Electronic platform for profesional 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

Patient Safety Electronic Platform - Spain

5 ONLINE training

6 coming soon

4 didactic materials

1 e-room

3 newsletter

2 documents

1.
PATIENT SAFETY: A NATIONAL PRIORITY FOR THE SPANISH NATIONAL HEALTH SYSTEM

STRATEGY Nº 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 Nº 8
TO IMPROVE PATIENT SAFETY IN THE NHS

STRATEGIC LINES AND OBJECTIVES

Culture and Awareness
Alliances with stakeholders
Implement Safe practices
Information System
Research
Patients participation
International collaboration

Information
Perception
Training

Patient Safety Strategy of the Spanish National Health System
Awareness raising, training and education materials
Elements of the Spanish Strategy on Hand Hygiene

- Strategic Planning
- Evaluation
- Participation: Patients, Professionals, Health Authorities
- Training, awareness
- Budget, resources

Spanish National Hand Hygiene Campaign
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
OBJECTIVES
- To create culture and awareness
- To implement safe practices
- To learn how to detect, analyze and prevent AE

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

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

PATIENT SAFETY TEACHING PROGRAMME

CAPACITY BUILDING AND PROMOTION OF PS CULTURE AND KNOWLEDGE

Recommendations: EC, WHO, others

Quality Plan for the NHS

Perception Information ENEAS study

TARGET GROUPS: Professionals, Patients, Consumers
Patient Safety Electronic Platform - Spain

DEVELOPED ACTIVITIES AT NATIONAL LEVEL

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 €

Patient Safety Strategy of the Spanish National Health System
Patient Safety Electronic Platform - Spain

1. e-rooms

- 5 ONLINE training materials
- 6 coming soon
- 4 didactic materials
- 3 newsletter
- 2 documents
- 1 e-rooms
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.
1. e-rooms

**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, …
1. e-rooms

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

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).

Eventos:

- Eventos Nacionales e Internacionales 2007 (Última actualización: 21 de mayo de 2007).

Lecturas recomendadas:

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)
www.seguridaddelpaciente.es
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
Patient Safety Electronic Platform - Spain

- 5 ONLINE training
- 6 coming soon
- 4 didactic materials
- 3 newsletter
- 2 documents
- 1 e-room
Patient Safety Electronic Platform - Spain

4 didactic materials
5 ONLINE training
6 coming soon
1 e-room
3 newsletter
2 documents
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 $\rightarrow$ Reactive & Proactive Risk Management

“I hate risks and adverse events”: guilty, fear, defensive $\rightarrow$ “I do too: ¡ let´s prevent and make more robust processes !”

Impacts in my work $\rightarrow$ Part of my job
Driving force of the didactic materials

Reactive Risk Management exclusively

- Limited learning
- Analyses everything
- Individual (firefighter)

Reactive & Proactive Risk Management

- Meaningful view, set in a context: consolidated learning
- Analyses the relevant
- 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

- Situation and context assessment
- Risk identification
- Risk analysis and evaluation
- Develop responses to risks
- Deployment
- Communication
- Implementation, control and review

Risk analysis and evaluation

Risk identification

Develop responses to risks

Deployment

Communication

Implementation, control and review

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 centinel events

Proactively: potential 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 an 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

Graph is displayed

Input data + click

Patient Safety Electronic Platform - Spain

Patient Safety Strategy of the Spanish National Health System
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
Available

In the WEB

To be downloaded

Spanish and English versions available

¡Welcome!

Multimedia CD (already distributed across Healthcare Centres in Spain)
Patient Safety Electronic Platform - Spain

- 5 ONLINE training
- 4 didactic materials
- 3 newsletter
- 2 documents
- 1 e-room
- 6 coming soon
The ONLINE courses

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)

1 Chapter 1: Introduction
   1.1 Introduction and contents
   1.2 Objectives, follow-up, evaluation and accreditation
   1.3 Menu and guide
   1.4 Instructions for the students project
   Chapter 1 PDF
   Platform user's guide

2 Chapter 2: Risk Management and Patient Safety Improvement Process
   2.1 Situation and context assessment
      Questionnaire 2.1.
   2.2 Risk identification
      Questionnaire 2.2
   2.3 Risk analysis and evaluation
      Questionnaire 2.3
   2.4 Develop Responses to Risks
      Questionnaire 2.4
   2.5 Deployment
   2.6 Implementation, Control and Review of the Risk Management Plan
   2.7 Communication
      Questionnaire 2.7
   Chapter 2 PDF

3 Chapter 3. Toolkit
   3.1 Situation and Context Assessment
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...

- Which risks are we going to prevent or minimize?
- What risk level can we afford?
- How are we going to react if they occur?
- We cannot be covered for 100% of the risks
The questionnaires

Questionnaires along the course are aimed to assist and consolidate the learning progress.
Performing a set of 16 exercises, each team develops a Risk Management & Patient Safety Improvement Plan (the project)
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)
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

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Interest of the contents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Organization of the documentation/resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 The materials were easy to follow/understand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Exercise requirements are easy to understand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 The ONLINE platform was easy to use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 The course was easy to surf</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 The platform tool provided fluent communication with the tutorial team</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Encouraging evaluation form results

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>8  Tutors provided clear feedback and advice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9  The quality of the tutorial comments and guidance was high</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Response time to exercises and questions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Timeframe of the course was enough understand the contents and perform the exercises</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 The objectives described at the beginning of the course were reached</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 I will apply this course in my job</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Previous Calls

Last Call
Positive feedback from “students”

- “Wakes up the curiosity and interest for the Patient Safety”
- “Excellent communication with the tutors”
- “Friendly and intuitive format”
- “It took a lot of work, but I have enjoyed it”
- “Course goals were realistic and reachable”
- “Useful for my job”
- “Course goals were realistic and reachable”
- “Right structure and progressive (step by step) development of the team project”
- “Provides enough guidance to start from zero the diagnosys of a Health Centre”
- “Course goals were realistic and reachable”
- “Useful for my job”
- “Course goals were realistic and reachable”
- “Right structure and progressive (step by step) development of the team project”
- “Provides enough guidance to start from zero the diagnosys of a Health Centre”
Patient Safety Electronic Platform - Spain

- Online training: 5
- Didactic materials: 4
- Newsletter: 3
- Documents: 2
- E-room: 1
- Coming soon: 6
• 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

• Analisys 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 TO THE

III INTERNATIONAL CONFERENCE ON PATIENT SAFETY OF THE NHS

PATIENTS FOR PATIENTS SAFETY

MADRID

13 - 14 DECEMBER 2007