



PATIENT SAFETY INITIATIVE FOR DELHI GOVERNMENT HOSPITALS



Patient safety is a fundamental principal of healthcare. Medical care occurs in complex systems. The goal of a Health care organization is to deliver safe, high quality health care to our patients. Despite the best intentions, however, a high rate of largely preventable adverse events of medical errors occur that cause harm to the patients. Adverse events also increase costs for additional treatment, claims and litigation.

There is a need to have a culture that overtly encourages and supports commitment to patient safety, open communication in a blame free environment. We need to develop safety designs and reporting mechanisms for any situation or circumstance that threatens, or potentially threatens, the safety of patients or caregivers. The system should be able to view the occurrence of errors and adverse events as opportunities to make the health care system better.

Patient safety is recognized now as a distinct discipline, based on scientific principals and its implementation is an art. Delhi state government is committed to patient safety. We must take initiative in all state-run hospitals to develop patient safety culture. To achieve this objective, Chacha Nehru Bal Chikitsalaya (CNBC), the hospital which has taken lead in quality in health care in public sector, is initiating training workshops for all Delhi Govt hospitals to prepare them to develop safety culture. QCI is partner in this initiative of CNBC.

The series of workshops are being organised at Chacha Nehru Bal Chikitsalaya for Delhi Government hospitals that will create awareness among all categories of hospital staff about patient safety and will train the master trainers who will be instrumental in building a patient safety program in their hospitals. The program's core objectives focus on building patient safety partnerships among Delhi Government Hospitals and supporting patient safety improvements in each hospital.

A sensitization workshop for all Medical Superintendents / HODs of various hospitals / healthcare institutions was held on 23.05.11 at CNBC, Geeta Colony. Sh. Anshu Prakash, Principal Secretary Health, Delhi Govt inaugurated the workshop in the presence of Dr Girdhar J Gyani, Secretary General QCI, Dr Ranjan Roy Chaudhury and Dr A K Agarwal, Dean Maulana Azad Medical College & Addl. DG Health, Govt of India.

Subsequently, sets of five day training program, in batches, have been initiated to create master trainers beginning June 20, 2011. Each batch comprised of 6-8 identified hospital officials from medical, nursing and paramedical streams from 4 hospitals. This program is accredited by Delhi Medical Council (DMC) for 30 hours of CME Credits. During the five day workshop, the trainees will be provided with in-depth knowledge and hands-on training using tools and techniques related to different facets of patient safety. These tools and techniques have been tested in the healthcare environment of a public sector hospital

and can be utilized for other public sector hospitals. These master trainers shall promote Patient Safety program in their hospital.

After training the participants will be able to:

- Describe how studying medical events can provide information to improve patient safety
- Explain the goals and critical elements of an effective event reporting system and patient safety program
- Develop risk management strategies and root-cause-analysis
- Improve communication skills among hospital staff, patients and visitors and develop “Blame free” environment and work towards system approach enhancing staff and public satisfaction levels
- Can initiate awareness program and implementation strategies for their respective institutions with active participation of their administrators

Let us join hands for “ Safe Care Save Lives”