Patient Safety in Austria

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‘We cannot change the human condition, but we can change the conditions under which humans work’ (James Reason 2000)
Patient Safety in Austria

**Patient Safety = operational goal of the „Quality Strategy for the Austrian Healthcare System“**

**Vision of the Austrian Quality Strategy:** The Austrian quality strategy contributes significantly to the continuous further development, improvement and nationwide assurance of quality in all healthcare sectors. It supports the appropriate and most notably reliable healthcare provision to the population. Quality becomes the guiding and controlling criterion for the Austrian healthcare system.

**Vision of Austrian Strategy for Patient Safety:**

» Patient safety has been established in all structures and processes of the health care system.

» Health care in Austria is safe, effective, and easily accessible, independent of where and in which facility or institution it is provided.

» Patients are well informed and actively involved in the process of the provision of health care.
Projects and activities at GOEG

- [www.qbe.at](http://www.qbe.at)
- [CIRSmedical.at](http://CIRSmedical.at) (quality assurance)
- Recording and avoiding hospital acquired infections and resistance to antibiotics (ongoing projects: Organisation and Strategy of Hospital Hygiene – PROHYG; the National Initiative to Contain the Resistance against Antimicrobial Substances – NI–AMR)
- [www.gesundheit.gv.at](http://www.gesundheit.gv.at) (health portal)
- Reporting and Learning Checklist
- European Network for Patient Safety and Quality of Care (PaSQ)
Goals

» collection of data on quality-issues in acute hospitals and inpatient rehabilitation institutions

» to identify opportunities for quality improvement (e.g. risk management, quality systems, personnel-planning)

» promotion of exchange about quality projects

Data collection 2012

» in November 2011 the Federal Health Commission (BGK) decided, that nationwide data on quality-issues in acute hospitals and inpatient rehabilitation institutions should be collected obligatory

» KaKuG-amendment 2011: All counties are obliged to take part in a continuous and nationwide data collection about quality issues.
Do you use risk management instruments?

- In use (n=140): 83%
- Planned (n=7): 13%
- No (n=22): 4%
Is there a concept for risk-management (structured procedure in coping with risks, errors and critical incidents)?

- Yes (n=110): 24%
- No (n=18): 11%
- Planned (n=41): 65%
Which instruments do you use? (multiple answers possible)

- Organisational/Hospital internal Reporting & Learning Systems (n=101)
- Overall Reporting & Learning Systems (e.g. CIRSmedical.at) (n=48)
- Risk Analysis (n=89)
- Analysis of errors (e.g. on the basis of the London Protocol) (n=51)
- Checklists for a structured procedure in risky situations (e.g. emergency-checklist) (n=118)
- Others (n=14)
Anonymous vs. non anonymous reporting during internal reporting systems?

- (mainly) anonymous (n=38) - 37%
- (mainly) not anonymous (n=28) - 28%
- variable: partly anonymous, partly not anonymous (n=35) - 35%
Are you involved in national/regional/international quality projects?

- Round robin test in laboratories (n=105)
- KISS (Hospital-Infections-Surveillance-System) (n=55)
- ANISS (Austrian Nosocomial Infection Surveillance System) (n=36)
- EARS-Net (European Antimicrobial Resistance Surveillance System) (n=9)
- QIP (Quality Indicator Project) (n=22)
- Projects regarding interface management (n=45)
- A-IQI (Austrian Inpatient Quality Indicators, quality assurance with routine data) (n=65)
- Risk management and Patient Safety Projects (n=86)
- Participation in competitions/quality awards (n=22)
- Other (n=33)
Pilot CIRSmedical.at – Evaluation

CIRSmedical.at
» anonymous Reporting & Learning System – for employees in the health care system
» initiative of the Austrian Medical Association
» operated by the Austrian Society for Medical Quality Assurance and Quality Management, LLC (ÖQMed)
» Quality assurance and evaluation by GÖG (contracted by BMG)

Goals of the project
» improving quality of health care
» increasing patient and employees safety
» turning away from „blame and shame“
» exchange between institutions and organisations
Reporting and Learning Checklist

the **Principles for R&L–Systems** are e.g. voluntariness, lack of sanctions, confidentiality, independency, feedback*

the **Goals** need to be adapted to the needs of the respective organisation, ultimately it is the improvement of patient safety

**Main content of the R&L–Checklist**

» Analysis of the current situation – e.g. handling of critical incidents, organisational questions, available quality assurance)

» Planning– in terms of personell, organisational, technical, financial issues

» Procedures for incident reporting
  » message–categories
  » further processing
  » evaluation
  » communication of results

» Further consideration of supporting and inhibitative factors for the implementation of R&L–Systems

*Source: Aktionsbündnis Patientensicherheit „Empfehlungen zur Einführung von Critical Incident Reporting Systemen (CIRS)–Praxistipps für Krankenhäuser 2007)
PROHYG

» PROHYG 2.0 = quality standard for issues regarding hygiene in health care.
» it summarises current knowledge about the organisation of hygiene in health care institutions & strategies to improve structure quality in hospital hygiene
» Data from different surveillance-systems in Austria (ANISS, KISS, NISS, [QIP] sowie ASDI) should be combined
» Establishment of periodic surveys with standardized, patient-related data-sets
» PROHYG 2.0 is no alternative for relevant regulatory framework and other nationwide specifications. It states more precisely already existing laws and regulations. PROHYG 2.0 supports their implementation in practice. It has an impact on health care facilities and institutions in all fields of health care
National initiative to contain the resistance against antimicrobial substances

Goal
Development and spread of resistance against antimicrobial substances should be reduced efficiently and effectively.

Topics
» Proper use of antimicrobial substances in all health care fields (therapie, prophylaxis)
» Quality assurance of use and effectiveness
» Guarantee of patient safety and consumerism in all fields of health care
» Measures of hygiene to prevent transmission of resistance qualities of pathogenic and non-pathogenic microbes
Health portal – www.gesundheit.gv.at

- Health literacy and patient information
- BMG: Customer and project leader
- GOEG: editorial office
- Bundesrechenzentrum: technical support
- Launch: January 2010
- „work-in-progress“ (current 3,500 pages online)
- Continuing extension and update
- Quality assurance (experts)
- Service information
- Health system directory
- Independent information (no advertising)
PaSQ

WP4
Identification von SCP (on the level of health service providers)
(survey FB 4, presentation on PaSQ website)

WP5
Implementation of selected SCP in HCO of the European MS
• Medication reconciliation
• Multimodal intervention to increase hand hygiene compliance
• To increase the safety of surgical procedures with the introduction of checklists
• (Paediatrics Early Warning Scores)

WP6
Identification of strategies, principles to improve patient safety (survey FB 6)

Implementation of one selected SCP (WP5) in 3 to 5 HCO

Promotion of Exchange Mechanisms (FB 4&6)
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