



Zürich, 15./16. November 2019

Key Messages: Tagung «Patientensicherheit und Kostendruck – ein Widerspruch?»

Isabelle Lehn, Pflegedirektorin am Centre hospitalier universitaire vaudois (CHUV), Lausanne:
(keine)

Prof. Dr. David Schwappach, Direktor der Stiftung Patientensicherheit Schweiz, Zürich:

- Die vorhandenen Daten signalisieren, dass die Schweiz ein Problem in gleicher Grössenordnung hat wie andere Länder.
- Wir fokussieren zu sehr auf Personen bezogene Massnahmen und zu wenig auf System bezogene Massnahmen.
- Das revidierte KVG bietet die Chance, Kräfte zu konzentrieren.

Dr. Anthony Staines, Programmbeauftragter Patientensicherheit und Qualität in der Versorgung, Fédération des hôpitaux vaudois (FHV), Lausanne:

- Seuls 2% des présidents de Conseils d'administration pensent que la qualité/sécurité au sein de leur établissement est moins bonne que la moyenne.
- La sécurité des patients et la qualité des soins ne peuvent avoir une ambition stratégique et durable que si elles sont activement soutenues et promues par le Conseil d'administration.
- Certaines pratiques de gouvernance, au sein des Conseils d'administration, sont associées à une mortalité réduite et à une performance clinique améliorée. Des exemples de ces pratiques sont: Mettre en place une délégation du Conseil sur le thème de la qualité/sécurité des soins; prévoir ce thème à l'ordre du jour de toutes les séances; consacrer une part substantielle de l'ordre du jour (20% ou plus) à ce thème, inclure des critères de qualité/sécurité dans l'appréciation de la performance des dirigeants, inclure des indicateurs de qualité/sécurité dans le tableau de bord du Conseil d'administration

Prof. Dr. med. Andreas Tobler, Professor em. der Medizinischen Fakultät, Universität Bern, Spitalratsmitglied UniversitätsSpital Zürich (USZ)

- Improved culture is not just a means to an end but an essential part of a system that can achieve safer care.
- Gemeinsame Ziele (Visionen) und Werte innerhalb Spitalführung und im Gesamtunternehmen sind entscheidend, um das Spannungsfeld zwischen Kostendruck (Oekonomie) und Patientensicherheit (Medizin) zu überbrücken.

Sam R. Watson, Senior Vice President des MHA Keystone Center für Patientensicherheit der Michigan Health & Hospital Association:

- As healthcare is one of the most complex of human endeavors, leaders must set a clear vision that safety of patients and staff is a priority.
- A culture that is focused on keeping patients safe begins with healthcare leaders.

Prof. Johanna Westbrook, Direktorin des Centre for Health Systems and Safety Research am Australian Institute of Health Innovation der Macquarie University in Sydney:

- The cost of poor-quality health care is considerable for patients, healthcare systems and societies. In OECD countries adverse events consume ~ 15% of hospital budgets.
- Addressing patient safety using a range of strategies is critical to developing sustainable and effective health care systems.

- The complex adaptive nature of health care delivery systems means that we need to identify both factors which decrease the risk of errors, as well as those factors which enable safe care delivery to occur most of the time.
- Globally costs associated with medication errors exceed US\$41B each year.
- Information technology presents many opportunities to address important safety challenges such as medication errors. For example, our study in Australian hospitals demonstrated a >50% reduction in prescribing errors following the introduction of electronic medication systems.
- However, these systems can also introduce new risk and errors, hence research and monitoring of these effects is critical.
- Effective design and use of electronic health information systems is reliant upon a detailed understanding of the way in which health care is delivered in practice, not how we imagine care is delivered. Thus, how effective systems are will depend upon not only design features, but also the organisational contexts in which these systems are implemented.
- Hybrid paper and electronic systems pose particular safety risks.
- Good quality patient safety research, based on strong collaborations between researchers, clinicians, managers, policy makers and patients is a fundamental foundation for reaping the benefits of health IT systems and reducing the harm and costs associated with adverse events.