ESQH workshop, Barcelona 20th October 2007

REGIONE TOSCANA
GRC Gestione Rischio Clinico
SICUREZZA DEL PAZIENTE

Quality and ergonomics as professional requirements in the training programme for patient safety

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The center for Clinical Risk Management and Patient Safety

Mission

Promote the culture of risk communication and management, involving all the actors of the healthcare system in the intiatives for patient safety

Main Actions

Establish and develop the safety management system

Promote and develop patient safty campaigns

Tuscany Regional Healthcare System

- The regional public healthcare system accounts for 3.5 millions citizens
- 3 wide area consortiums
- 16 Local Healthcare Units
- 50.000 employees
- 34 acute care hospitals and hundreds of local wards
- 15.000 beds for 650.000 in-patients per year

Accreditaion requirements for patient safety in Tuscany

Each local healthcare agency must have:

A safety management system

The Clinical risk manager

Patient safety facilitators in each ward

A training programme for patient safety

Patient safety campaigns

An information system for incident reporting and claims management

The training programme

Tuscany Regional law 302/2005

Defines professional requirements:

Systems thinking, safety culture, healthcare quality theory and methods, basics of ergonomics, methods to measure-investigate-prevent risks, communication skills and management

Promotes training programmes for:

Clinical Risk Managers

Master course organized by Sant'Anna School of Advanced Studies [Pisa] and CRM centre [Florence]

(2 editions) Possibility to get the certification of European Ergonomist

Facilitators for patient safety

Professional courses (30 editions) organized by LHUs

Who's the Clinical risk manager

She/He is an expert of ergonomics and quality. He has the responsibility to coordinate the local safety management system, to supervise the facilitators and to manage the adverse events data base.

Training programme

Target >> Senior physicians, nurses or psychologists

Duration >> 120 hours of classroom activities+ 6 weeks of practice

This shall be a postgraduate academic course, valid for the certification path to become an European Ergonomist as coherent with CREE standards.

Goal >> create a new professional figure, who is able to manage, coordinate and suervise the local inititatives for patient safety.

Who are the Facilitators for patient safety

The facilitator is in charge of the incident reporting system at the ward level. She/he promotes reports, significant events and process analysis.

Training programme

Target – physician or nurse recoginzed as reliable, cometent and trustworthy at the ward level

Duration – 40 hours, postgraduate professional courses

Goal – enable professionals to organize and promote incident reporting nd clinical audit, embracing a bottom-up approach based on the need to complement accreditation efforts

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Introduction

State of the art of patient safety in Italy and internationally

Stage A – Exploring knowledge

Theoritical foundations of patient safety and core competences for the clinical risk manager

Stage B – Understanding practice

The main activites for patient safety

Stage C – Comparing experiences

International comparisons and networking

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Stage A – Exploring knowledge

Theoritical foundations of patient safety and core competences for the clinical risk manager

Module 1

Teambuilding and communication skills –
2 days outdoor experiential

Module 2

Organizational behaviours and development –
2 days lessons and case studies

Module 3

Ergonomics and human factors –
2 days lessons, case studies and usability tests

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Stage B – Understanding practice

The main activites for patient safety

Module 4

Clinical risk identification and measurement (incident reporting, claims and complaints evaluation, indicators applied to administrative data, patients report) –
3 days quality and safety lab

Module 5

Clinical incident investigation and critical processes analysis (OACM, SEA, RCA and FMEA) –
2 days and a half workshop, case and process analysis

Module 6

Risk prevention and control (good practices for infections control, ADE's prevention, falls prevention and patient identification; caring for the patients, family and clinicians after the harm) –
2 days workshop, quality and safety lab

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Stage C – Comparing experience

International comparisons and networking

Module 7

Study tour (UK, Denmark, France, USA) –
5 days visits for groups of 6

Project work –
6 weeks inividual workfield activity

Module 8

Presentation of the best project works –
1 day National conference

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Participants: 27

21 Medical Doctors (11 clincians, 7 medical directors, 3 medicolegal doctors) 2 Registered Nurses, 2 Pharmacists, 1 Statistician, 1 insurance Broker

Faculties:

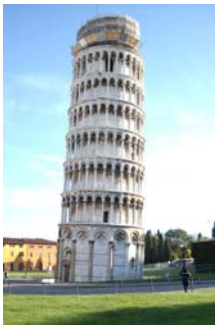
Academic professors from 3 italian and 3 european universities/agencies (UK, France, Denmark)

Expert Trainers of healthcare workers

Clinical risk managers, medical directors and LHUs' CEOs

Main location: Pisa → → →

Directors: Sabina Nuti and Riccardo Tartaglia.
Coordinators and tutors: Francesco Niccolai, Manuele Bellonzi, Sara Albolino and Tommaso Bellandi.



Master in Clinical Risk Management 2008-2009

Enhancing international partnership

Tuscany - Italy

Copenhagen - Denmark

London - England