The European Network for Patient Safety & Quality

PaSQ - European Union Network for Patient Safety and Quality of Care

Funded by the Health Programme of the European Union
PaSQ General Objective

- Strengthen cooperation between
  - EU MS
  - international organizations
  - EU stakeholders

  on issues related to quality of healthcare, including patient safety and patient involvement

- Support the implementation of the Council Recommendation on Patient Safety
Organisation

PaSQ Governance

WP1 coordination
WP2 Communication
WP3 Evaluation
WP4 SCP exchange
WP5 SCP implementation
WP6 GOP exchange
WP7 Sustainability

National Platform

Decision makers
HC professionals
National Contact Point
Research
Patients Consumers

SUM DK Dialogforum
PaSQ Specific Objectives

- Sharing and exchange of information, knowledge, skills and experiences related to
  - Patient Safety Practices - WP4
  - Good Organisational Practices - WP6

- Implementation of Safe Clinical Practices - WP5

- Propose sustainable network activities post PaSQ - WP7
WP4 & WP6
Mutual exchange of Good Practices
# Objectives WP4 & WP6

<table>
<thead>
<tr>
<th>WP4</th>
<th>WP6</th>
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<tbody>
<tr>
<td><strong>The main objectives of WP4 are to:</strong></td>
<td><strong>The main objectives of WP6 are to:</strong></td>
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<tr>
<td>- establish transferable SCP in patient safety</td>
<td>- identify strategies and GOP, focusing on quality improvement</td>
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<tr>
<td>- share SCP through exchange mechanism</td>
<td>- including PS and Patient Involvement</td>
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<td>- share SCP through an interactive web tool</td>
<td>- build a system (<strong>exchange mechanism</strong>) to share good organisational practices (GOP) between MS and stakeholders</td>
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<td></td>
<td>- provide a detailed analysis of the Quality Management Systems in MS</td>
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</table>
**Frame of work WP4 & WP6**

<table>
<thead>
<tr>
<th></th>
<th>WP4 - DK</th>
<th>WP6 - ES</th>
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</thead>
<tbody>
<tr>
<td><strong>Area</strong></td>
<td>Patient Safety</td>
<td>Quality of care</td>
</tr>
<tr>
<td><strong>Focus</strong></td>
<td>The local clinical level</td>
<td>The system level</td>
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</table>
| **Target groups**| Health care professionals with a key position or decision making role which enables them to spread the knowledge gained from WP4 work, or take steps to implement the SCP at a local clinical level within their own institution | • Ministries of Health  
• Regional Health authorities  
• Health Administrations  
• Healthcare organisations’  
• Decision makers and  
• Quality and risk managers  
• Professional organisations  
• Scientific societies actively engaged in PS and quality improvement  
• Patients’ and consumers’ organizations |
WP4 & WP6 Tasks

- Establishing a questionnaire, a glossary and conceptual framework
- Information collection on Good Practices; Patient Safety Practices (PSP) & Good Organisational Practices (GOP)
  - Literature review to support the reported PSP
  - Review of the GPs prior to the public display
- Information collection on member states needs and wishes to share and learn
- Defining concepts for exchange mechanisms (EM)
- Develop implementation support tools for the EMs
- Develop the evaluation survey for the EMs
- Action plan for the EM
- Sharing reported GPs through the PaSQ Wiki-platform
- Sharing of GPs through EM
- Data analysis of the reported PSP and GOP
WP4 Conceptual Framework
Patient Safety Practices

Clinical Risk Management Practices

An operating procedure, policy, strategy, or practice in health care, and within the institution. The aim is to enhance the organisational function, and to reach an optimal balance of risk, benefits, and costs. The patient is indirectly affected but could be directly involved.

(PaSQ; WP4)

Clinical Practices

An operating procedure or practice in health care and within the institution. The aim of a clinical practice is to enhance a clinical patient safety problem, where the patient is directly affected.

WP6 Conceptual Framework

**Structure of the Health Care System**
- Service delivery structure
- Financing structure
- Legal structure

**Activities to ensure and improve Quality of Care at different levels**
- Accreditation
- Self evaluation system
- Patient empowerment
- Quality management system
- Patient surveys
- Incident Reporting system
- Patient complaint mechanism
- Professional learning program
- Inspection
- Quality improvement project
- Patient involvement
- Peer review
- Clinical Risk management
- Clinical guidelines or pathways
- Audit system
- Professional licensing
- Quality indicators

**Quality of Care**
- Effective
- Accessible
- Efficient
- Equitable

- Safe
- Acceptable (Patient centeredness)
- Healthy living and aging of citizens

*Planned strategies at macro level for implementation at micro level*
Good organisational Practices

Quality Management Systems

A set of interacting activities, methods, and procedures used to direct, control, and improve the quality of care. In developing and implementing quality management systems *leadership* and *resources available* play a significant role.

*(Deepening our Understanding of Quality improvement in Europe; http://www.duque.eu/ 2008)*

Quality Dimensions

- Effective
- Efficient
- Accessible
- Equitable
- Acceptable
- Safe

*(Based upon Quality of Care: A process for making strategic choices in Health systems, WHO 2006)*
### PaSQ Delivery no. 1

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**Table 4. Concepts and key aspects relevant for Patient Safety Good Clinical Practices**

<table>
<thead>
<tr>
<th>Concepts and draft definitions</th>
<th>Key aspects of the concepts</th>
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<tbody>
<tr>
<td><strong>Baseline Measure</strong></td>
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<td>A reference point used to indicate the initial condition against which future measurements are</td>
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<tr>
<td>compared.</td>
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<tr>
<td>(Based upon <a href="http://medicaldictionary.thefreedictionary.com/baseline">http://medicaldictionary.thefreedictionary.com/baseline</a>)</td>
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<tr>
<td><strong>Clinical Practice (CmP)</strong></td>
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<tr>
<td>An operating procedure or practice in health care and within the institution, where the patient is</td>
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<td>directly affected.</td>
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<tr>
<td>(Based upon WHO Conceptual Framework for the International Classification for Patient Safety</td>
<td></td>
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<tr>
<td>- Blood/Blood products</td>
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<td>- Care for patients with Acute Myocardial Infarction</td>
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<td>- Communication</td>
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<td>- Decubitus ulcers</td>
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<td>- Deep venous thrombosis</td>
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<td>- Diabetes care</td>
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<td>- Diagnostics</td>
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<td>- Documentation</td>
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<td>- Early warning</td>
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<td>- Excessive heatstroke</td>
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<td>- Eosinophilia prevention</td>
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<td>- Hand hygiene</td>
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<td>- Handling of catheters</td>
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<td>- Handover situations/transfer of patients</td>
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<td>- Health IT</td>
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<td>- Infection control/prevention of surgical site infections</td>
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<td>- Infrastructure/buildings/fixtures</td>
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<td>- Malnutrition</td>
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<td>- Medical devices/equipment</td>
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<td>- Medication/IV fluids</td>
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<td>- Patient education</td>
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<td>- Patient falls</td>
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<td>- Patient identification</td>
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<td>- Patient literacy and involvement</td>
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Work process to display Good Practices

- Reporting
- Review National Contact Point
- 1. independent review (Sufficient information, sufficient English)
- Review National Contact Point – contact to the reporter
- 2. independent review (have the comments from the first reviewer been met?)
- Yes; Publication on the PaSQ Wiki – The GPs are purposed for mutual inspiration, they can not be implemented without prior reflection on suitability, evidence, adjustments etc.
- No; the GP remains in the PaSQ data base (only accessible for the PaSQ network)
The **PaSQ database** contains **343 Good Practices**;
- 208 Patient Safety Practices (PSPs) gathered at the **clinical level** via the *Work Package 4 online PSPs questionnaire*,
- 100 Good Organisational Practices (GOPs) collected at the **system level** via the *Work Package 6 online GOPs questionnaire*
- 35 good practices collected through the literature review.
Exchange Mechanism

A PaSQ Exchange Mechanism is for sharing and exchange of information, knowledge, skills and experiences related to Patient Safety Practices and Good Organisational Practices.

Exchange could take place through national / European:

- Meetings
- Study tours
- Workshops
- Twinnings
- On-line courses
- Multiple partners collaboration

The PaSQ Action Plan on the EMs contains 33 events.
DK participation in EM

- Hand Hygiene 17.06.2013. Vienna Austria – 1
- Improving the safety of placing naso-gastric tubes 17.09.2013 United Kingdom – 9
- Paediatric Early Warning Scores (PEWS) 19.09.2013, United Kingdom – 2
- Inpatient Falls 13.11.2013., United Kingdom – 1
- New technologies in dental care, radiotherapy and gynaecology 05.12.2013. Bulgaria – 0
EM planned in DK

- March 17 - 18, 2014: Reporting and Learning systems – Study tour (30 participants)

- April 30, 2014; Effective Improvement Strategies in Patient Safety Workshop (30 participants)

- Autumn 2014; Restraining in Psychiatry, Information and discussion meeting – (30 participants) to be followed up by a study tour for DK participants in the Safe Psychiatry Project
DK spread activities

- January 10, 2014 DSKS PaSQ workshop (50 participants)
- April 29, 2014; DSPS PaSQ workshop (50 participants)
- The DK PaSQ mail list contains 221 recipients
European Union Network for Patient Safety and Quality of Care

Sign up
Log In
Reporting GPs
PaSQ WIKI – display of GPs
PaSQ Exchange Mechanism

PROJECT
The European Union Network for Patient Safety and Quality of Care, PaSQ Joint Action is co-funded and supported by the European Commission within the Public Health Programme.

Its focus is to improve Patient Safety and Quality of Care through sharing of information, experience and the implementation of good practices. These platforms are organised around PaSQ National Contact Points (NCPs), who are also the contact persons for PaSQ matters in their respective countries.

WORKING PATTERN
It is running for 36 months (April 1st 2012 – March 31st 2015), and is performed through seven (7) Work Packages.

OBJECTIVE
The main objective of PaSQ is to support the implementation of the Council Recommendation on Patient Safety. PaSQ unites representatives of the European medical community, and the institutional partners involved in Patient Safety and Quality of Care in the Member States of the European Union.

PaSQ QUESTIONNAIRE
The second round of data collection starts on February 17th, 2014. You can access the Questionnaire through Sign Up (if you are not a registered user) or Log In (if you are already a registered user).

GOOD PRACTICES
Most viewed:
- 140-729 / Reporting and learning system for patient safety: SIIASP (Sistema de Notificación y Aprendizaje para la Seguridad del Paciente)
- 225 / Differentiation of clear solutions in surgery.
- 224 / Training Plan Patient Safety Culture
- 336 / Incident reporting system and management of incidents
- 233 / Medication errors in acute geriatric patients
- 139-681 / National Disease Management Guidelines Programme (NDMP-Programme)
- 490 / LUCAS: a tool for falls risk screening
WP5
Implementation of safe clinical practices

PaSQ
European Union Network for Patient Safety and Quality of Care

Funded by the Health Programme of the European Union
## WP5

<table>
<thead>
<tr>
<th>WP5 - DE</th>
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</table>
| **Objective** | The main objectives of WP5 are to:  
  - **Implementation** of selected good practices in the HCOs of MS  
  - **Evaluation** of the implementation and measurement of the impact of the PS good practices implemented. |
| **Area** | Patient Safety |
| **Focus** | Health care organisations in MS |
| **Target groups** | Health care professionals with a key position or decision maker’s role which enables them to spread knowledge gained, or to take steps to implement the Good Clinical Practices (GCP) at local clinical level. |
WP5

Selection criteria for SCP to be implemented
1. Literature review
2. Demonstrated effectiveness in clinical trials
3. Transferability with regard to health care systems and health care contexts or clinical specialties
4. Feasibility of implementation within PaSQ
5. Existing implementation tools
6. Patient involvement
## SCP Implementation WP5

<table>
<thead>
<tr>
<th>Country</th>
<th>WHO Surgical Safety Checklist</th>
<th>Medication Reconciliation</th>
<th>Multimodal intervention to increase hand hygiene compliance</th>
<th>Paediatric Early Warning Scores</th>
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<tbody>
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<td>Austria</td>
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<td>Finland</td>
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<td>Slovakia</td>
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<tr>
<td>United Kingdom</td>
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*Sum: 14, 9, 9, 4*
WP7

Sustainability of PaSQ experiences and work
The main objective of WP7 is to: propose sustainable European network collaboration in different topics of PS and QC issues.

<table>
<thead>
<tr>
<th>WP7</th>
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<tbody>
<tr>
<td><strong>Objective</strong></td>
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<tr>
<td>The main objective of WP7 is to: propose sustainable European network collaboration in different topics of PS and QC issues</td>
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<tr>
<td><strong>Area</strong></td>
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<tr>
<td>Quality of care</td>
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<tr>
<td><strong>Focus</strong></td>
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<tr>
<td>EU</td>
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<tr>
<td><strong>Target groups</strong></td>
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<tr>
<td>▪ Leaders, officers and experts of public institutions responsible for developing, implementation of strategy in different PS and QC topics in MS</td>
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<tr>
<td>▪ International professional organisation and Non governmental patients’ organisations.</td>
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</table>
Baggrund

På baggrund af de hidtidige erfaringer i PaSQ og spørgeskemaundersøgelser blandt medlemslande fandt man i PaSQ, at der er behov for gensidig udveksling og læring med primært fokus på:

- Patientinvolvering/patient empowerment
- Rapportering og læring/rapid exchange systems
- Kvalitetsforbedringssystemer
- Implementering af "den gode kliniske praksis"
Form og formål

Der foreslås et permanent samarbejdsnetværk blandt EU’s medlemslande, interesse organisationer og repræsentanter for patienterne.

Formålet med netværket er at

- øge patientsikkerhed og kvalitet i sundhedssektoren gennem
  - Læring på tværs af EU
  - Vidensdeling
  - Erfaringsudveksling

Netværket skal operere gennem

- Face to face interactions
- Web based tools
Netværkets fokus

Netværket foreslås at fokusere på fire prioriterede områder, identificeret via en undersøgelse blandt medlemslandene:

5.1 Patient/pårørende involvering (side 7)
5.2 Implementering af sikre kliniske patientsikkerhedstiltag (side 7)
5.3 Peer review system for care quality improvement organisations (side 8)
5.4 Rapid Exchange Mechanism of Patient Safety Incidents and Solution (side 9)
Deltagelse i netværks-aktiviteter

Involvering kan finde sted på fire niveauer

- Vidensdeling og –udveksling (WIKI?)
- Deltage i Exchange Mechanism
- Frivilling deltagelse i implementering af sikre patientsikkerhedstiltag
- Implementering af udviklingsværktøjer
Organisering af netværket

Netværket organiseres i lighed med PaSQ med

- Steering Commitee
  - Godkende arbejdsplaner, budget, rapporter
  - Kvalificere og implementere strategiske - og udviklingsplaner
- Executive Board
  - Støtte netværkssekretariatet
  - Forberede arbejdsplaner og overvåge netværks aktiviteter og output
- Repræsentanter fra partnerne
Jeg glæder mig til at se dig!
Tilmeld dig på patientsikkerhed.dk