“More Than Words – Developing Solutions Internationally”

Patient Safety Summit
28th-30th November

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• Component of World Alliance for Patient Safety

• WHO designated Joint Commission/JCI as Collaborating Center for Patient Safety Solutions
Challenges of Solution Identification

- Selecting solutions with broad application
- Adapting solutions for all countries
  - Developing
  - Transitional
  - Developed
List of Candidate Solutions

- Universal Protocol
- Neonatal naso- and orogastric feeding tubes
- Look alike, Sound alike drugs
- Concentrated Solutions
- Hand Hygiene
- Communications (e.g., hand-offs, critical test results)
- Patient Identification
- Medication Reconciliation
- Preventing Kernicterus
- Vincristine Administration
Zeal Video
Sentinel Event Trends: Reported Cases of Wrong-site Surgery

- S. E. Alert #6: August 1998
- W.S.S. Summit: May 2003
- NPSGs: January 2003
- U.P.: October 2004
Risk Factors

- Emergency case
- Multiple surgeons
- Multiple procedures
- Morbid obesity/physical deformity
- Unusual time pressure
- Unusual equipment or set-up
- Room change
Provisions of the Universal Protocol

• Preoperative verification process
  ➢ Relevant pre-op tasks completed and information is available and correct

• Surgical site marking
  ➢ Unambiguous mark, visible after prep & drape
  ➢ Right/left, multiple structures or levels

• “Time out” immediately before starting
  ➢ Involves entire team; active communication
  ➢ Fail-safe model: “No go” unless all agree

• Applicable to invasive procedures in all settings
Developing Solutions Internationally

• Establish Collaborative Network
  • National Patient Safety Agencies
    ➢ National Patient Safety Agency
    ➢ Danish Institute for Patient Safety
    ➢ Canadian Patient Safety Institute
    ➢ Australian Council on Patient Safety & Quality

• Accrediting Bodies
  ➢ Health Quality Service (HQS)
  ➢ Haute Autorite de Sante (HAS)
  ➢ Dutch Institute for Healthcare Improvement (CBO)
  ➢ Netherlands Institute for Accreditation of Hospitals (NIAZ)
  ➢ Irish Health Services Accreditation Board (IHSAB)
  ➢ Cooperation for Transparency and Quality in Health Service (KTQ)
  ➢ National Center for Quality Assessment in Health Care (NCQA)
Developing Solutions Internationally

• Establish Collaborative Network
  • Ministries of Health/Regional Health Authorities
    ➢ Portugal
    ➢ Turkey
    ➢ Ireland
    ➢ Sweden
    ➢ Italy (Regione Lombardia Health Authority)
    ➢ Hong Kong Hospital Authority
  • NGOs and Experts
    ➢ ESQua
    ➢ IHF
    ➢ ICN
    ➢ WMA
    ➢ Picker
    ➢ EAHM
Utilize JCI Global Regional Advisory Councils

• Assure appropriateness of solutions to unique health care systems in countries
  ➢ Middle East and Northern Africa
  ➢ Asia-Pacific
  ➢ Europe
  ➢ Africa
  ➢ Americas
WHO JCI Collaborating Centre on Patient Safety Solutions

- Identify Current Regional Safety Problems and Solutions Available
- Understand Regional Barriers to Solutions
- Assess Risk of Solutions
- Adapt Solutions to Local/Regional Needs
- Develop Dissemination Strategies
For more information:

The Joint Commission International Web Site
www.jointcommissioninternational.com

The Joint Commission on Accreditation of Healthcare Organizations Web Site
www.jcaho.org

Joint Commission International Center for Patient Safety
www.jcipatientsafety.org