XII CONGRESO NACIONAL
DE
DERECHO SANITARIO

9

LA EXPERIENCIA DANESA EN LA NOTIFICACIÓN DE EVENTOS ADVERSOS Y LA LEY DE PROTECCIÓN DE NOTIFICACIÓN

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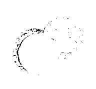

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Patient Safety

The Danish Experience

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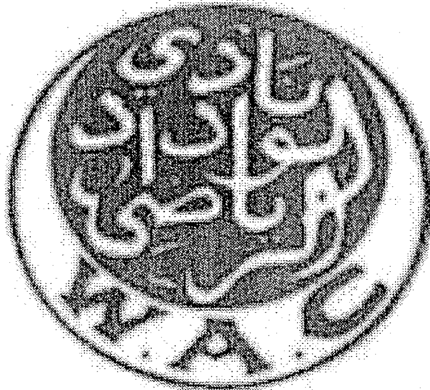
Exampel



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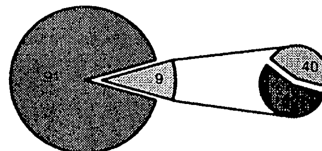
Patient Safety on the Danish Healthcare Agenda

AE Studies

- New York (1991) 3.7%
- CO/UT (1999) 3.3%
- Australia (1994) 13%
- UK (2000) 11%
- New Zealand(2001) 13%
- Denmark (2001) 9%
- France (2004) 8,9%
- Canada (2004) 7.5%



7 extra bed days per AE

Ref.: Schiøler T et al, UfL 2001

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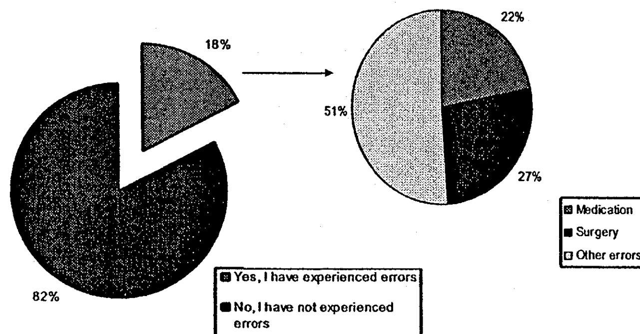
Patients' experiences with medical errors – national survey



Medication
Surgery
Other errors

- 26.300 questionnaires
- Response rate 49%

Ref.: National survey on patients' experiences, Denmark 2005

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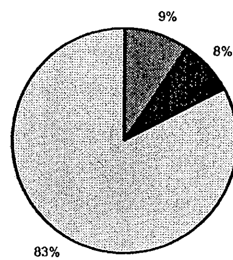
Patients' experiences with medical errors – Copenhagen Hospital Corporation survey



Have you experienced and/or been informed about errors made in connection with your hospital stay?

- Yes, one or more minor errors
- Yes, one or more serious errors
- No

Ref.: Patients' evaluations of hospital wards in the Copenhagen Hospital Corporation, 2004

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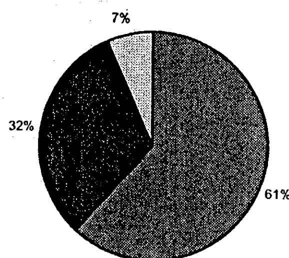
Patients' experiences with medical errors – Copenhagen Hospital Corporation survey



How were you informed about the error?

- I discovered the error myself
- The doctor/the staff discovered the error
- Others discovered the error

Ref.: Patients' evaluations of hospital wards in the Copenhagen Hospital Corporation, 2004

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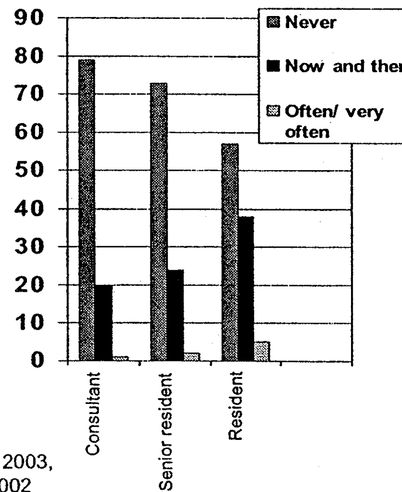
Recommendations: Results from the Questionnaire

- One third of professionals consider to change profession because of fear of being involved in adverse events



Ref.: Andersen HB 2003, Hermann N et al. 2002

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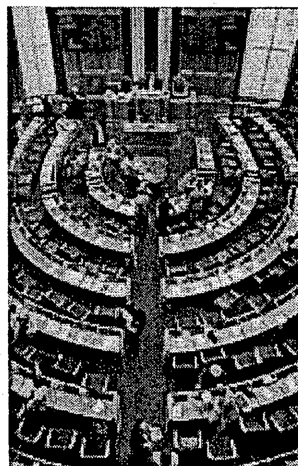
Act on Patient Safety

- Frontline Personnel obligated to report
- Hospital Owners are obligated to act
- Board of Health is obligated to communicate



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§6 in Act on Patient Safety

- A frontline person who reports an adverse event cannot as a result of that report be subjected to investigation or disciplinary action from the employer, the Board of Health or the Court of Justice

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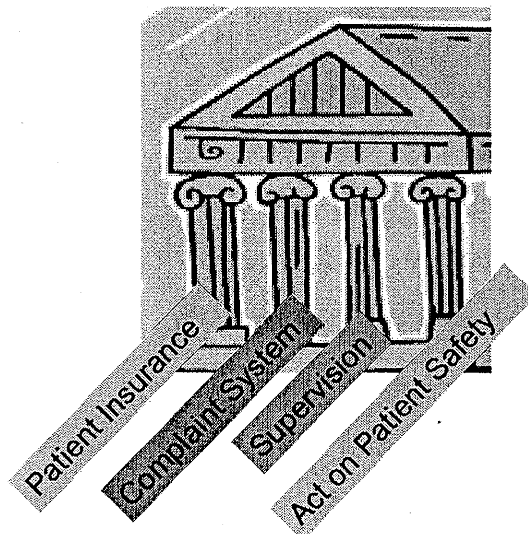
Handling of Adverse Events



Reporting Systems

- The reports are just a sample
- No true denominator

- So what can we use it for?

Nothing - unless

- We analyze the events
- We act on the analyzes
- We monitor the changes
- We study the literature

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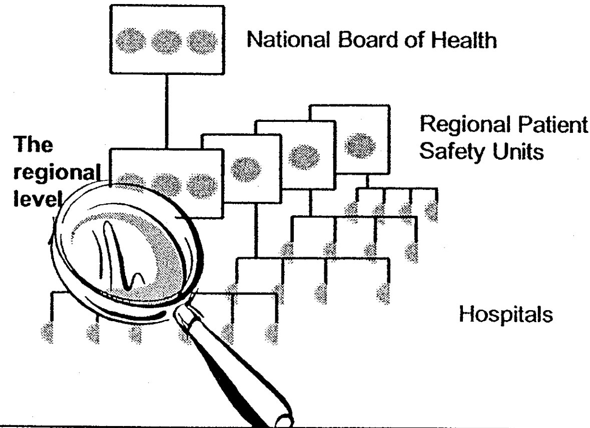
The organization of the Danish Reporting System



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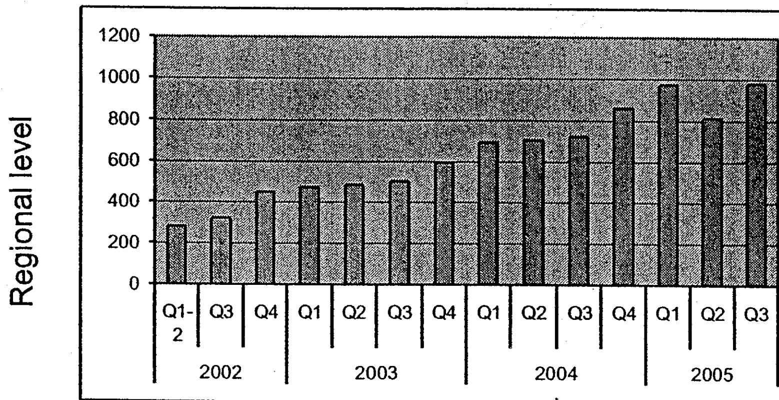
Reported adverse events



Example from Copenhagen Hospital Corporation (H:S)

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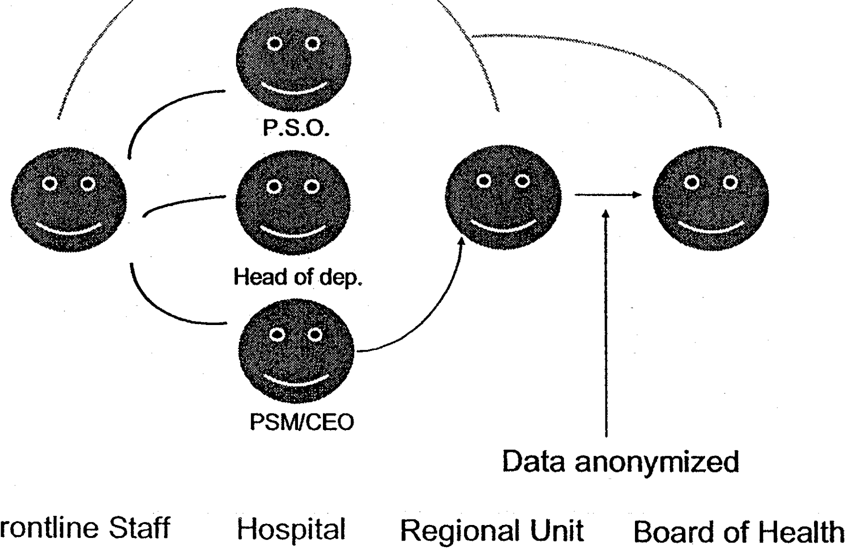
Event – Infusion Pump

A patient with a heart disease receives an overdose of a potent drug due to free flow failure of an infusion pump



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Score-Matrix

Severity and Probability	Catastrophic	Major	Moderate	Minor
Frequent	3	3	2	1
Occasional	3	2	1	1
Uncommon	3	2	1	1
Remote	3	2	1	1

Potential and Actual Injury
Reference NCPS, VA gov

- SAC 3 RCA
- SAC 2 Aggregated RCA
- SAC 1 Local action

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RCA: Free Flow and Infusion Pump

Problem

Several infusion sets present - and the pump did not alarm when a wrong set was used

No systematic introduction to staff on how to use the different pumps that were present in the department

Solution

Only one type of pump present in each department

Physical separation of different infusion set

Plan for yearly introduction and checklist to ensure staff are appropriately introduced to medical equipment

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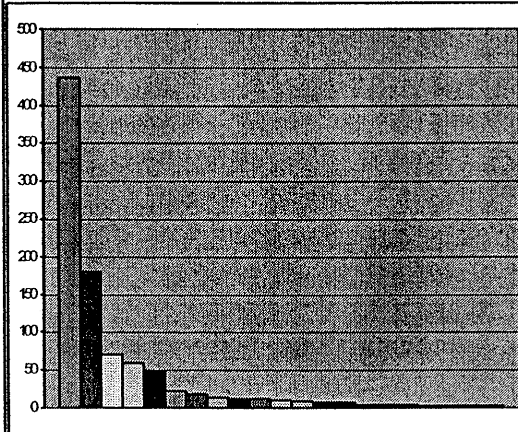
A Problem in all Hospitals?



AE with infusion pumps	
Programming and handling	22
Distant problem	15
Medication mix up	13
Free flow	4
Other	2
Total	56

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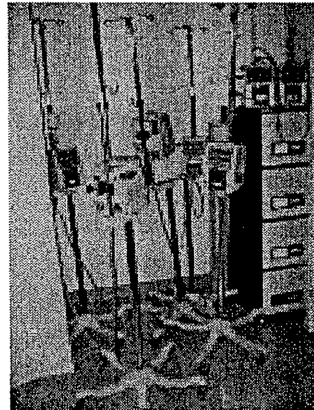
Actions taken at Head Office

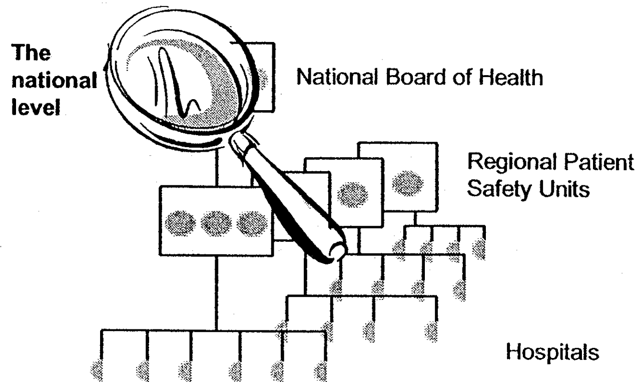
Centralized purchasing strategy

Out phasing of all pumps that do not have set based free flow protection:

- Centralization of pumps
- EU-tender for new infusion sets



The organization of the Danish Reporting System



In 2004 additional 9 wrong site events reported to the national reporting system.

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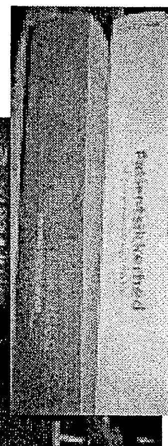
Patient Safety Training

Master Class in Patient Safety

Seminars etc.

Toolkits for H:F, RCAs, HFMEA, Legal issues

Yearly conference



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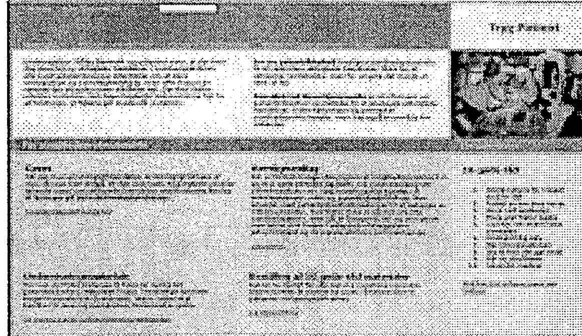
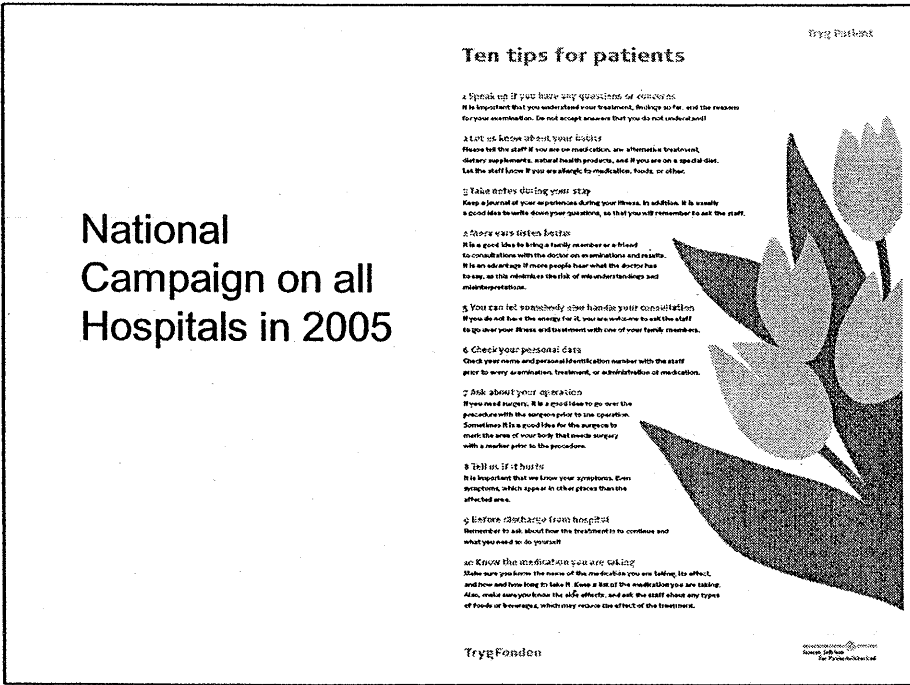
"Safe Patient" project

- General information
- Cases
- Tools
- Patient Involvement





National Campaign on all Hospitals in 2005

Tryg Patient

Ten tips for patients

1 Speak up if you have any questions or concerns
It is important that you understand your treatment, findings so far, and the reasons for your examination. Do not accept answers that you do not understand!

2 Let us know about your habits
Please tell the staff if you are on medication, any alternative treatment, dietary supplements, natural health products, and if you are on a special diet. Let the staff know if you are allergic to medication, foods, or other.

3 Take notes during your stay
Keep a journal of your experiences during your illness. In addition, it is usually a good idea to write down your questions, so that you will remember to ask the staff.

4 More ears listen better
It is a good idea to bring a family member or a friend to consultations with the doctor on examinations and results. It is an advantage if more people hear what the doctor has to say, as this minimizes the risk of misunderstandings and misinterpretations.

5 You can let somebody else handle your consultation
If you do not have the energy for it, you are welcome to ask the staff to go over your illness and treatment with one of your family members.

6 Check your personal data
Check your name and personal identification number with the staff prior to every examination, treatment, or administration of medication.

7 Ask about your operation
If you need surgery, it is a good idea to go over the procedure with the surgeon prior to the operation. Sometimes it is a good idea for the surgeon to mark the area of your body that needs surgery with a marker prior to the procedure.

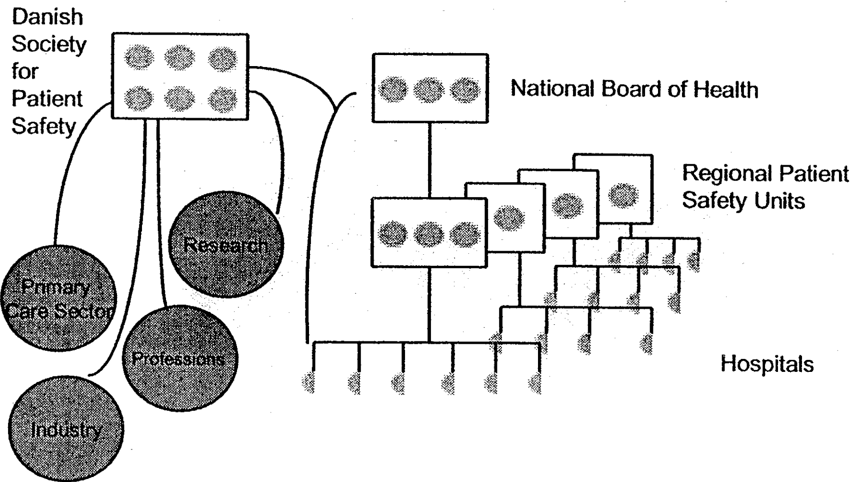
8 Tell us if it hurts
It is important that we know your symptoms. Even symptoms, which appear in other places than the affected area.

9 Before discharge from hospital
Remember to ask about how the treatment is to continue and what you need to do yourself

10 Know the medication you are taking
Make sure you know the name of the medication you are taking, its effect, and how and how long to take it. Keep a list of the medication you are taking. Also, make sure you know the side effects, and ask the staff about any types of foods or beverages, which may reduce the effect of the treatment.

TrygFonden

Patient Safety manpower



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