SaQushal: Patient Safety Self Assessment Tool

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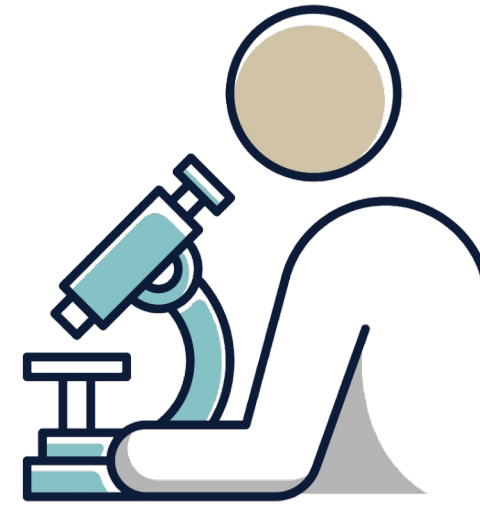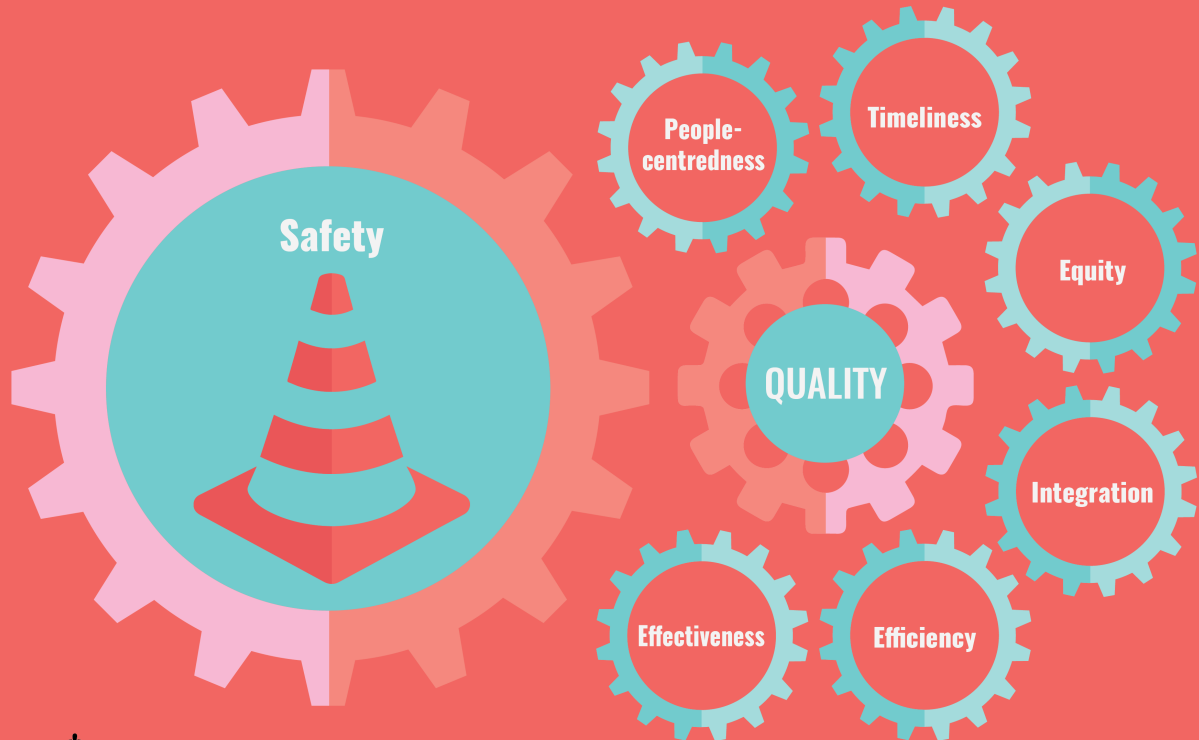
Dimensions of the Quality

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Quality health care is *safe.*
This means the care you receive does not harm you.
Around the world, nearly 14% of patients are harmed from
the health care they receive during their hospital stay.

People-centredness

Timeliness

Safety

Equity

QUALITY

Integration

Effectiveness

Efficiency

World Health Organization

Safety : An important dimension of the Quality

Strategic Objectives under NPSIF

National Patient Safety Implementation Framework

- Structural systems to support Quality & Safety
- Assessment & Reporting of Adverse event
- Competent and Capable Workhouse
- Control of Healthcare Associated Infections
- Strengthen Patient Safety across all Programs
- Promote Patient Safety Research

Priority Areas

Key Interventions

National PATIENT SAFETY IMPLEMENTATION Framework (2018-2025) INDIA

MINISTRY OF HEALTH & FAMILY WELFARE
Government of India

Tasks defined under NPSIF (2018-2025)

Priority areas	Interventions	Responsible organizations/ Institutions
1.2 Strengthen quality assurance mechanisms, including accreditation system	1.2.1 Development and commissioning of minimum patient safety standards and Indicators	MoHFW/ National Patient Safety Secretariat
	1.2.2 Incorporate selected Patient Safety indicators as key performance indicators within the Quality Assurance Program	NHSRC
	1.2.3 Incorporate selected Patient Safety indicators within the accreditation system for hospitals and laboratories, including entry level accreditation	NHSRC NABH/ NABL
	1.2.4 Introduce hospital performance monitoring/ ranking system based on number of indicators, including patient safety indicators	HMIS & NHSRC
	1.2.5 Establish Special Commission to declare "Patient Safe Healthcare Institution" based on adherence to defined standards (Quality Assurance, NABH, etc.)	MOHFW/DGHS
	1.2.6 Streamline accreditation programs for availing incentives in reimbursement benefits the insurance providers	NABH/NQAS/STATE STANDARD/ BIS/ IRDA/ RSBY
	1.2.7 Incorporate fire safety, seismic safety, device safety, structural safety of healthcare facilities into the existing Quality Assurance and Accreditation standards	NABH/NQAS/NATIONAL BUILDING CODE/state govt.
1.3 Establishing a culture of safety and improving communication, patient identification, handing over transfer protocols in healthcare facilities	1.3.1 Develop comprehensive communication strategy for Patient Safety, targeting different stakeholders	MOHFW/DGHS
	1.3.2 Streamline standardization of Patient Safety initiatives at different levels of care through SOPs, algorithms, checklists, etc. (link to Strategic Objective 5)	MOHFW/DGHS /NHSRC

Patient safety embedded in quality framework

NQAS for DH, CHC, PHC and UPHC

2013

Improving cleanliness, hygiene & IPC practices

2015

Quality intervention for LR & M-OT

2017

NQAS for HWC -SC

2020

Quality Intervention for SNCU, NRC, Paed. OPD & wards

2021

S A F E T Y

Need for Patient Safety Self-Assessment Tool

- Strengthen and streamline the existing quality assurance certification process under the NQAS
- Establish a credible system for reporting of adverse events to monitor extent of patient safety issues and learn from them
- Proposed tool further strengthens with the incorporation of following components:

1 Patient Engagement	**2** Human Ergonomics	**3** Healthcare Worker's Safety
4 Reporting & Learning System	**5** Reliable Health System	**6** Blame free Environment
7 Safety Culture	**8** Ability at Point of Care	**9** Patient Safety Indicators

Key features of SaQushal

Measurement System* in NQAS

Area of Concern-Measurement of NQAS

- H: Outcome
- A: Service Provision
- B: Patient's Right
- C: Inputs
- D: Support services
- E: Clinical Services
- F: Infection Control
- G: Quality Management

Area of Concern → Standards / Measurable Elements / Checkpoints → Score Card for NQAS

*Uniformity in measurement system in SaQushal
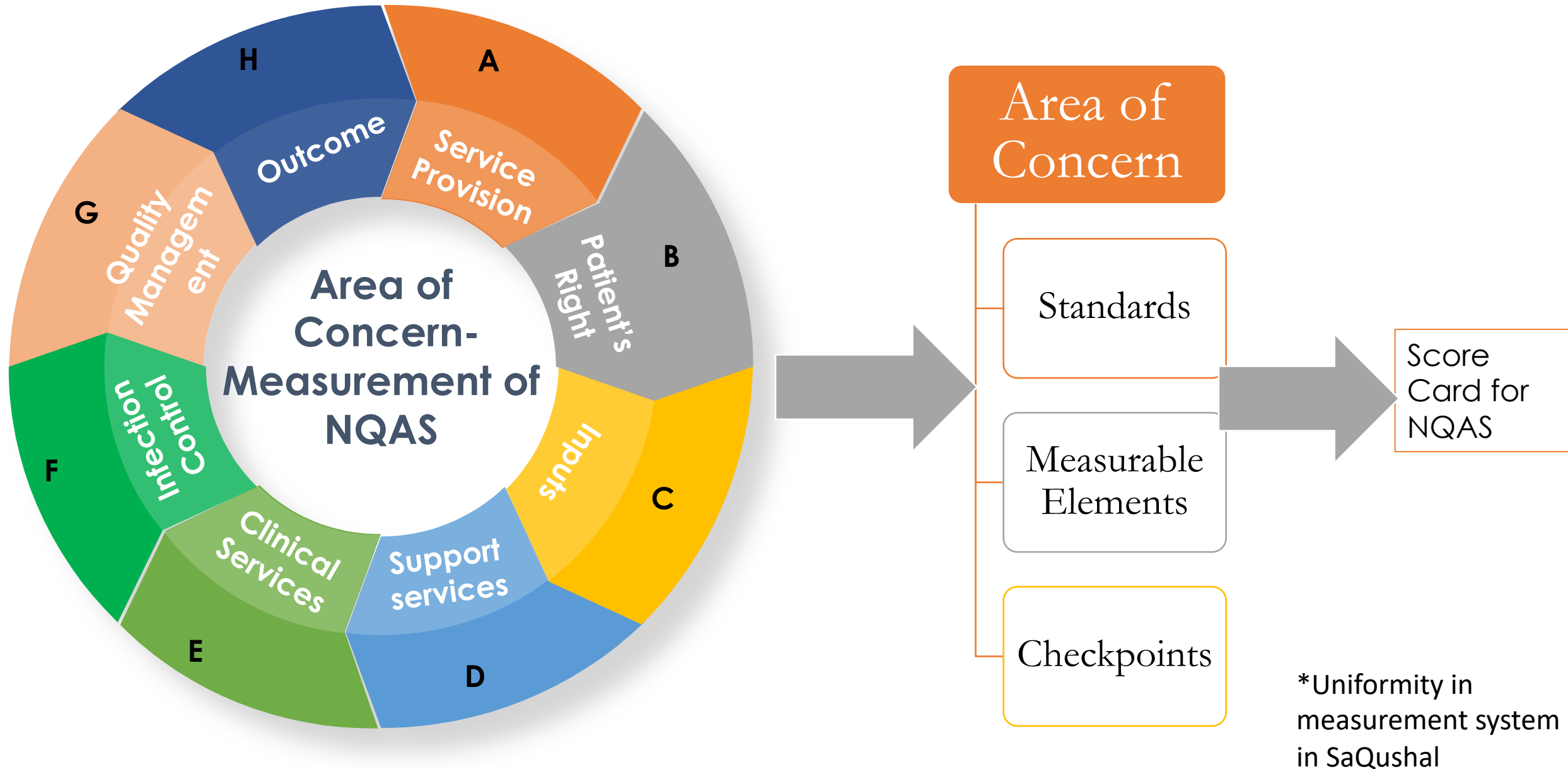
Arrangement of Standards in SaQushal

Area of Concerns	4
Standards	16
Measurable Element	80
Checkpoint	400

Patient Safety systems

Safe patient care process

Area of Concern

Safe care Environment

Clinical risk management
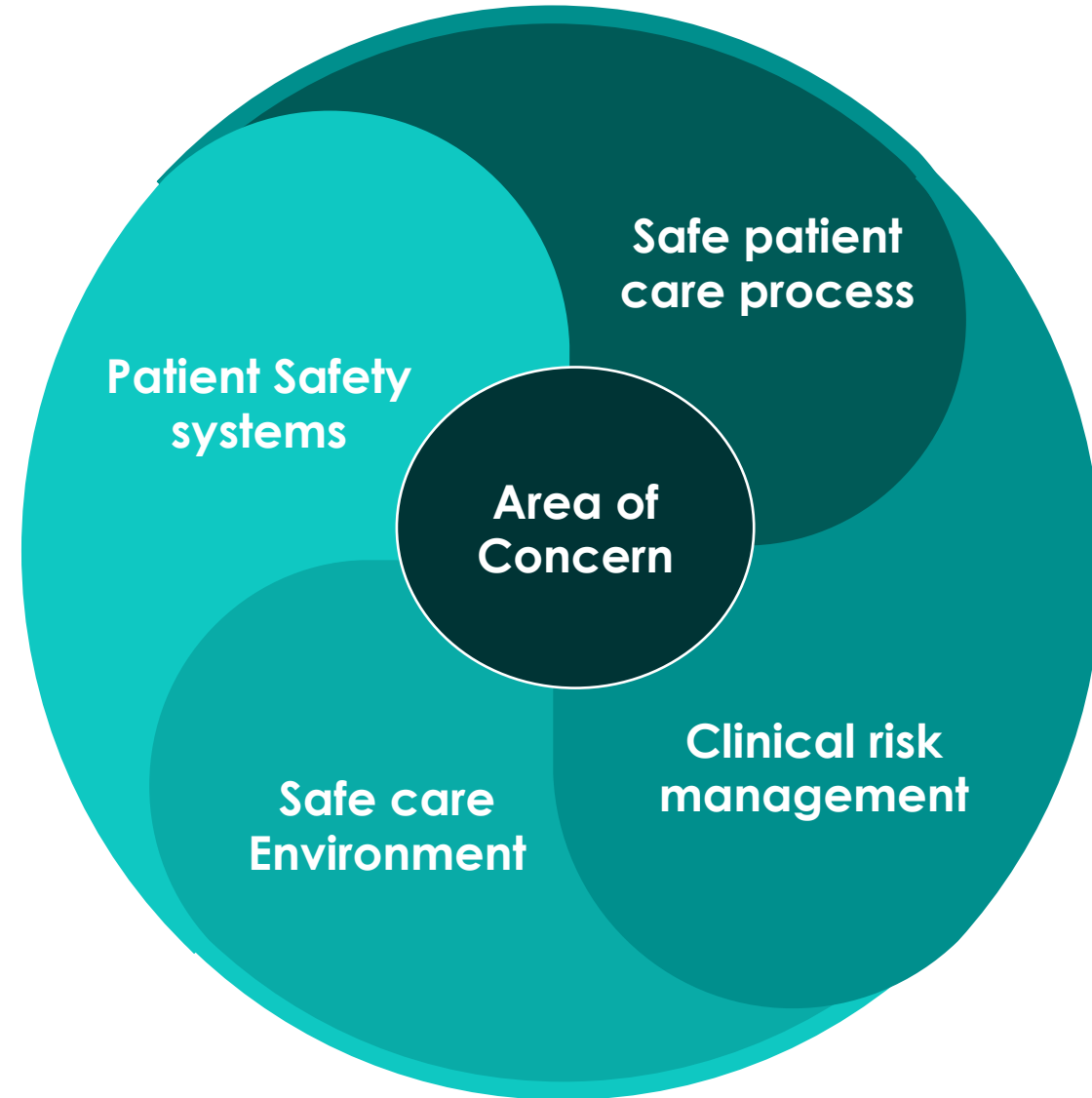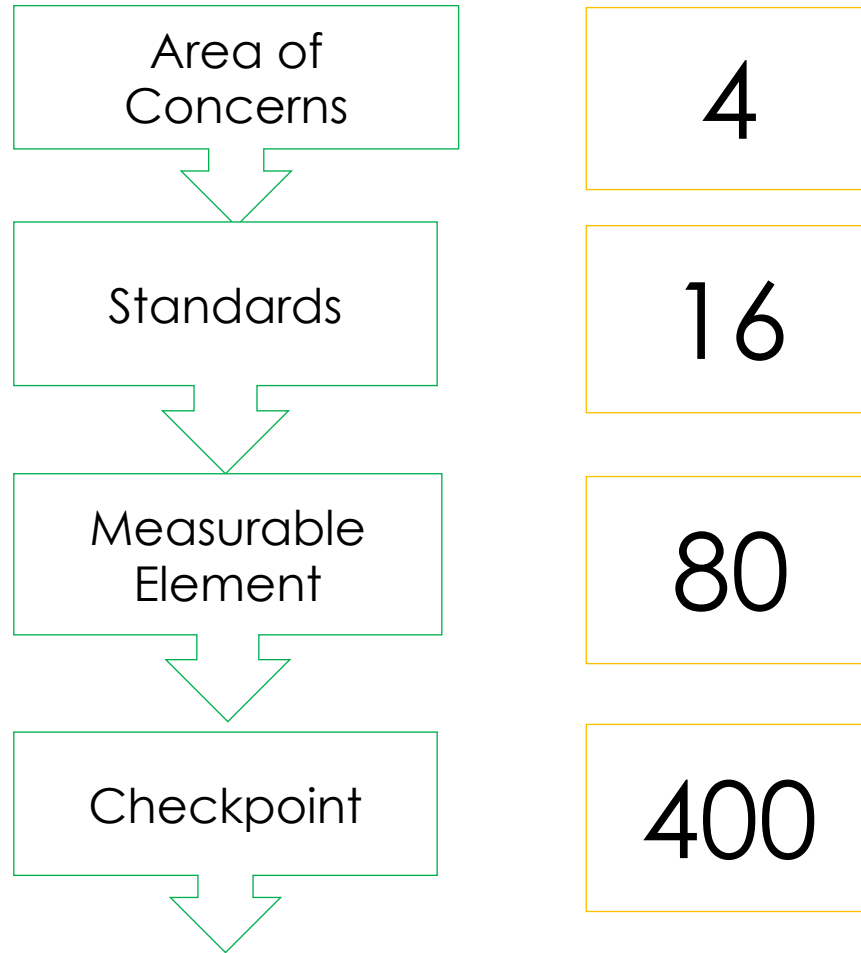
Area of Concern

Safe Patient Care process: Medication safety, IPC, prevention of Patient harm, communication

Clinical Risk Management: Safety across life cycle , General clinical care, High risk clinical processes, and speciality clinical services

Safe Environment: Physical safety, Ergonomics and human factor, Support and maintenance, hygiene and environment control etc

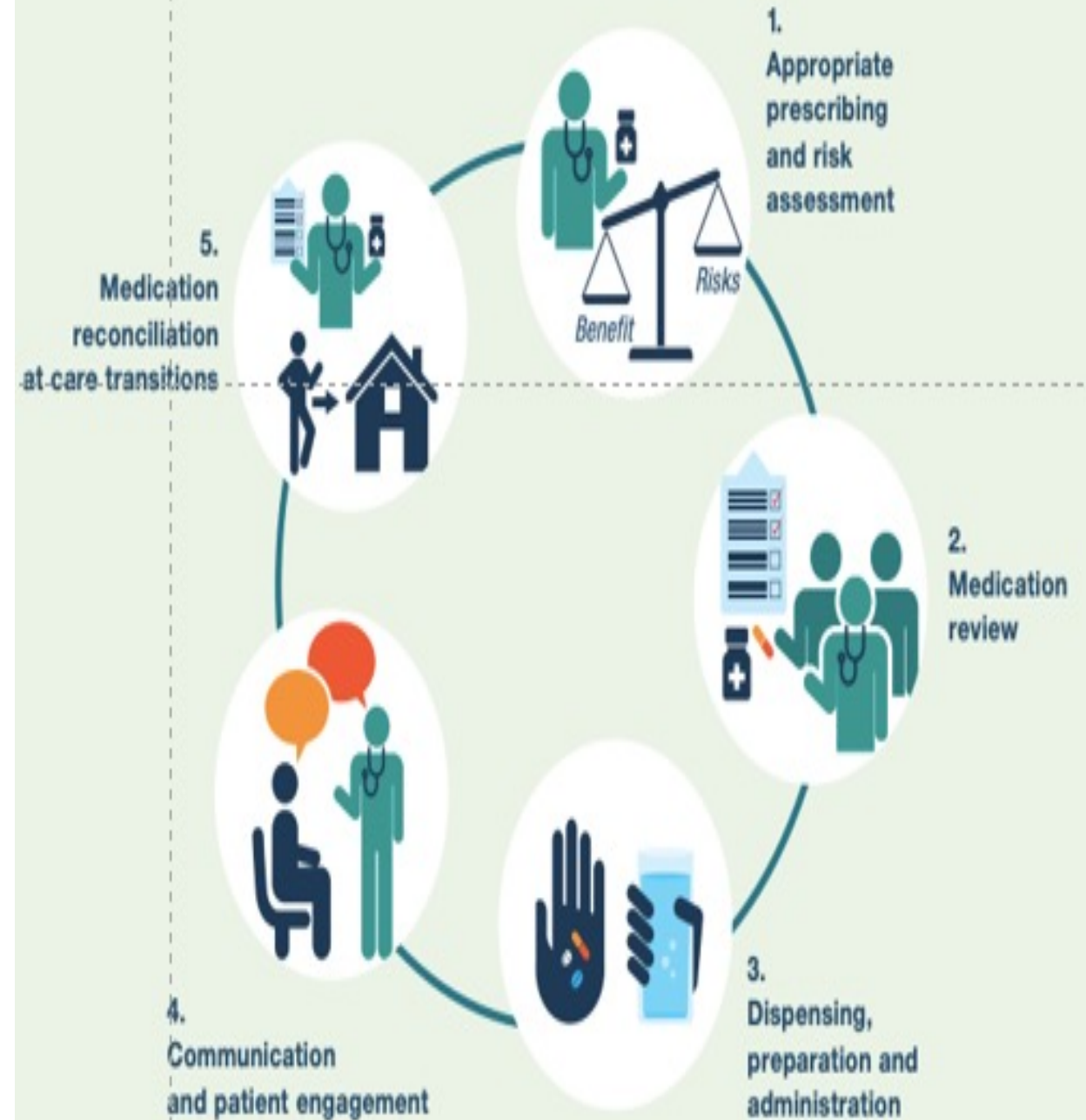**Systems for Patient Safety** :Hospital preparedness, leadership, Governance, patient engagement, competency of staff and safety

Medication Safety

- Safe prescribing practices
- Storage and dispensing
- Preparation and administration of medicines
- Medication review and optimization
- Managing high-alert drugs and adverse drug events

1. Appropriate prescribing and risk assessment

Benefit — Risks

5. Medication reconciliation at care transitions

2. Medication review

4. Communication and patient engagement

3. Dispensing, preparation and administration

Score Cards

Overall Score & Area of Concern wise Scores				
Patient Care Processes	Clinical Risk Management	Overall Score	Safe Care Environment	Patient Safety System
50%	50%	50%	50%	50%

Score Card- Standard wise Scores

Reference No	Standard	Percentage
Area of Concern A- Safe Patient Care Processes	
Standard A1	**Medication Safety:** The hospital has a medication management system to ensure safe medication practices at all times	50%
Standard A2	**Infection prevention and Control:** The hospital has an infection control programme to ensure safe infection control practices at all times	50%
Standard A3	**Safe patient handling and Harm prevention:** The hospital has an established system to ensure safe patient handling and harm prevention in all clinical care settings	50%
Standard A4	**Communication at transition of care:** The hospital has an established system to ensure safe patient transport and referrals	50%

Conduct of the assessment at the facility

01 Assessment Plan & Schedule and its communication

02 Constitution of Assessment Team

03 Conducting Assessment

04 Conclusion & Scoring

05 Review and Action Planning

06 Monitoring and Supervision

Roadmap for Patient Safety

Immediate Activities

A. At facility level
- Conduct of patient safety self-assessment, biannually
- Gap identification, prioritization of gaps, preparation of time-bound action plan

B. At state level
- Reviewing safety score in SQAU meetings and monitor the improvement in safety score
- Handhold the facility in gap closure and provide support

Long-term Activities

A. At facility level
- Setting Safe Patient Objectives in all departments
- Submission of incident reports to DQAU and SQAU on quarterly basis
- Recognition of safety champions at the facility level for motivation and encouragement

B. At state level
- Benchmarking of the health facilities based on safety score and indicators
- Sharing of best practices within the state and nationally as well
- Recognition of best performing facilities and their felicitation.

HWC

OPERATING ROOM

District Hospital

SaQushal- Our commitment for building SAFE healthcare facilities.