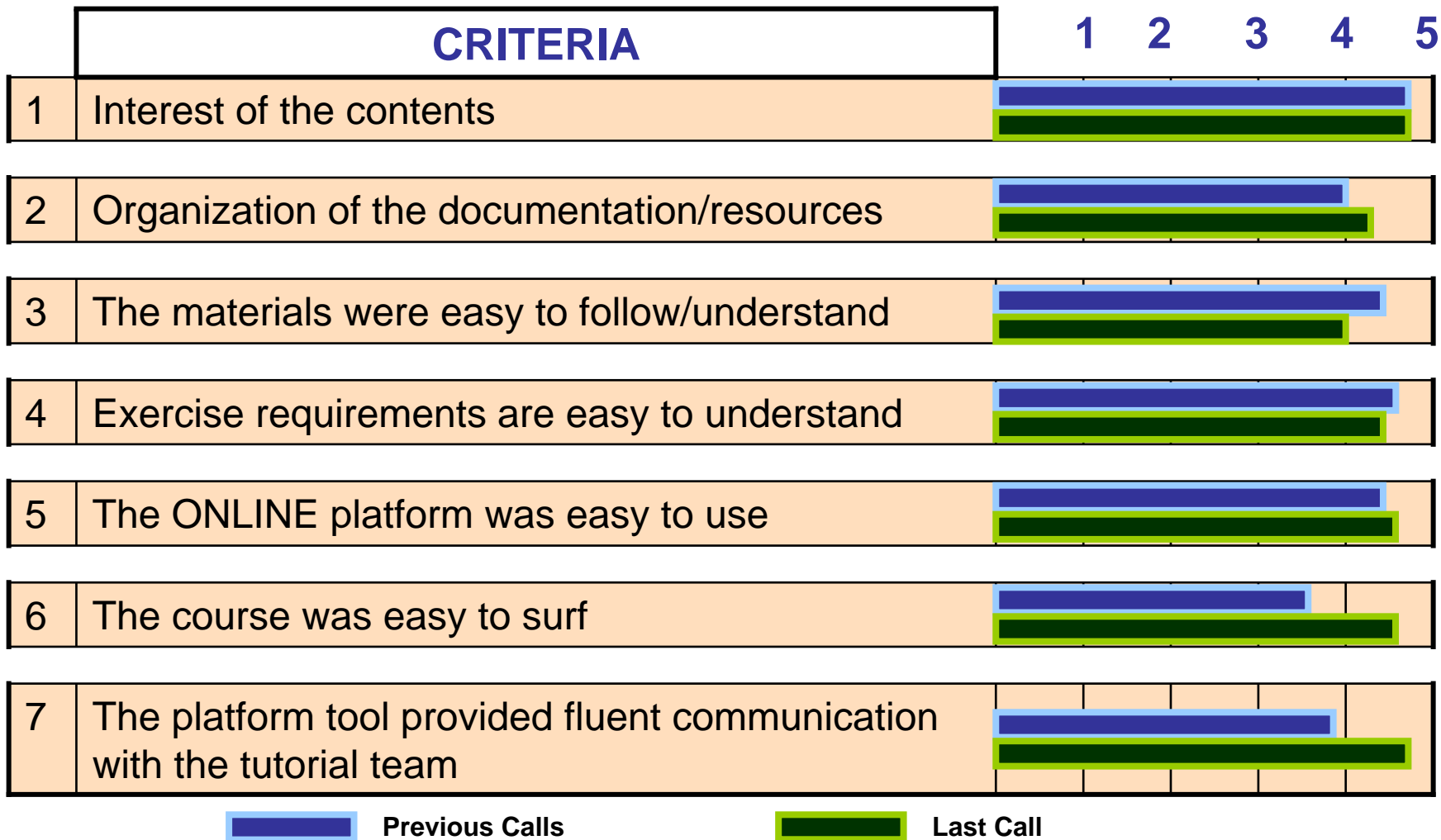
- 4 courses have been held
- Over 230 professionals and patient safety managers
- Over 70 teams (70 Healthcare Centres – 70 Plans)
- Teams from the 18 spanish SHR
- 15 teams / 62 professionals from Latin American countries  
(in collaboration with OPS)
- Primary and Specialized care
- Available in spanish and english

**Well communicated and accepted within the health environment  
( “mouth to mouth” is also working)**

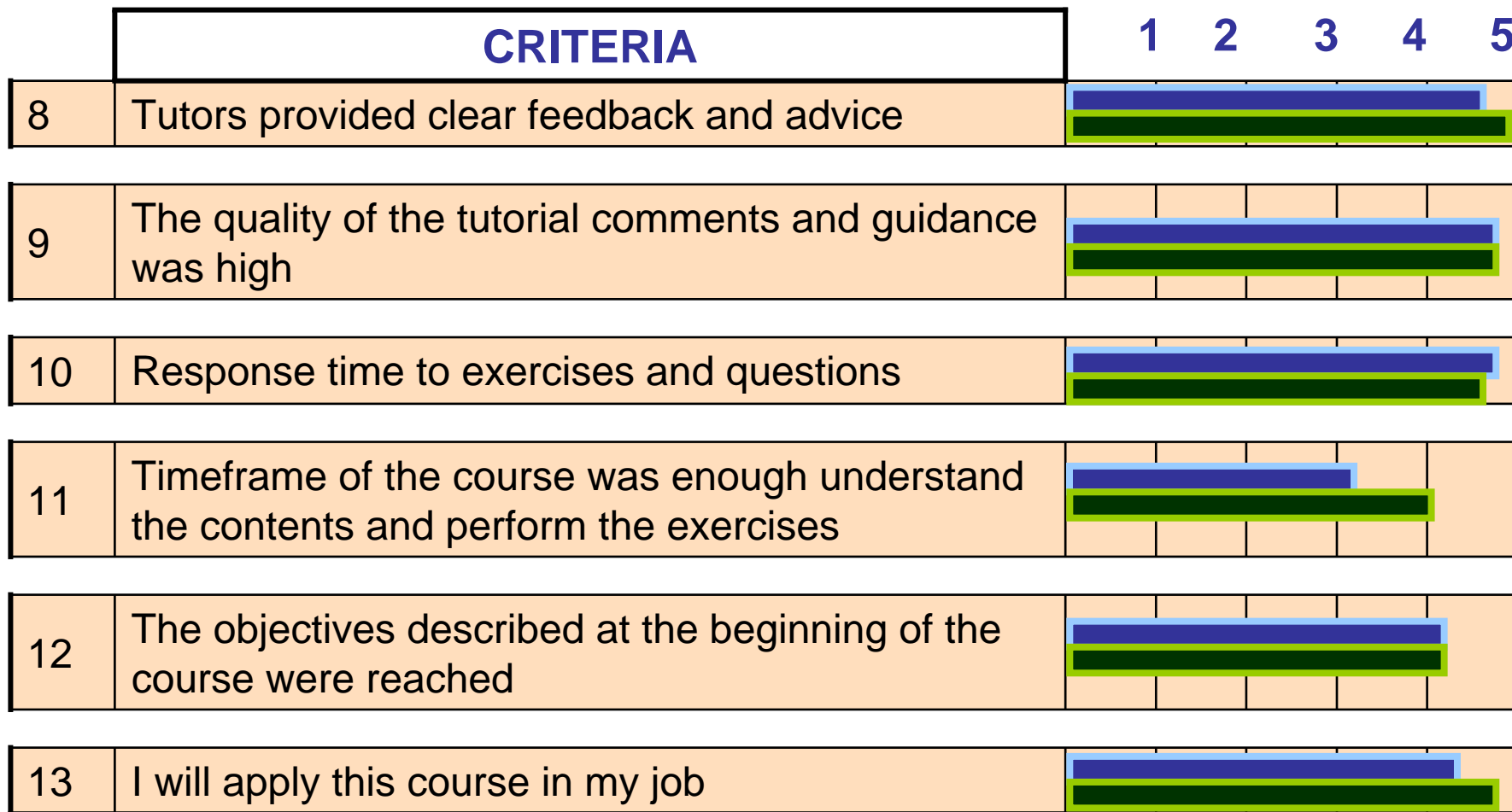
## The team Projects – Plans have been focused on...

- Entire health centres
- Specific areas of the centre:  
emergencies, primary care, intensive care,  
neonatology, oncology, nursery, general  
surgery,...
- SHR overall health system
- Specific topics:  
post surgery pain control, right patient/right  
medication,...

## Encouraging evaluation form results



## Encouraging evaluation form results



Previous Calls



Last Call

## Positive feedback from “students”

**“Wakes up the curiosity and interest for the Patient Safety”**

**“Excelent communication with the tutors”**

**“Friendly and intuitive format”**

**“It took a lot of work, but I have enjoyed it”**

**Feedback Comments**

**“Right structure and progressive (step by step) development of the team project”**

**“Course goals were realistic and reachable”**

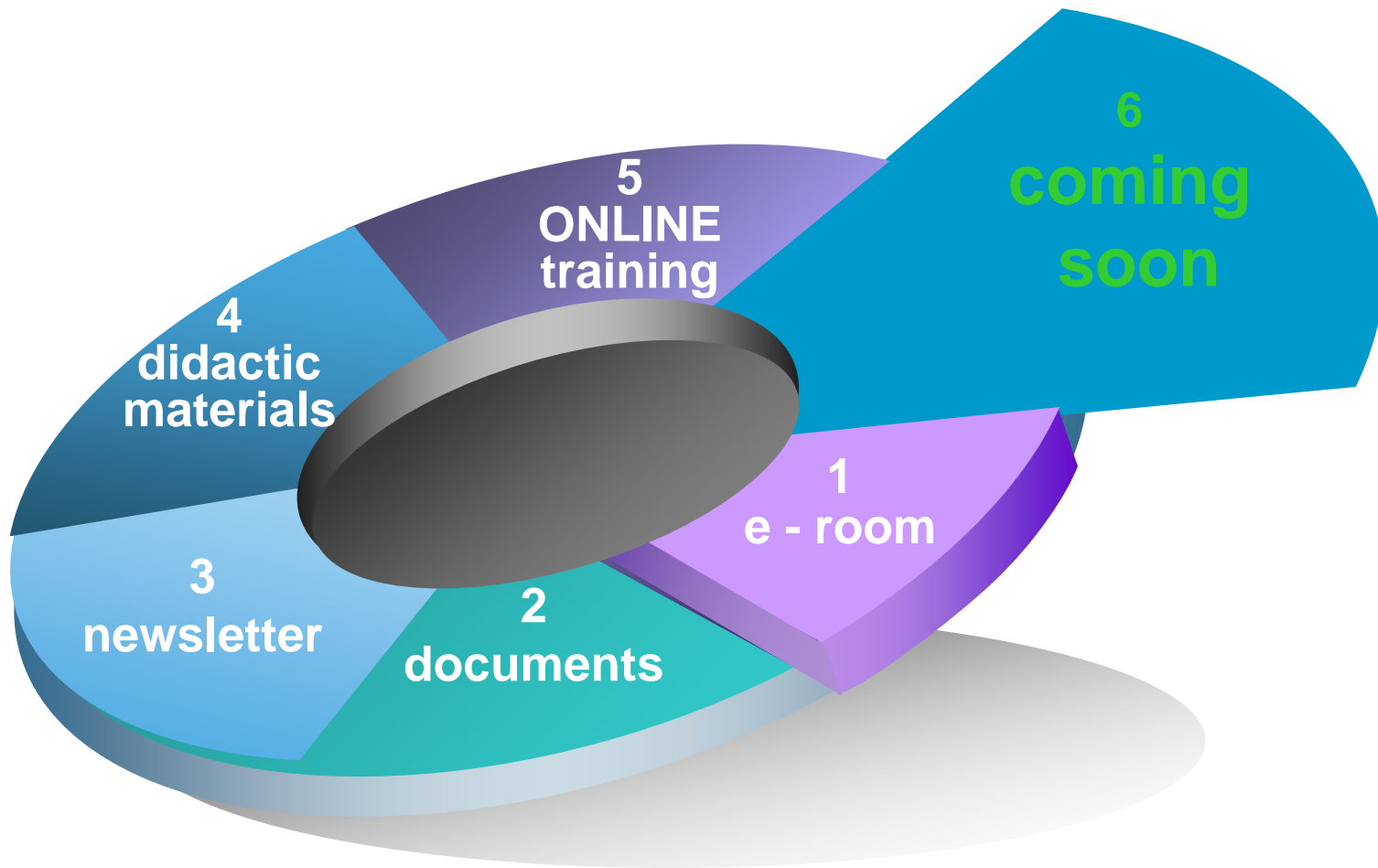


**“Provides enough guidance to start from zero the diagnosys of a Health Centre”**

**“Useful for my job”**



# *Patient Safety Electronic Platform - Spain*




# *Patient Safety Electronic Platform - Spain*

- 5 course calls in 2008
  - primary
  - specialized care
  - Latin America
  - European Community
- New ONLINE courses by the end of 2007
  - Patient Safety training materials for graduate and post-graduate levels
  - Selfguided Risk Management and Patient Safety Improvement course
- Analysis of all the information contained in the 70 projects developed so far. Publication and communication of the summary of results.
- Good practices catalogue by centre, area, topic,....

**Key issues for the success of the  
strategy:  
Political Compromise and Building of  
Alliances**

**Improving the quality and safety of  
health care is a team sport,  
and patients and clinicians  
need to be equal players.**

**John Eisenberg. AHRQ former Director**



YOU ARE  
KINDLY INVITED  
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**III INTERNATIONAL CONFERENCE ON PATIENT SAFETY OF THE NHS  
PATIENTS FOR PATIENTS SAFETY**

**MADRID**

**13 - 14 DECEMBER 2007**