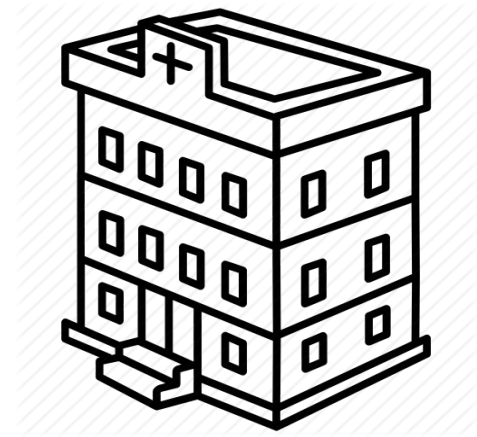




A Roadmap for **Patient Safety**

Parminder Gautam
NPO-Quality and Patient safety

Conventional Barrier to Access to healthcare



Unsafe Care



Erodes the trust in healthcare system

Alters the health seeking Behavior

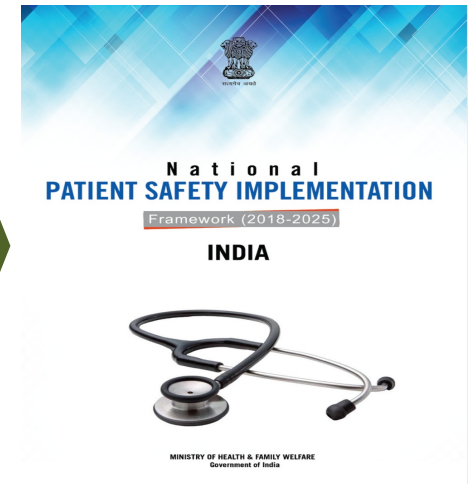
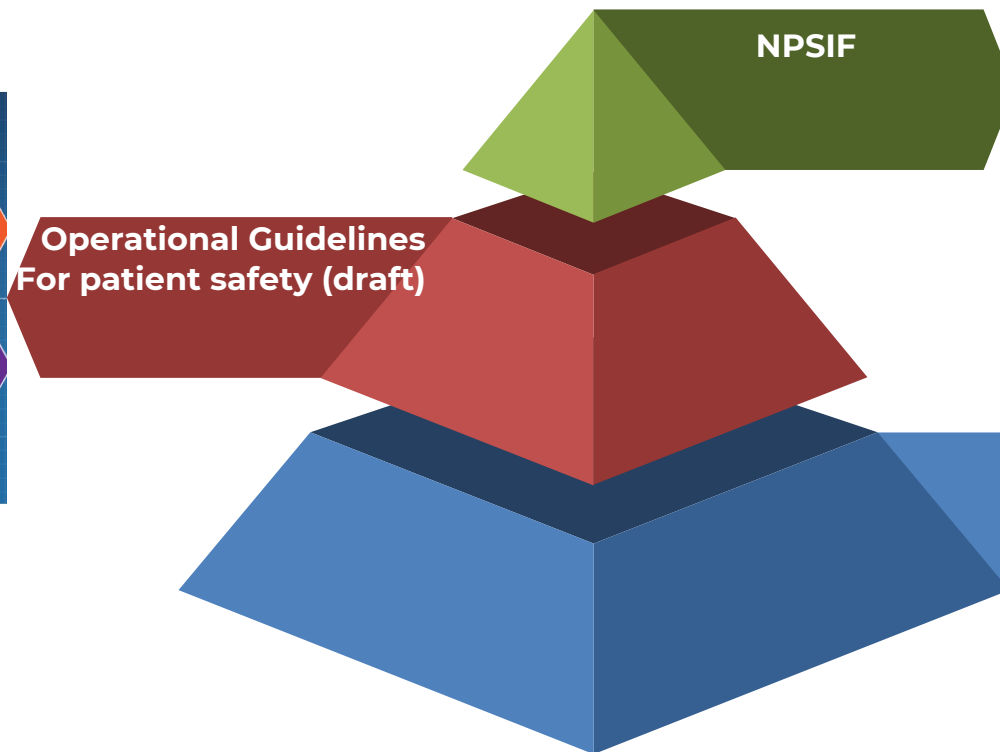
Cost Trillions of dollars

Demotivate healthcare providers

Poses serious risk to the achievement of UHC

Roadmap for Patient Safety

Guiding principles and resources



Patient safety Essential functions

- Leadership and governance
- Workforce & safe work environment
- Patient engagement
- Safe clinical care
- Risk management

Leadership and Governance



Create awareness amongst all stakeholder and at all levels regarding patient safety.

Patient safety policy and implementation.

Establish institutional framework for patient safety.

Regulatory system and legislation

Well defined standards and independent assessments.

Work force & Safe work environment



HUMAN RESOURCE
NORMS, NUMERICAL
ADEQUACY, SKILL AND
COMPETENCY



EDUCATION AND
TRAINING-AS A PART OF
CURRICULA AND IN-
SERVICE TRAININGS.



HUMAN FACTOR
ENGINEERING
(ERGONOMICS) AND
WORK ENVIRONMENT.



SUPPORT SERVICES FOR
PATIENT SAFETY



PHYSICAL AND
INFRASTRUCTURE SAFETY.

Patient engagement



01

Patient centered policies, programs and designs.



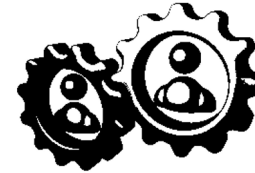
02

Information and education of patient, families and communities.



03

Involve in decision making.



04

Evolving patient champions and groups



05

Communication, appraisal and redressal.

Safe clinical care



Safety of high-risk clinical services.



Medication and medical device safety.



Infection prevention and control.



Safety in transition of care



Patient safety in primary care.



Risk Management



Reporting of errors and adverse events.



Incident reporting integration.



Assessment, surveillance and research.



Learning and response function



Non punitive, voluntary and secured reporting

Data of adverse events and errors

Sources and limitations



ROADMAP

Dimensions of implementing patient safety

Constitute and operationalize Patient safety teams.



Promote blame free Just culture



Implement Reporting and learning system..



SOPs and STGs..



Risk assessment and mitigation mechanisms.



Define and implement Patient safety standards..



Patient, family and community engagement.



Implement human factors principle in design and service delivery .



Recognize, appreciate and reward good performance. .



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Thank you