



The Safety culture in rehabilitation – the guarantee of medical services quality

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In 1837 N. Pirogov wrote that any conscientious doctor has to seek "to publish the mistakes to warn against them other people less expert".

I. Davydovsky considered that as the medicine is scientific discipline, medical errors are subject to registration, systematization and studying.

Unfortunately, in many countries health workers seek to hide information on the mistakes. It occurs first of all traditionally similar information is used for punishment.



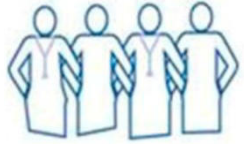
Annually around the world 40 million patients of hospitals become the victims of the wrong treatment or bad leaving ...



Medical services quality

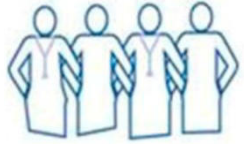


- **Focus on the patient practiced by each worker;**
- **Level of safety of services;**
- **Aid effectiveness;**
- **Timeliness of services;**
- **Obtaining desirable result;**
- **Compliance to modern professional achievements of medicine**



Safety culture

- The characteristics of such a culture include:
- • **A favorable environment** in which people are confident that they can report errors or potentially dangerous situations ("misses") without fear of punishment
- • **Cooperation at all official levels** in the aspiration to eliminate weak points in system
- • Confirmed readiness to direct **resources to solve security problems**
- • **Encouragement of recognition of mistakes** and active reference of a mistake first of all into the account of failures in process or system.
- The lessons learned from the analysis of mistakes serve as the checked methods for decrease or prevention of mistakes in the future.



Safety culture

- The main thing — **effective systems and the work in team directed** to achievement of safe and high-quality results;
- When something does not work, the main thing is to determine **what is the problem, not in whom**. The task is **to highlight the process failures and systemic problems**, and to resolve them, acting impartially and without threats.
- **The safety culture assumes recognition of inevitability of mistakes and aspiration to actively reveal the hidden threats.**

Elements of an ideal safety culture

Culture of reporting

Culture of justice

Culture based on awareness

Culture of flexibility

Culture of training

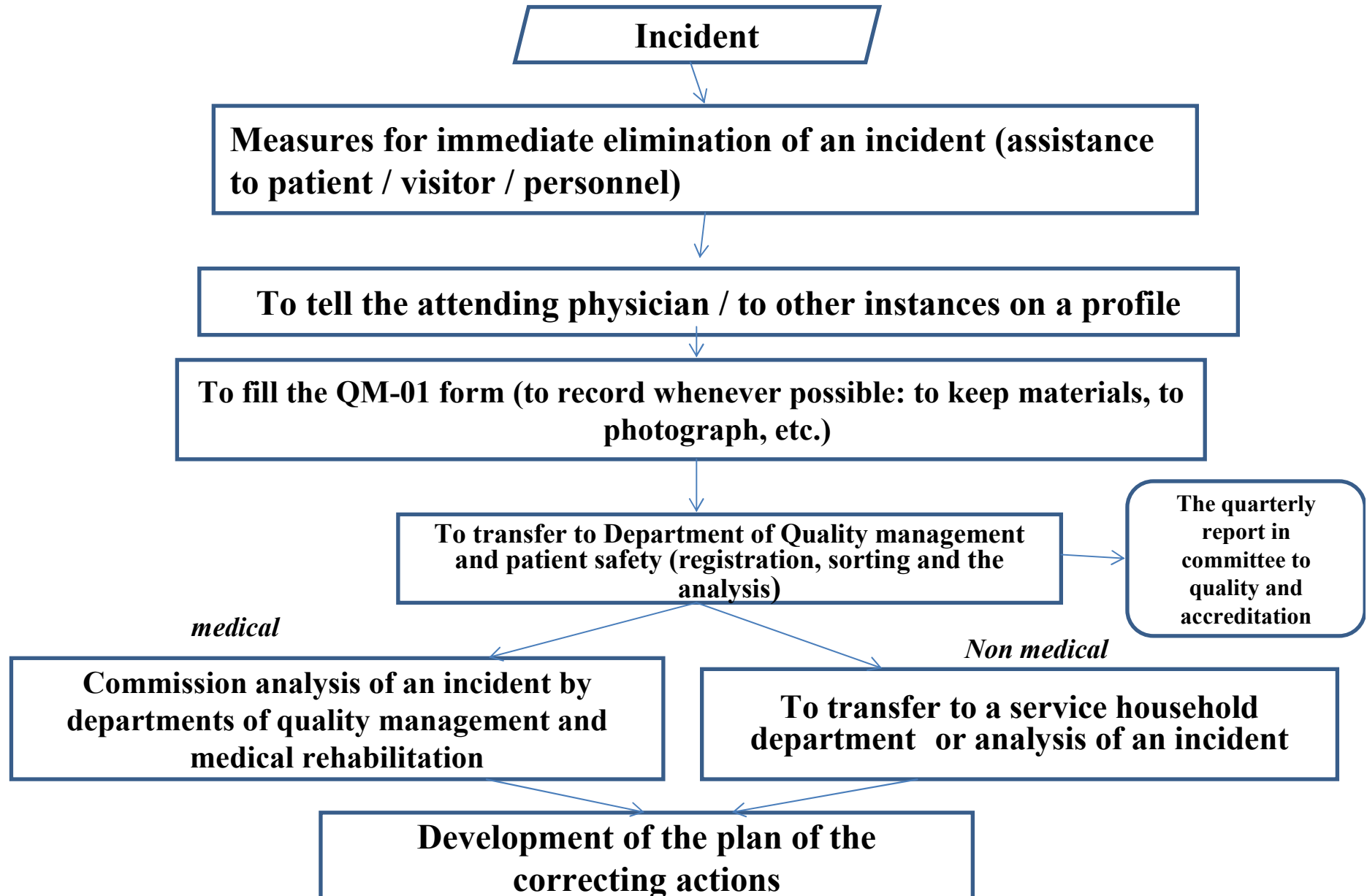


The conditions promoting formation of a safety culture



- Participation of top management
 - Necessary communication “on equal terms” from ordinary employees to bosses
 - Psychological safety
 - Training of personnel and heads concerning safety of the patient
 - Analysis of the root reasons
- Openness and transparency

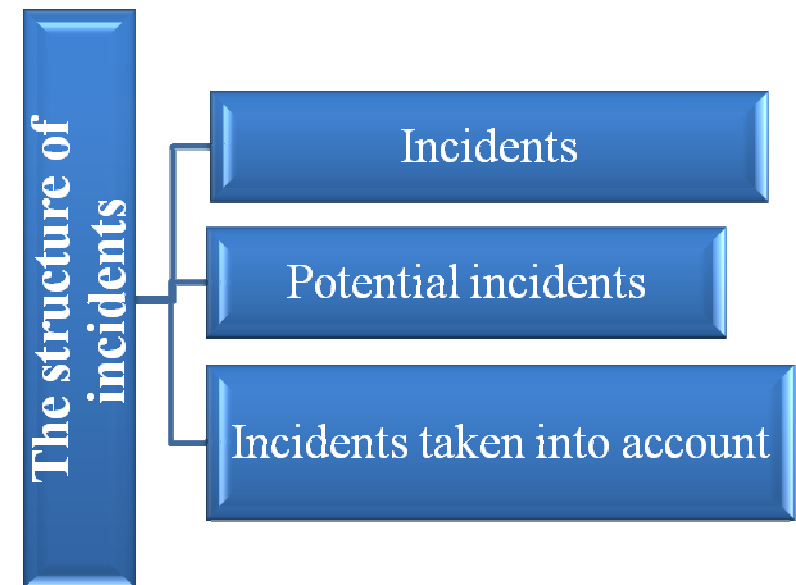
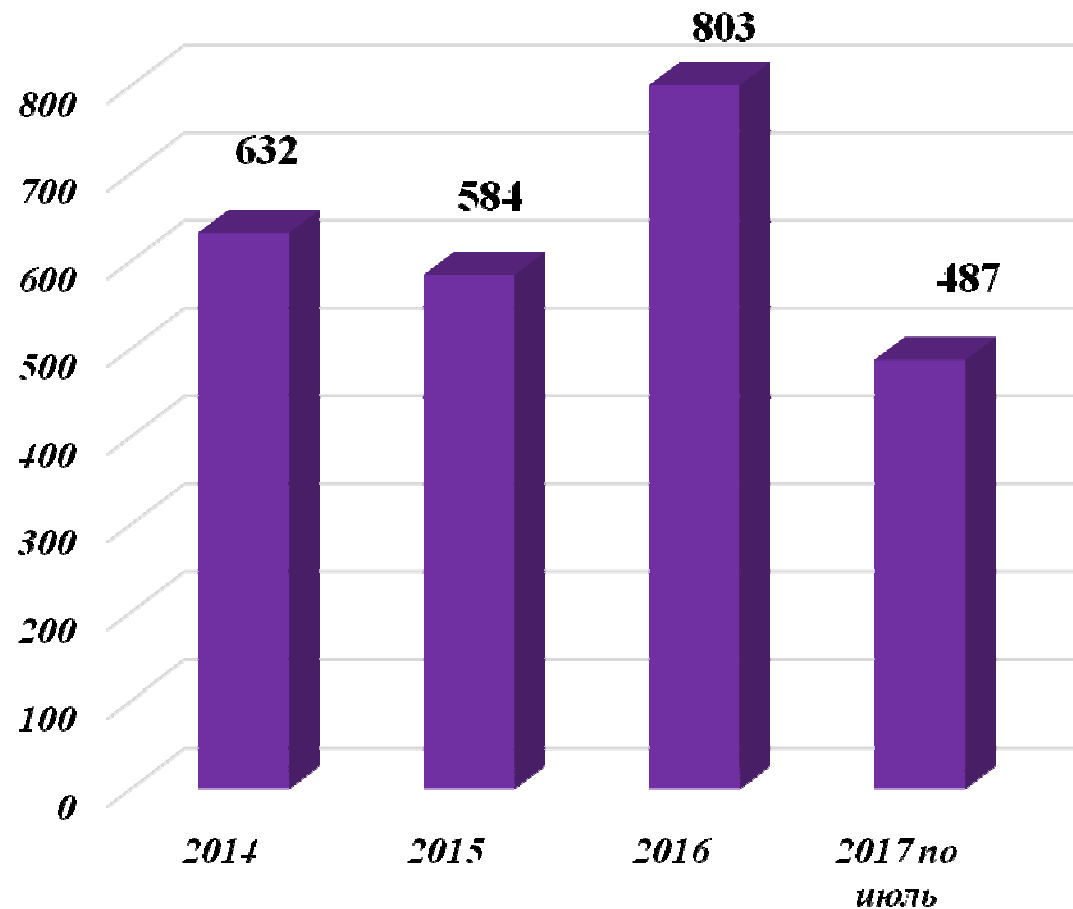
Scheme of the indicators report



Non-punitive measures

Dynamics of incident reports

Number of incidents from 2014 to 2017



Questioning of the employees of the "Safety Culture Survey" was conducted

- Laboratory of modeling and orthosis - 25;
 - Nurses - 58;
 - Teachers - 37;
 - Doctors - 36;
 - Sanitary workers - 27;
 - Instructors of exercise therapy and hydrokinesis - 34;
- TOTAL: 217 employees**

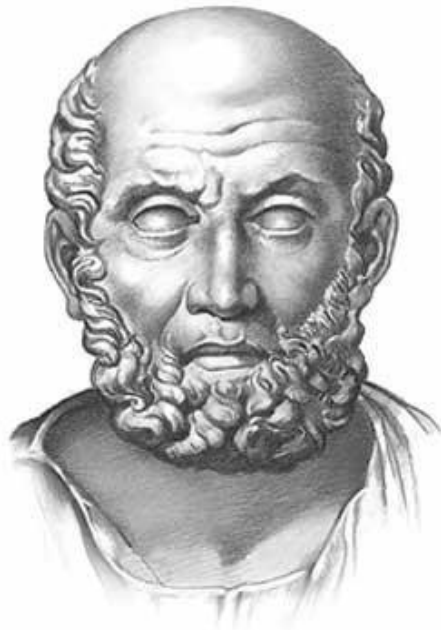
Interrogation on a safety culture

		general rating
1	In your ward, people respect and support each other	83,0
2	You have enough personnel for work on the schedule	70,1
3	When it is necessary to perform work quickly, we work as one team for performance of this work	93,7
4	We actively work for improvement of safety of the patient	99,6
5	Analysis of mistakes was led to positive changes in office	93,6
6	Actions of the management in this establishment show that patient safety is on the first place	95,9
7	My head praises me when he sees that I perform work according to the established safety rules of patients	77,1
8	The personnel can speak fluently if it sees what can negatively affect care of the patient	75,9
9	We are informed on what incidents were in this ward	93,0
10	In this ward we discuss ways of prevention of repetitions of discrepancies (mistakes)	96,0
11	Wards of the organization interact with each other	90,4

Interrogation on a safety culture

		general rating
1	Employees are afraid to submit reports on incidents as for it they are abused	27,4
2	The personnel are afraid to ask questions when something seems not correct	26,5
3	When you report on incident such feeling that complain in writing of the person, but not of a problem	41,7
4	Employees worry that their mistakes are stored in a personal record	34,3
5	Employees worry that their mistakes are stored in a personal record	12,7
6	Important information on the patient is lost in time shift changes	11,5
7	The management of the organization is interested in safety of patients only after there was an incident	17,9
8	When the mistake is made, but has been defined and corrected before application to the patient how often you report on it?	78,3
9	When the mistake is made, but hasn't caused to the patient of serious damage how often you report on it?	76,5

Hippocrates Oath



ГИППОКРАТ
460-370 до н. э.

«I swear to fulfill, to the best of my ability and judgment, this covenant: I will respect the hard-won scientific gains of those physicians in whose steps I walk, and gladly share such knowledge as is mine with those who are to follow. I will apply, for the benefit of the sick, all measures [that] are required, avoiding those twin traps of overtreatment and therapeutic nihilism. I will remember that there is art to medicine as well as science, and that warmth, sympathy, and understanding may outweigh the surgeon's knife or the chemist's drug.

I will not be ashamed to say "I know not," nor will I fail to call in my colleagues when the skills of another are needed for a patient's recovery. I will respect the privacy of my patients, for their problems are not disclosed to me that the world may know. Most especially must I tread with care in matters of life and death. If it is given me to save a life, all thanks. But it may also be within my power to take a life; this awesome responsibility must be faced with great humbleness and awareness of my own frailty. Above all, I must not play at God. I will remember that I do not treat a fever chart, a cancerous growth, but a sick human being, whose illness may affect the person's family and economic stability. My responsibility includes these related problems, if I am to care adequately for the sick.

I will prevent disease whenever I can, for prevention is preferable to cure. I will remember that I remain a member of society, with special obligations to all my fellow human beings, those sound of mind and body as well as the infirm. If I do not violate this oath, may I enjoy life and art, respected while I live and remembered with affection thereafter. May I always act so as to preserve the finest traditions of my calling and may I long experience the joy of healing those who seek my help.».

Thank You for Attention!

