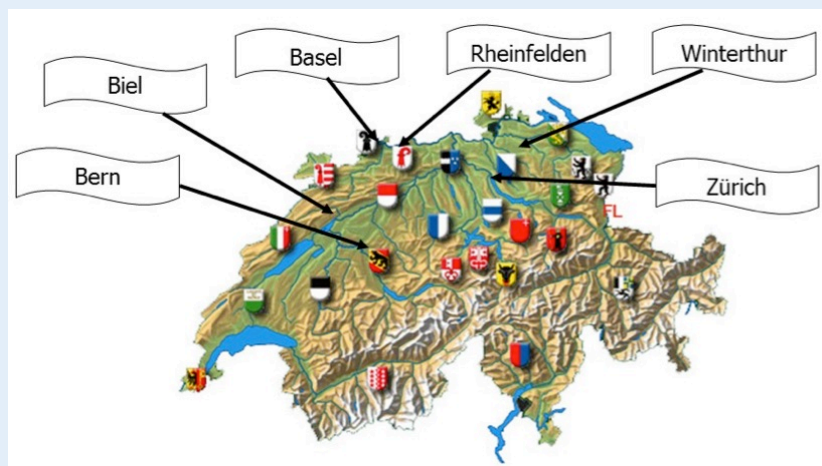




## Exchange Participants went to...



- Reha Rheinfelden
- Pflegezentrum u. Spitex Zürich
- Kantonsspital Winterthur
- Universitätsspital Basel
- Inselspital Bern
- Kinderspital Zürich
- Spitalzentrum Biel



### 1. Safety / communication

- „Patient Safety WalkRounds“
- „medStandards“
- „Speak up“
- „Qnnect“

### 2. cost / environment

- new food production of food waste

### 3. Innovation

- laboratory process

safety

## 1<sup>st</sup> example: “Patient Safety WalkRounds”(WRs)

*“More patient safety by design: systemic solutions for hospitals “*



Patientensicherheit@USB - Protokoll zu den CPSO Abteilungsbesuchen Datum:

Abteilung/Station:	Bereich/Klinik:
Zuständige Leitung:	Chefarzt/-ärztin:
Anzahl Teilnehmer/Funktionen:	
Begrüßung, Gesprächseinstieg und Fragen, die sich stellen:	
1) Wann ist bei Ihnen das letzte Mal ein Patient (beinahe) zu Schaden gekommen/verletzt worden, und warum? (warum nicht?) 2) Was konkret tun sie, dass bei Ihnen die Patienten nicht zu Schaden kommen? a) Nutzen Sie Fehler / kritische Ereignisse um diese intra- oder interprofessionell zu besprechen, zu analysieren und Massnahmen zu planen und umzusetzen? b) In welchem Rahmen (Visitenachbesprechung, Übergaberapport, etc.) wird darüber gesprochen? 3) Welchen hauptsächlichen Handlungsbedarf zur Gewährleistung/Verbesserung der Patientensicherheit sehen sie in ihrem Verantwortungsbereich? 4) Welche Unterstützung zur Patientensicherheit benötigen Sie seitens Klinik-, Bereichs- oder Spitalleitung?	
Zu F1:	

safety

## 1<sup>st</sup> example: “Patient Safety WalkRounds”(WRs)



- Respectful attitude towards unit leaders and personell → patient safety is everyones business
- Being willing to listen unit leaders and frontline professionals ideas and solutions for patient safety
- WalkRounds will be suggested as a tool for leaders and management for developing partnership for safety across the clinical areas

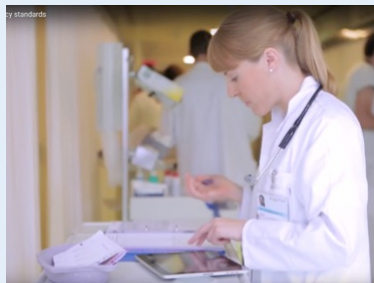
Emergency standards			University Hospital Basel Dr. Ch. Rosin, PD Ch. Nickel and Prof. Dr. R. Bingisser (Pupl.)
Symptoms and Signs			Speciality
Abdominal pain	Dyspnea	Leg pain	Angiology
Agitation	Dysuria	Nausea and vomiting	Cardiology
Altered mental status	Falls	Palpitations	Dermatology
Anaphylactic reactions	Fever	Peripheral lymphadenopathy	Endocrinology
Backache	Flank pain	Scrotal pain	Ear nose and throat
Chest pain	Focal neurological deficit	Seizure	Gastroenterology
Coagulopathy	Glucose hypos and hypers	Shock	Hematology
Cough	Headache	Syncope	Infectiology
Delirium	Hemoptysis	Toxidromes	Nephrology
Diarrhea	Hemorrhage	Traumatic brain injury	Neurology
Dizziness and vertigo	Jaundice		Ophthalmology
			Pulmonology
			Psychiatry
			Rheumatology
Resuscitation	Analgesia concept	Disaster management	Surgery
Licensing	Introduction	Exclusion of liability	Toxicology
			Urology

safety

## 2<sup>nd</sup> example: Emergency standards= „medStandards“



1. list of symptoms
2. differential diagnoses suggestions
3. treatment suggestions



medStandards

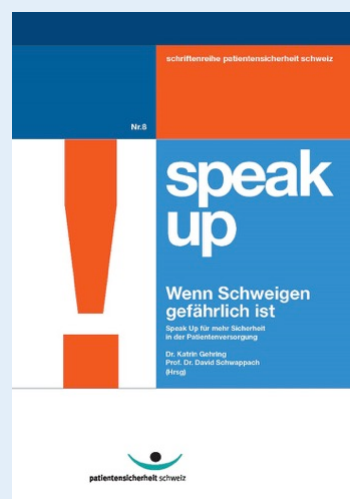
<http://www.medstandards.ch>

safety

### 3<sup>rd</sup> example: „Speak up“



- save patients from accidents
- preserve colleagues from mistakes
- speak & learn together so that the mistakes don't repeat again
- improve the patients safety



safety/  
communication

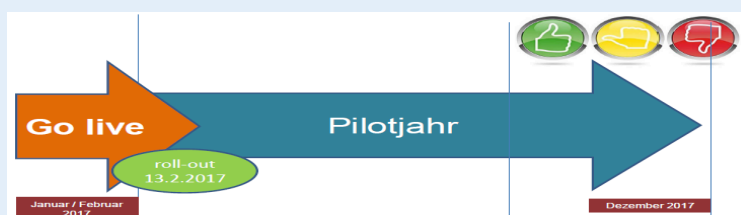
### 4<sup>rd</sup> example: „Qnnect“ (App)



950 employees are using this app



- intranet, learning & news
- anytime, everywhere
- supporting team building
- security and privacy compliance





**Cost /  
environment**

## new food production of food waste

1000kg waste/day (1 university hospital)

- environment aspect
- ethics
- cost reduction



HOPE AGORA 2017  
Organisational Innovation  
in Hospitals and Healthcare



Stadt Zürich  
Pflegezentren





## laboratory process

OLD PROCESS:

- slower process
- high costs of energy
- lost of material (failure in registration, logistic errors)
- much handworking



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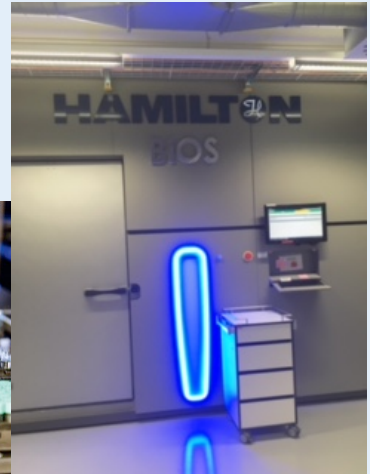


innovation

## laboratory process

### NEW PROCESS:

- quicker results
- more interesting work
- standardisation of quality
- no forced lay offs
- lower energy consumption
- liquid biobanking (since 01/2016)



## Take home message

- organizational **safety** culture is the best resource for improving health care efficiency.
- clever **innovation** of health technologies facilitates the effectiveness of health interventions and comfort for patients and professionals.
- **environment** commitment requires creativity and supposes a good investment for population health protection.



You cannot hope to build a better world without improving the individuals. To that end each of us must work for his own improvement, and at the same time share a general responsibility for all humanity, our particular duty being to aid those to whom we think we can be most useful.

Marie Curie



Vilma Raskeliene



Lidia Rodríguez



Gerdisja van Breemen



Julia Morgenbesser



Jouko Saramies  
Katariina Jantunen

