

Topic 1: Introduction to Patient Safety

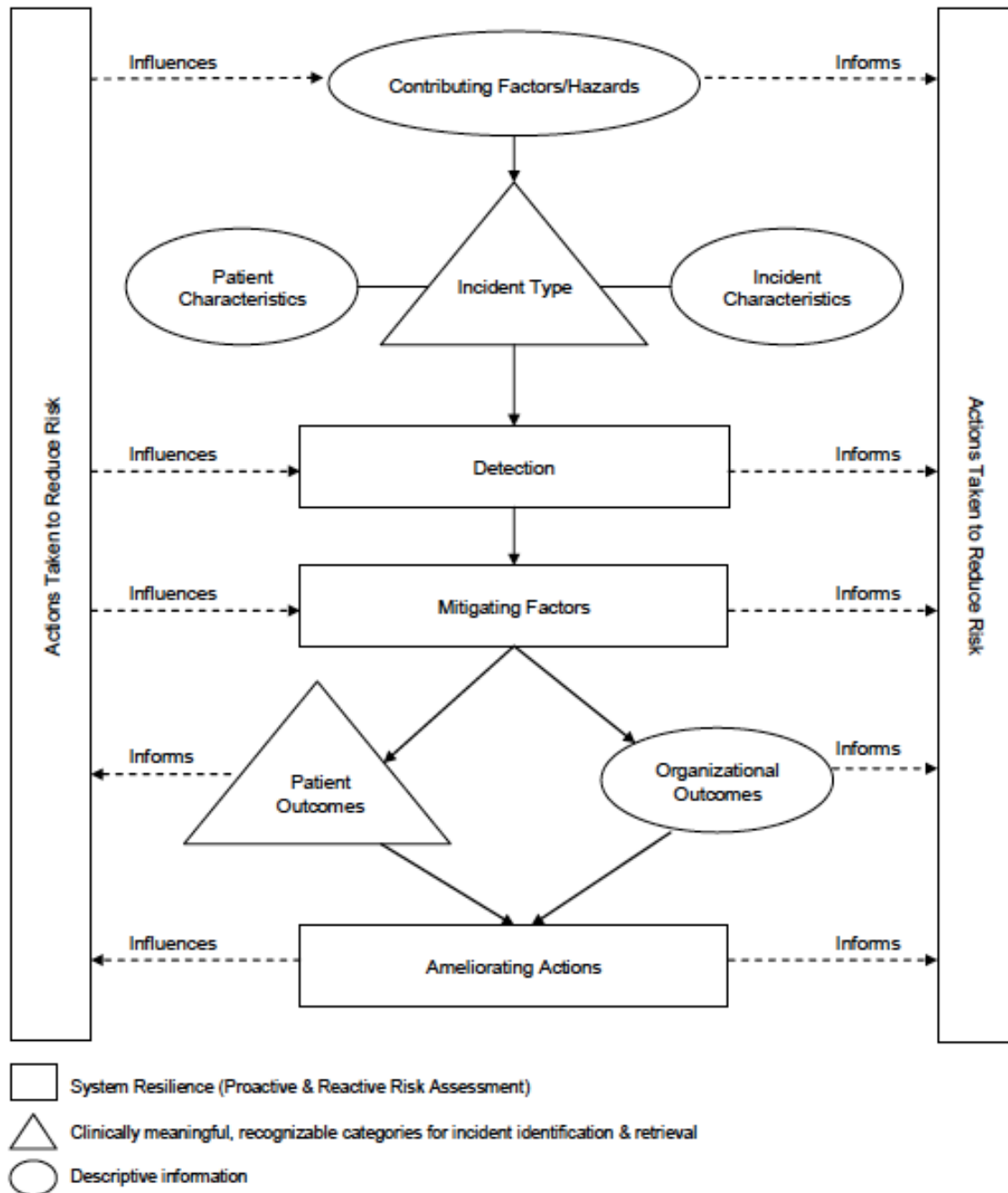
Prof Dr. Chew Keng Sheng
Faculty of Medicine and Health Sciences,
Universiti Malaysia Sarawak

Objective

- By the end of this lecture, the learners will be able to
 1. Describe the conceptual framework of patient safety using the WHO Conceptual Framework for the International Classification for Patient Safety (WHO ICPS) (2009)

What is Patient Safety?

- Patient safety is the reduction of risk of unnecessary harm associated with healthcare to an acceptable minimum level (WHO-ICPS 2009)
- The WHO ICPS (2009): 1. Incident type; 2. Patient outcomes; 3. Patient characteristics; 4. Incident characteristics; 5. Contributing factors; 6. Organizational outcomes; 7. Detection; 8. Mitigating factors; 9. Ameliorating actions; 10. Actions taken to reduce risk.

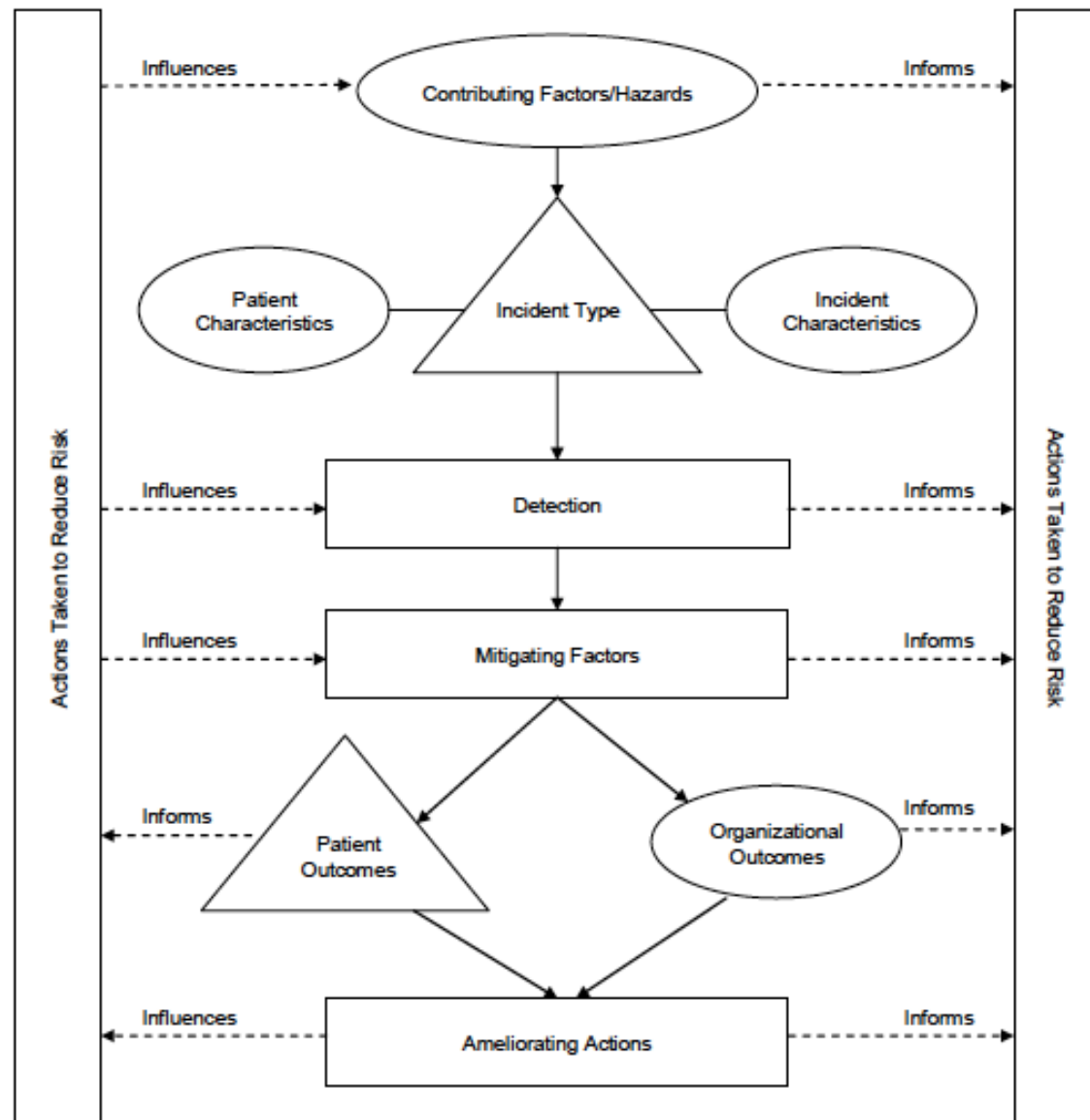


The solid lines represent the semantic relationships between the classes. The dotted lines represent the flow of information.

10 Types of incidents:

1. Clinical administrative issues
2. Clinical processes or procedures
3. Documentation issues
4. Healthcare associated infection issues
5. Medications/IV fluid errors
6. Blood or blood product issues
7. Medical equipment issues
8. Accidents issues
9. Behavioral problems
10. Infrastructures/building issues

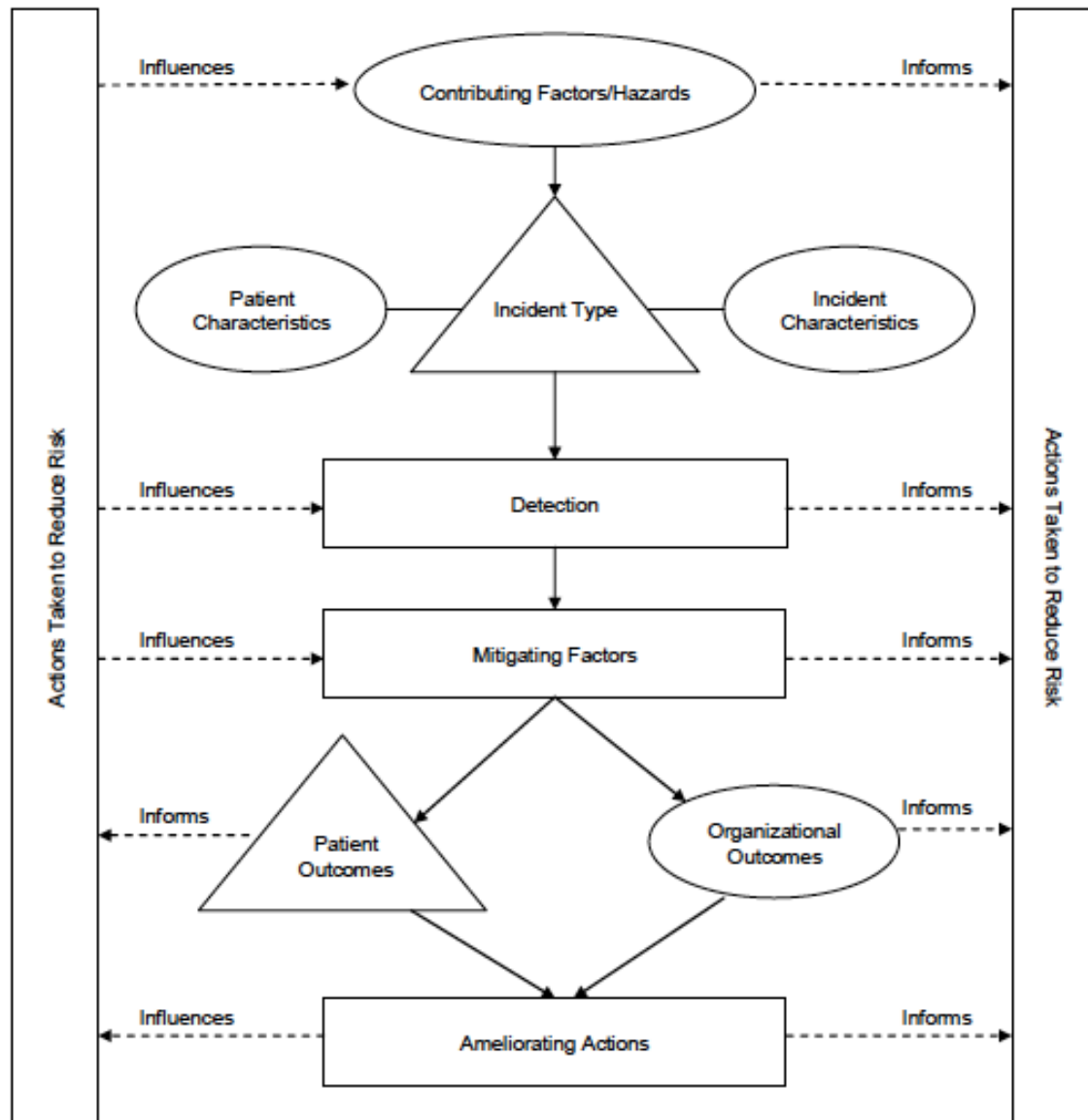
<https://www.who.int/patientsafety/implementation/taxonomy/ICPS-report/en/>



- System Resilience (Proactive & Reactive Risk Assessment)
- Clinically meaningful, recognizable categories for incident identification & retrieval
- Descriptive information

The solid lines represent the semantic relationships between the classes. The dotted lines represent the flow of information.

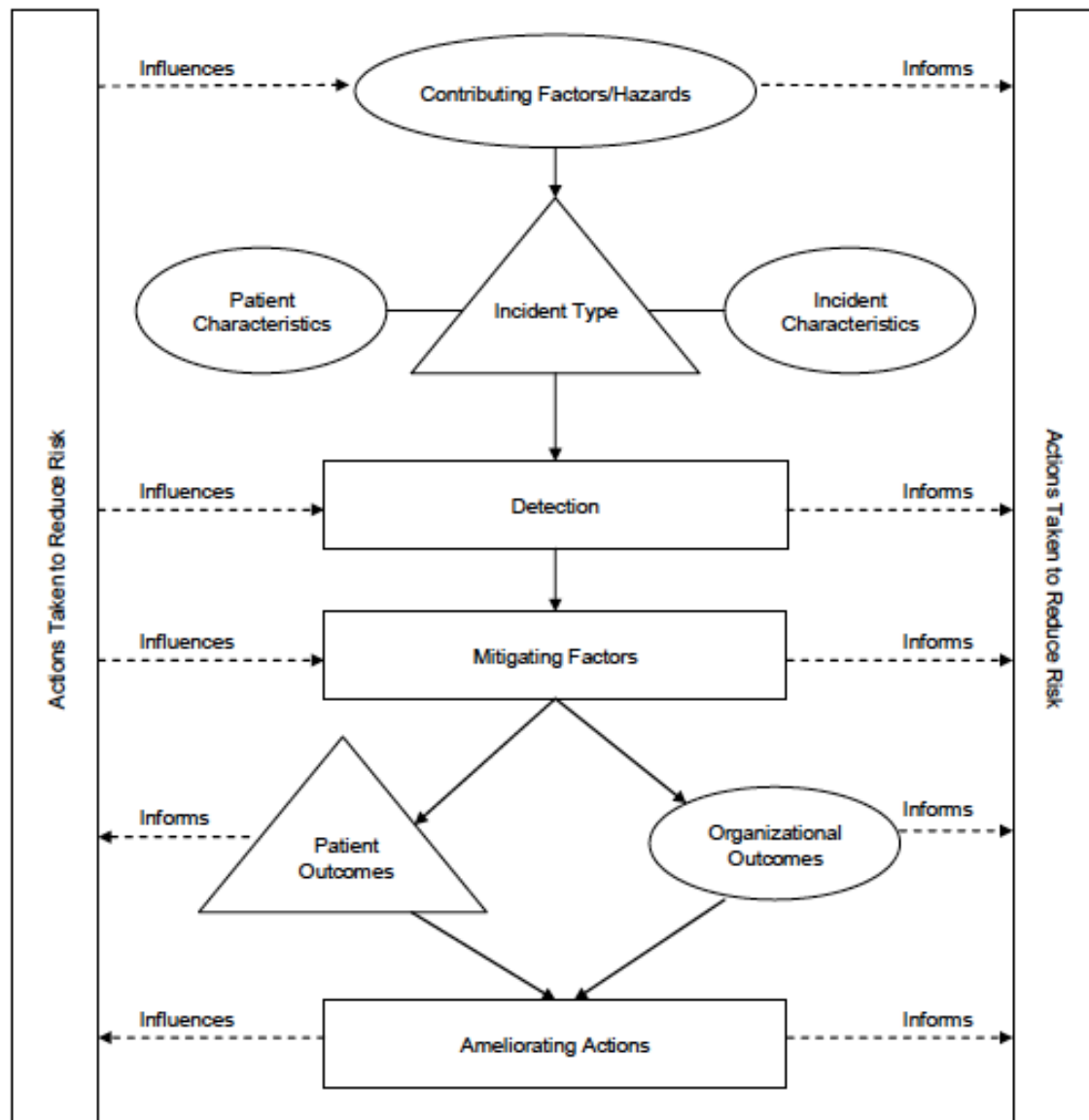
<https://www.who.int/patientsafety/implementation/taxonomy/ICPS-report/en/>



Patient's outcomes:

- None
- Mild
- Moderate
- Severe
- Death

<https://www.who.int/patientsafety/implementation/taxonomy/ICPS-report/en/>



- System Resilience (Proactive & Reactive Risk Assessment)
- Clinically meaningful, recognizable categories for incident identification & retrieval
- Descriptive information

The solid lines represent the semantic relationships between the classes. The dotted lines represent the flow of information.

Mitigating factors:

- Directed to the patients
- Directed to the staffs
- Directed to the organization

<https://www.who.int/patientsafety/implementation/taxonomy/ICPS-report/en/>

Contributing Factors

- To identify the various contributing factors of an incident, root cause analysis (RCA) should be performed.
- RCA could be performed using a variety of tools. Two most common ones are:
 1. Ishikawa's fish bone diagram
 2. 5 "Why"s approach