

Riskmanagement in medical services of Greece:

To give them a voice:

silent mistakes,
silent staff

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Sotiria University Hospital (Attica)

Data 2012

| | |
|---------------------------|---------|
| Beds all together: | 747 |
| Occupation of beds: | 110% |
| Hospitalized: | 48.065 |
| Days of stay in hospital: | 228.789 |
| Ambulant patients: | 33.419 |
| Medical staff | 1.172 |



Hatzikosta General Hospital (Epirus)

Data 2012

| | |
|---------------------------|--------|
| Beds all together: | 352 |
| Occupation of beds: | 60,4% |
| Hospitalized: | 42.742 |
| Days of stay in hospital: | 74.280 |
| Ambulant patients: | 7.800 |
| Medical staff | 934 |



Riskmanagement:

What does it mean ?

AND.....

What did we see?

Safety *culture*:

A changing process from a „popular“ point of view: „culture of shame and blame“, comming to a systematic, proactive safety culture and continous working on what we are doing to provide adverse events and mistakes.

Riskmanagement

Systemic process of identification, analyses, minimising and evaluation of actual and potential risks in our work for an optimal benefit in between costs and effort.

Riskmanagement....

How to save money ?

What does it mean?

AND.....

What did we see?

Matthias Schrappe, *Gesundheit und Gesellschaft*,
Berliner Gesundheitspreis 2002 der Ärztekammer Berlin, Spezial 5/2003

Holzer et al: *Patientensicherheit Leitfaden für den Umgang mit Risiken im Gesundheitswesen*, 2005, Facultas Buchhandels AG, Wien

Costs of Adverse events

- Patients stay in hospital for a longer period of time
- Morbidity is rising up
- Reduced capacity for workers to go back to work
- Mortality **10 most important reasons for death !!**
- Processes at justice against hospitals are rising up
- Insurance costs for hospitals are rising tremendously
- Per patient adverse events costs are **4.000 € bis 8.000 € !!**

Today's conclusion:



do **not** just say

„MISTAKE“

to our possibility to
make it in a better way

ALL TOGETHER!

*Lets fix the problem -
Lets talk about...*

*EN 15224:
Introduced 01/01/2013*

What does it mean?

AND.....

What did we see?

EN 15224: Point. 0.1.6.

Clinical Risk:

(Experience in Northwestern Greece / Ioannina)

Clinical risk management is responsible for all risks that may have negative follows to any of the results of *Quality Management*. The risk factors may be situated out of hospital, but will be responsible, when only even one of factors due to measurement in *Quality Management* is avoided. Aspects for management of clinical risks are part of the Norm.

European QM based on the ground of high quality nursing...



Florence Nightingale

Florence Nightingale
12.5.1820 – 13.8.1910
„The ultimate goal is to change quality. But you can not manage it until you have a way to measure it.“

EN 15224: Point. B.4.2.3.

Riskmanagement: Adverse Events

(Experience in Northwestern Greece / Ioannina)

..Documentation about adverse events..

..Analyses about adverse events..

..Information System about results out of RM..

..Safety of patients, medical staff and all persons coming into hospital will be rising up..

..Learning effort out of mistakes that were already made by medical staff somewhere else..

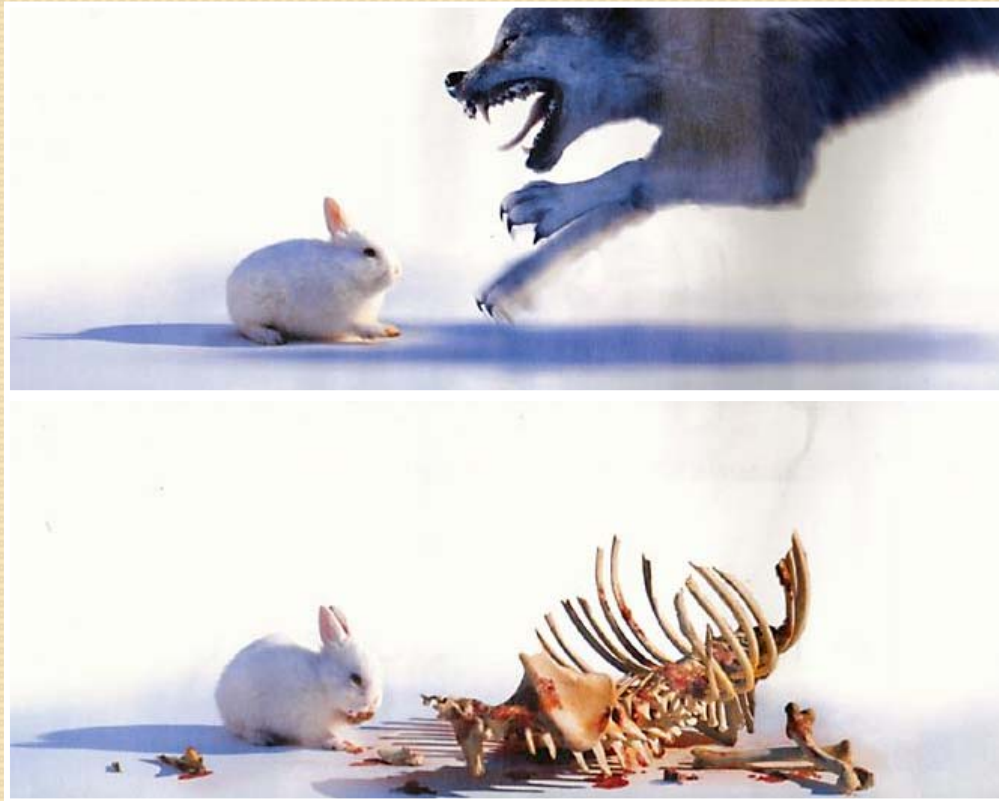
EN 15224: Point. B.4.2.4.

Risikmanagement: Prevention

(Experience in Southern Greece / Athens)

- ..Qualified staff studied in RM..**
- ..Work should be based on scientific knowledge and results of measurement in QM..**
- ..High standards in hygienic, infection control..**
- ..Controlling system about Quality of medical products and technical environment..**
- ..PDMS..**
- ..Management in case of technical damage..**

Introduction of RM Systems in Europe means...



To solve the problem:

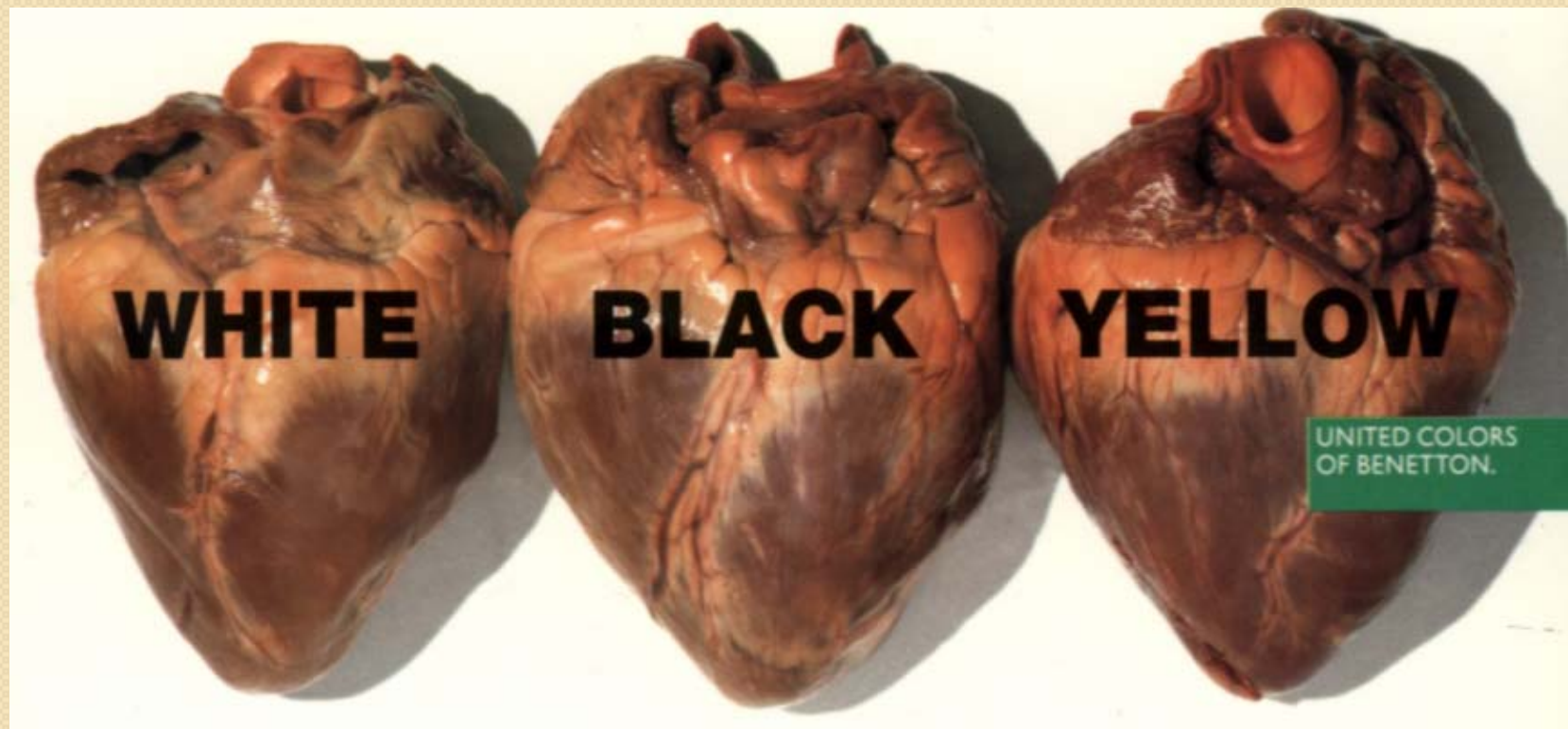
- *French Revolution / Bastille 14.7.1789*
- *Liberté*
- *Egalité*
- *Fraternité*



Goal & Vision in European Health Care Systems

Working all TOGETHER

With and on a new Safety culture =





Thank you for listening