

## Patient Safety- Experiences from Exchange HOPE Programme 2005

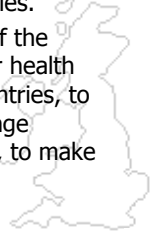


Ludmila Lysinova, MD, MPH  
ENT Outpatient Department Zvolen  
Peter Lysina, MD  
Ofstal- Eye Centre Zvolen  
AEMH Conference, April 2006, Bratislava



## HOPE

- HOPE is not for profit international association of European Hospitals and Healthcare Federation. It provides help, education, development in the health care systems in the EU countries.
- Exchange HOPE Programme is one of the activity of HOPE. It is the chance for health professionals to visit another EU countries, to study health care systems, to exchange experiences, to improve health care, to make friends...

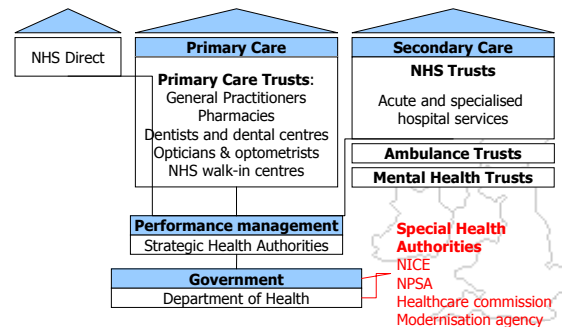


## Exchange HOPE in the UK

- May 22- June 25, 2005
- 26 participants from 11 EU countries in 12 host hospitals
- Invitation meeting in London
- Stay at the hospitals
- Workshops
- 2-days Annual conference in Cardiff for more than 140 people, participants and hosts about Patient Safety in the UK and another EU countries and participants' presentations about Patient Safety in host countries.



## National Health Service in UK *Delivery of care*



## Patient Safety in the UK

*A new NHS national standard*

"The process by which an organization makes patient care safer."

- **Identification and management** of patient-related risks
- **Reporting and analysis** of incidents
- **Risk assessment**
- **Learn from** and **follow-up on incidents**
- **Minimise the risk** of them **recurring**

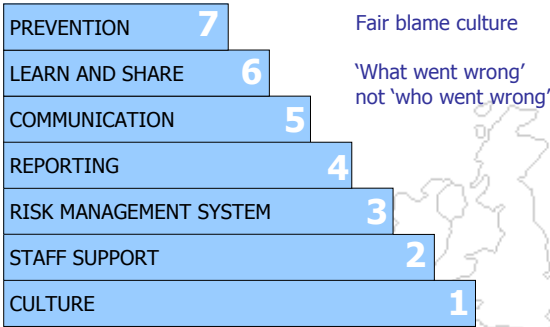


## Patient safety is supported by

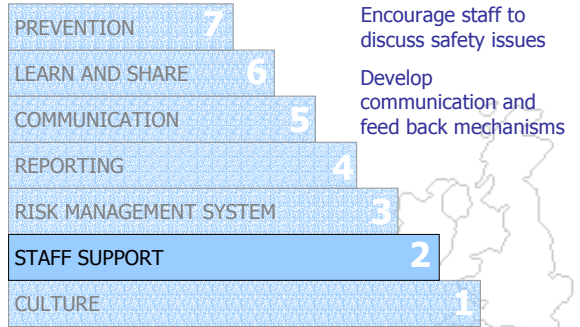
- **Clinical Governance:** a framework through which NHS organisations are accountable for continuously improving the quality of their services (1998)
- **National Patient Safety Agency:** a Special Health Authority to improve the safety of patients by promoting a culture of reporting and learning from incidents (2001)



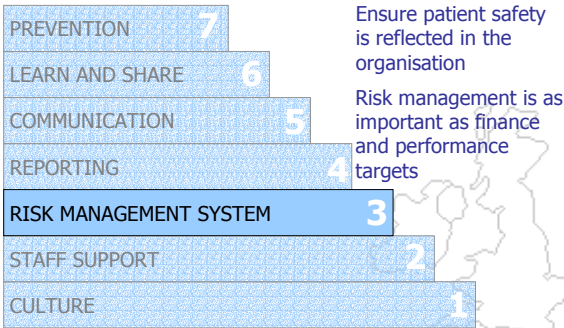
## 7 steps to patient safety



## 7 steps to patient safety



## 7 steps to patient safety

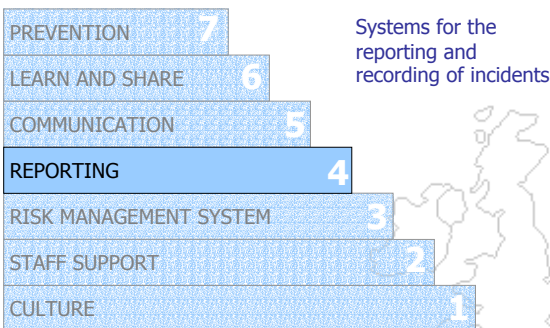


## Risk management system

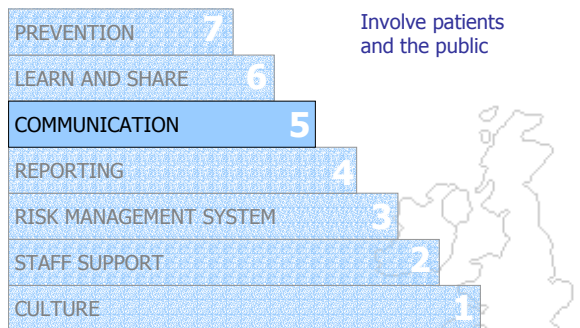
*The core of patient safety*



## 7 steps to patient safety



## 7 steps to patient safety





## Patient Safety in the UK

### *Findings - III*

- But
  - Yet not fully integrated
  - Policy overload
  - Conflicting targets
  - Feedback has to be acted on
  - Sharing of learning is still difficult
  - Some resistance to change practice



## Patient Safety

### *Conclusion*

- Patient safety is an ongoing process to improve the patient's experience of the quality of health care.
- Patient safety is an international programme of the prevention of mistakes and fals in health care.



*The mayor target is the  
Right Care for the Right  
patient in the whole  
world.*

Thank you

