

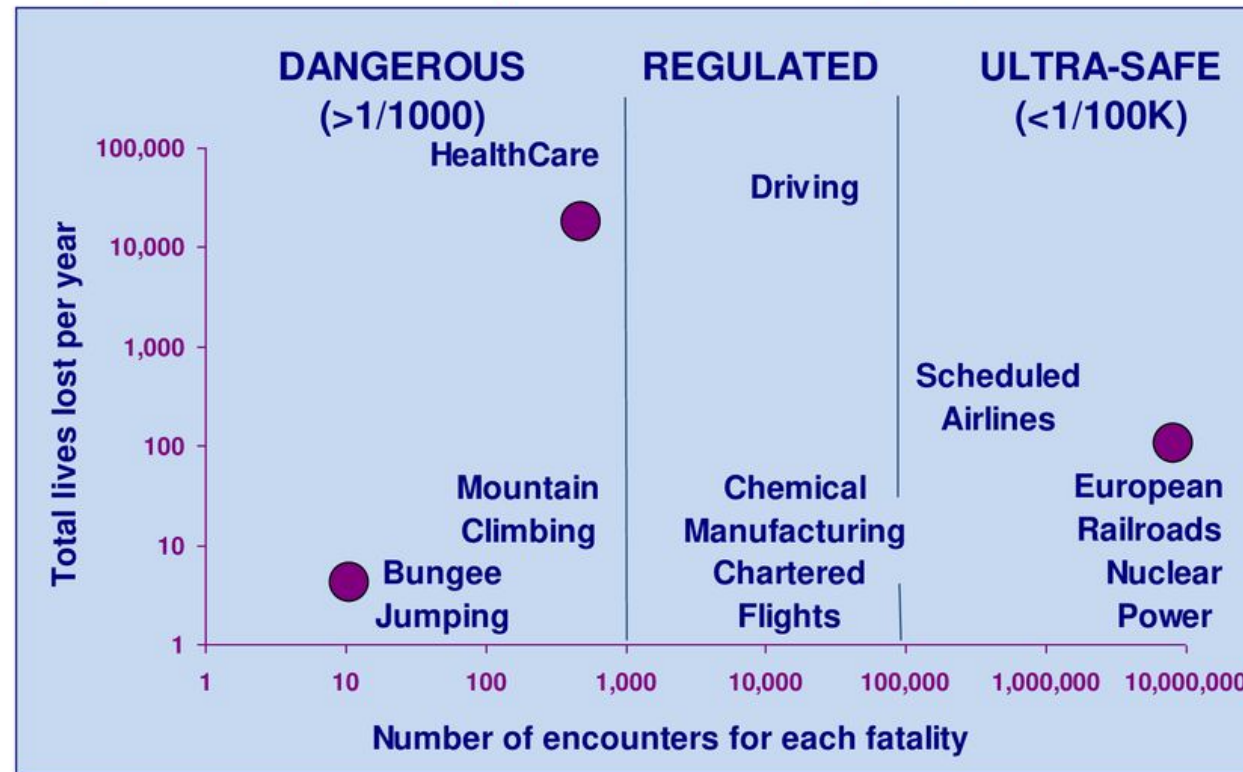
Patients' Expectations

- Cure
 - Correct, speedy, low cost, lasting treatment
 - Emergency care
 - No new disease
 - No harmful procedure/ complication
- Care
 - Psychological well being & courteous behaviour
 - Clean, inviting atmosphere
 - Personalised approach



How Safe is Health Care?

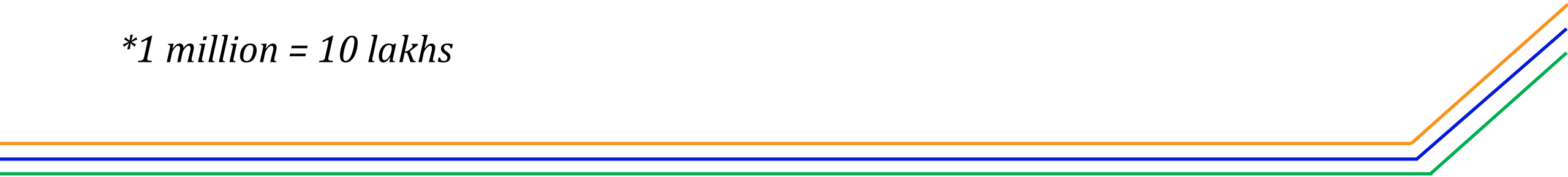
How Do We Compare?
(Graph created by Lucien Leape)



Global Burden

- Occurrence of adverse events due to unsafe care is likely to be one of the 10 leading causes of death & disability.
- 70 Lakhs* surgical patients suffer significant complications each year, resulting into death of 10 Lakh such patients
- 1.7 Lakhs* admissions annually in USA due to Patient harm
- 15% of hospital expenditure on treatment of safety failure in OECD countries
- 50% of such harm is preventable

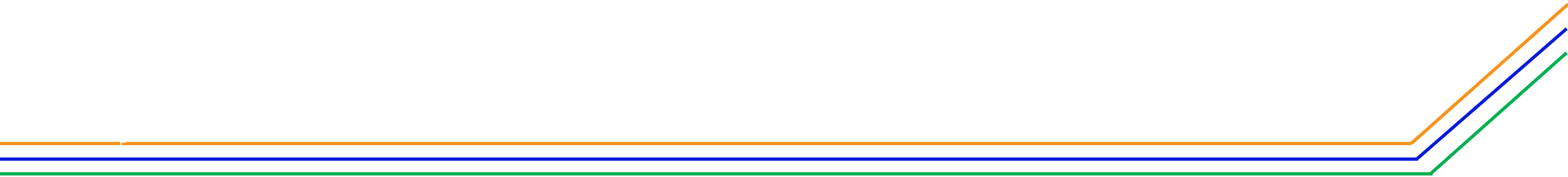
**1 million = 10 lakhs*



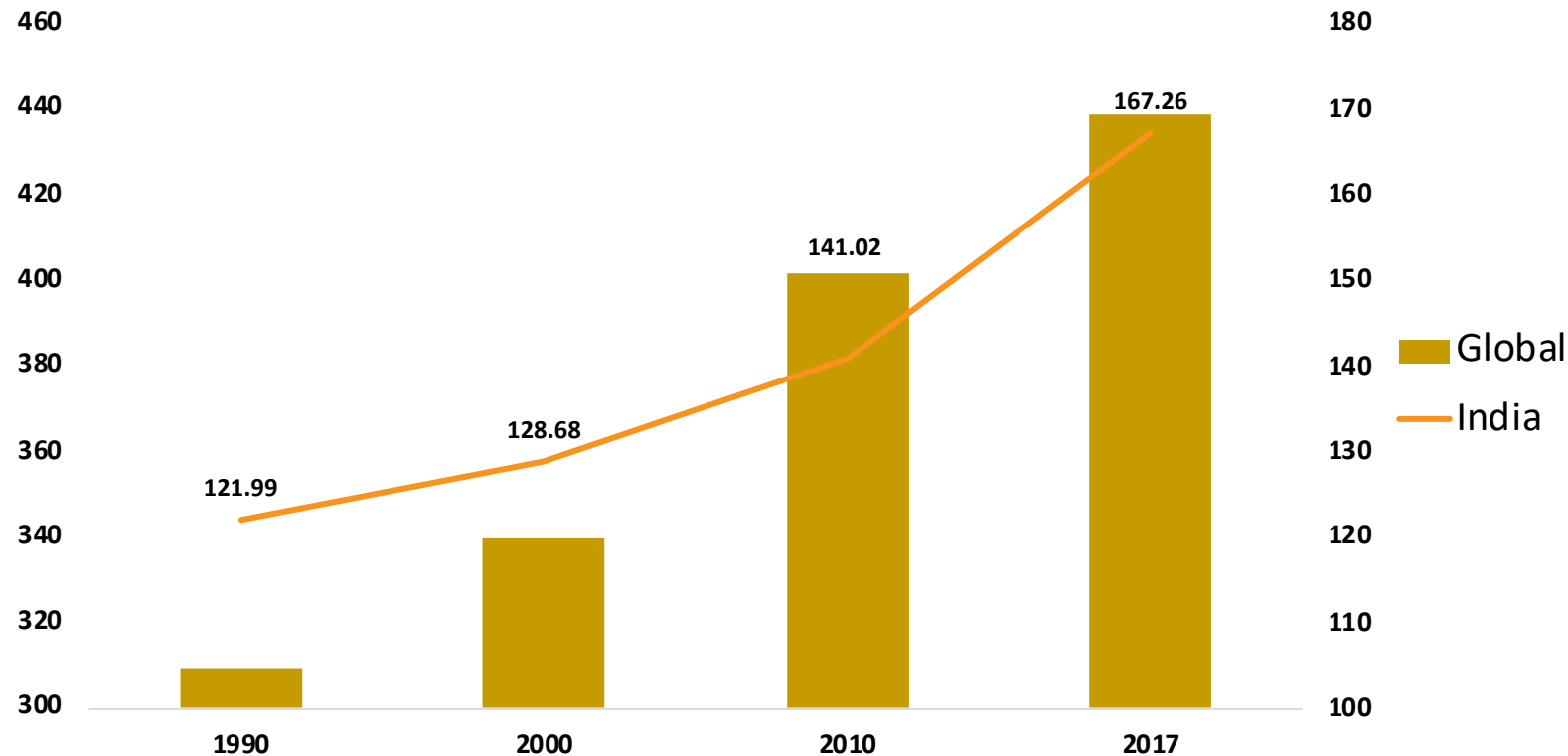
Indian Scenario

- ❑ In India around 5.2 million injuries occur due to medical errors, resulting in around 3 million preventable deaths every year.
- ❑ For every 100 Hospitalization, approx. 12.7 adverse events occur.

(Ashsih Jha, BMJ Quality & Safety, Sept 2013)



Global age-standardized incidence rates per 100,000 population due to AEMT



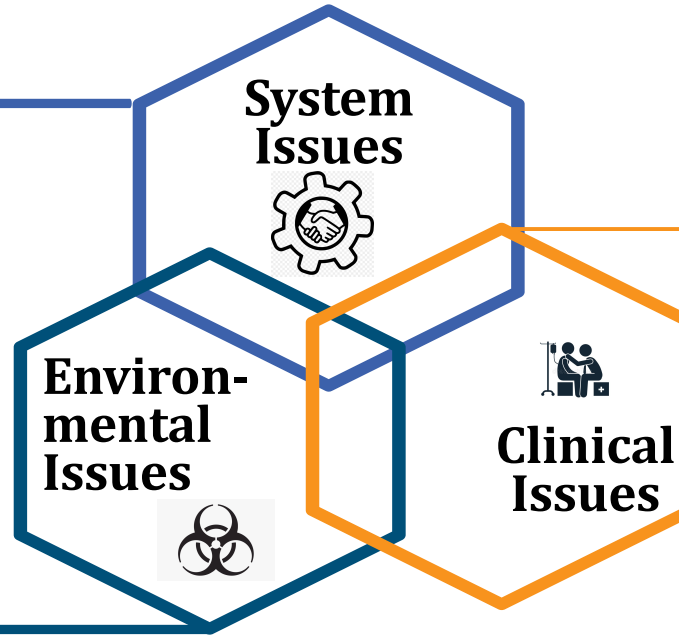
Global Incidence and Mortality Trends due to Adverse Effects of Medical Treatment, 1990–2017: A Systematic Analysis from the Global Burden of Diseases, Injuries and Risk Factors Study

Javaid Nauman¹, Elpidoforos S. Soteriades¹, Muhammad Jawad Hashim², Romona Govender³, Reem Saif Al Darmaki², Reem Juma Al Falasi⁴, Shreesh Kumar Ojha⁵, Shamaila Masood-Husain⁶, Syed Fahad Javaid⁷, Moien AB Khan²

Adverse Event of Medical Treatment (AEMT): “unintended injury due to medical care leading to an extended hospital stay, disability at the time of discharge, serious and devastating long-term irreversible consequences or death”.

Patient Safety-Multiple facets

- Reporting and learning
- Safety culture
- Patient engagement
- Competence based training
- Leadership and governance
- Human Factors and Ergonomics
- Safety Surveillance
- Psychological Safety
- Disaster preparedness

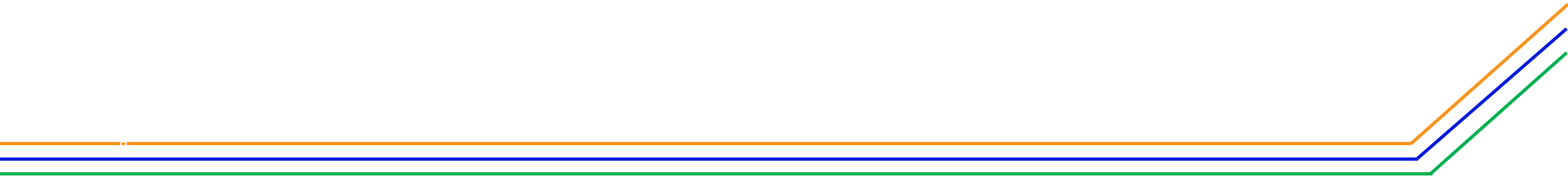


- Fire Safety
- Electrical safety
- Structural Safety
- Hygiene and Environment
- Seismic Safety
- Illumination
- Infectious waste management

- Medication Safety
- Medical Device Safety
- Infection Prevention and Control
- Falls
- Patient identification
- Bed sores
- Venous Thromboembolism
- Personal Protection
- Injection Safety
- Diagnostic safety
- Sepsis
- Communication during transition of care
- Radiation safety
- Safety in mental health care
- Blood safety
- Surgical Safety
- Anaesthesia safety

Three Common Safety Incidents

- ☐ Related to Surgical Procedures (27%)
- ☐ Medication Errors (18.3%)
- ☐ Healthcare Associated Infections (12.2%)



Existing Initiatives supporting Patient Safety

- National Quality Assurance Standards
- ‘Kayakalp’ Initiative – Infection Control, Needle Stick Injury
- National Patient Safety Implementation Framework
- Pharmacovigilance Programme of India – Medication Safety
- Haemovigilance Programme of India – Blood Safety
- Health Management Information System (HMIS) – SSI, Needle Stick Injuries, Performance of Health Facilities (ALS, BOR), Audits, etc.
- Facility Level Audits – MDR, CDR, Death Audits, Prescription audits



NATIONAL QUALITY ASSURANCE PROGRAMME

National
Quality
Assurance
Standards



LaQshya



LAQSHYA
लक्ष्म

Kayakalp



Patient
Safety



FACILITY LEVEL QUALITY TEAM
DISTRICT QUALITY ASSURANCE COMMITTEE
STATE QUALITY ASSURANCE COMMITTEE
CENTRAL QUALITY SUPERVISORY COMMITTEE

NATIONAL QUALITY ASSURANCE PROGRAM

NQAS (DH/CHC/PHC/UPHC/CLMC/AEFI/HWC)

Certification..

KAYAKALP

An award scheme for improving sanitation, hygiene, infection control and BMW management

PATIENT SAFETY

Patient Safety
Implementation Framework
Patient safety standards

LAQSHYA

Improve QOC around birth.
Respectful maternity care

AEFI

Surveillance Standards.
Certification

MERA ASPTAAL

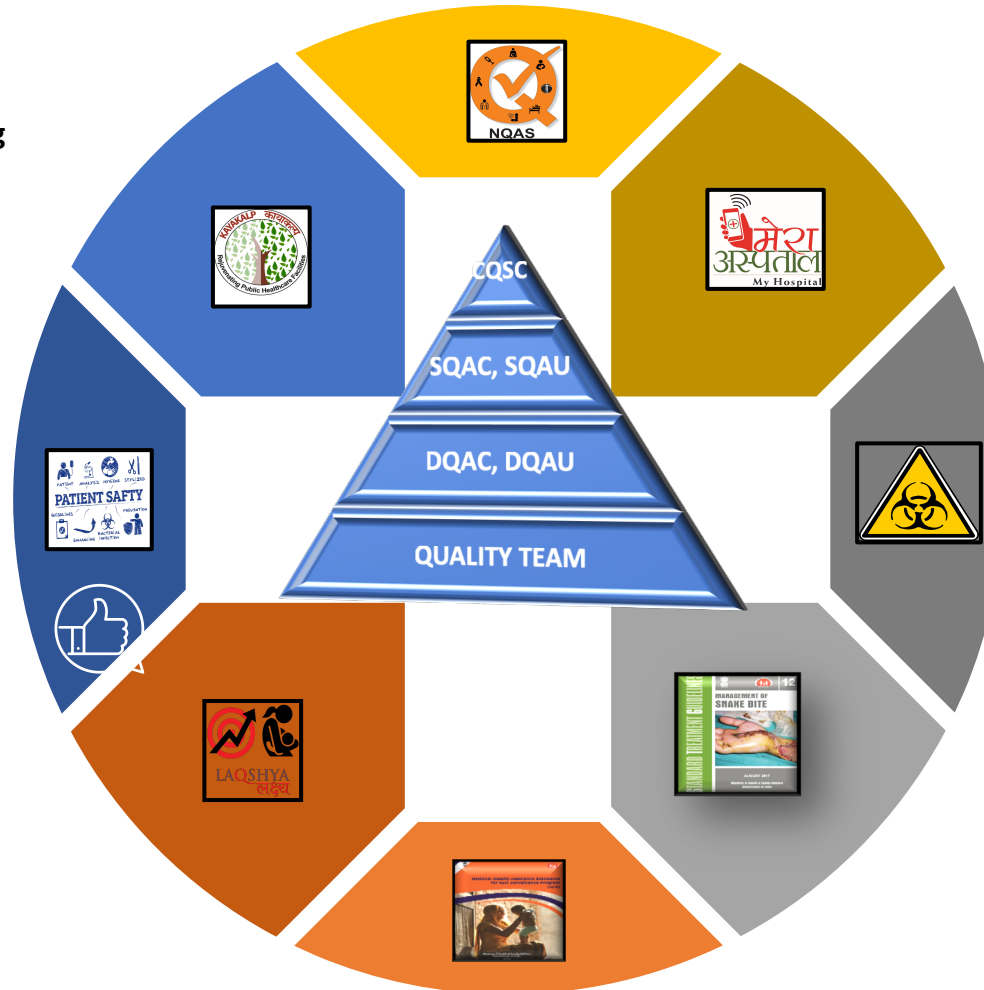
An IT based application to measure and improve Patient satisfaction..

BIOMEDICAL WASTE MANAGEMENT

Implementation and monitoring
Monitoring committees. at districts .

STANDARD TREATMENT GUIDELINES

Formulation and dissemination.



Patient Safety : An Integral Part of NQAS systems

Physical Safety



Infrastructure Safety, Electrical Safety, Fire Safety, Disaster Management, Secure & comfortable Environment for Staff, Visitors & Patients

Patient Identification, Identification of high risk & vulnerable patients, Identification & continuity of care of during transition & referral



Patient Identification

Medication Safety



Rationale prescription, Safe drug administration, medication reconciliation, review & optimization

Promoting Safe clinical processes, Use of safe surgery checklist, safe anaesthesia checklist & safe birth checklist, etc.



Procedure Safety

Patient Safety : An Integral Part of NQAS systems

Blood Safety



**Screening of donated blood, compatibility testing,
Adverse reaction associated with blood transfusion.**

**Reporting of HAI, HAI surveillance, Hand hygiene,
Use PPE, Instruments processing, Environmental
safety, Bio medical waste management**



**Health Care
Associated
infections**

Risk Management



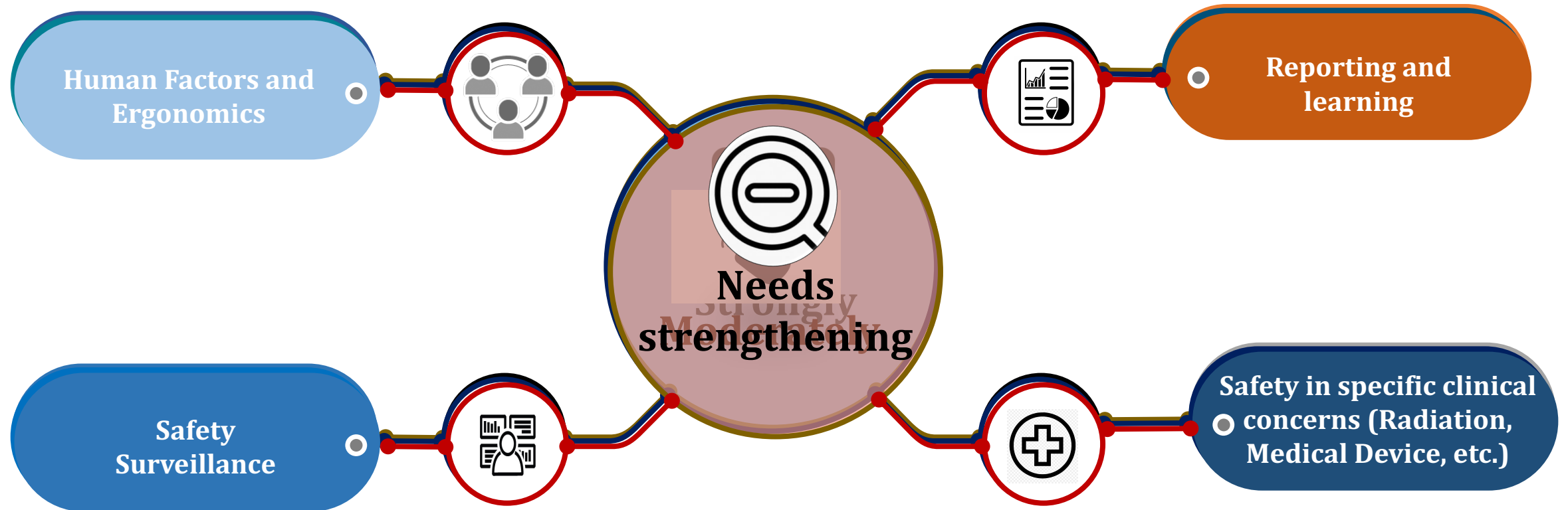
**Risk management framework & plan, identification of
existing & potential risks, risk assessment, reporting,
evaluation and its mitigation as per plan**

**Staff protection from infections, radiations and other
Hazards, provision of medical check ups,
immunization, prophylaxis, etc.**



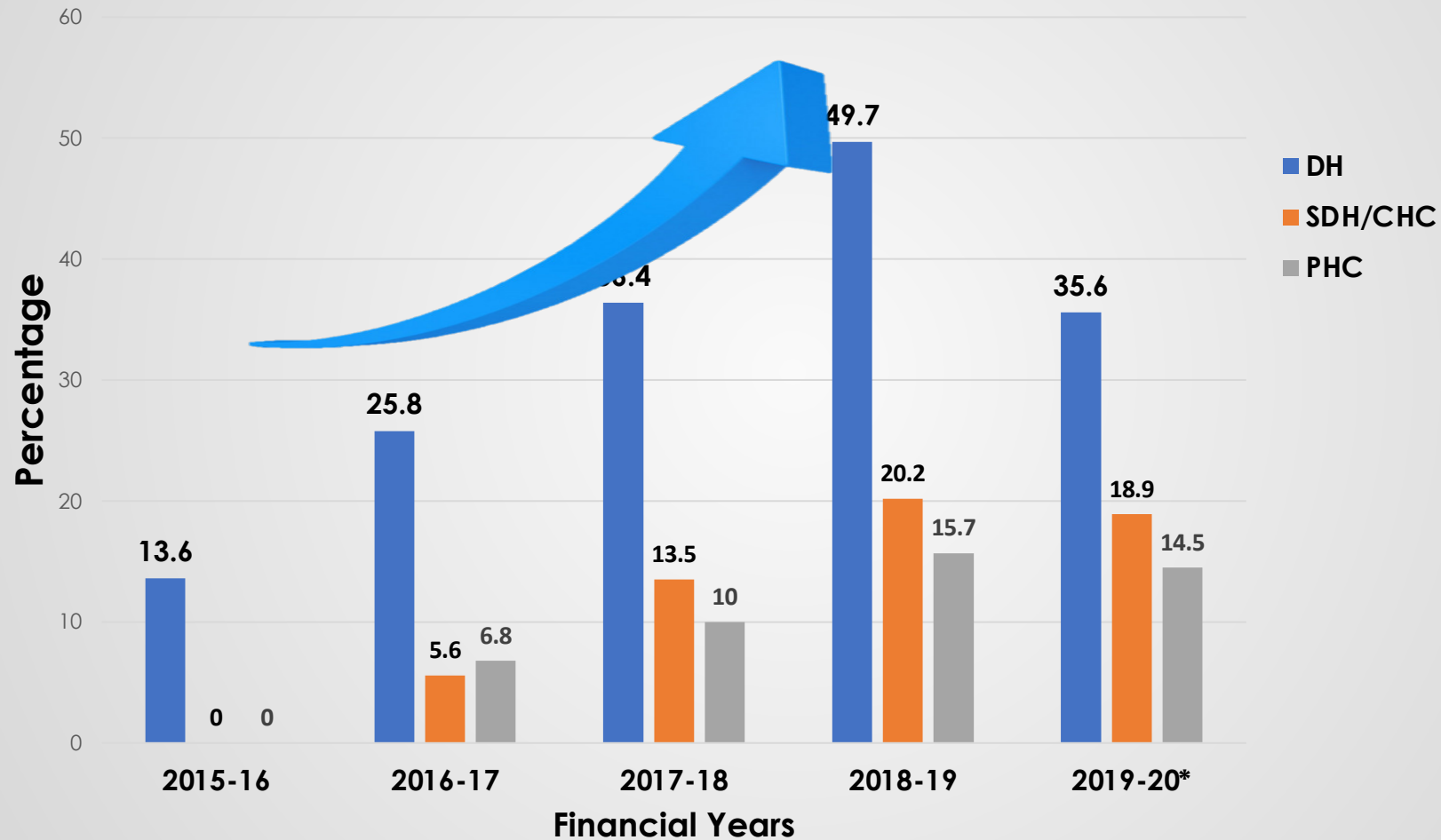
Staff Safety

Patient Safety components under National Quality Assurance Standards (NQAS)



Making Progress - Kayakalp

Percentage of health facilities scoring 70% and above in Kayakalp External Assessment



* Result incomplete

JMP Report (WHO & UNICEF) 2019 – 97% DHs have some form of waste management facilities. 76% DHs have full system of BMW mgt.

NPSIF Released on 19th April 2018



NPSIF – Strategic Objectives



Establishing
Institutional
Framework



Assessment &
Reporting of Adverse
Events



Competent
Healthcare
Workforce



Infection
Prevention &
Control



Safety in Programs
and Clinical
Domains



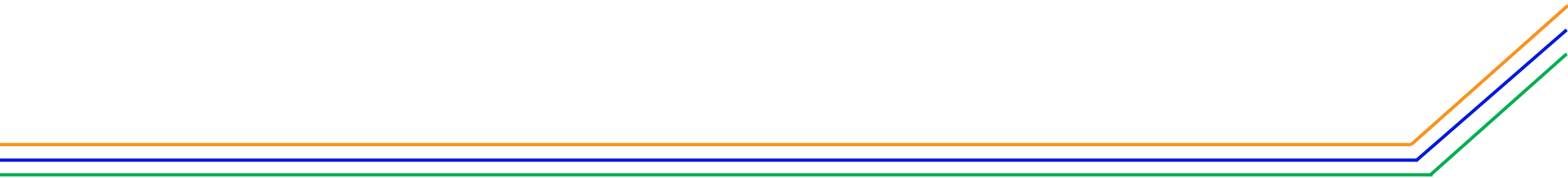
Patient Safety
Research

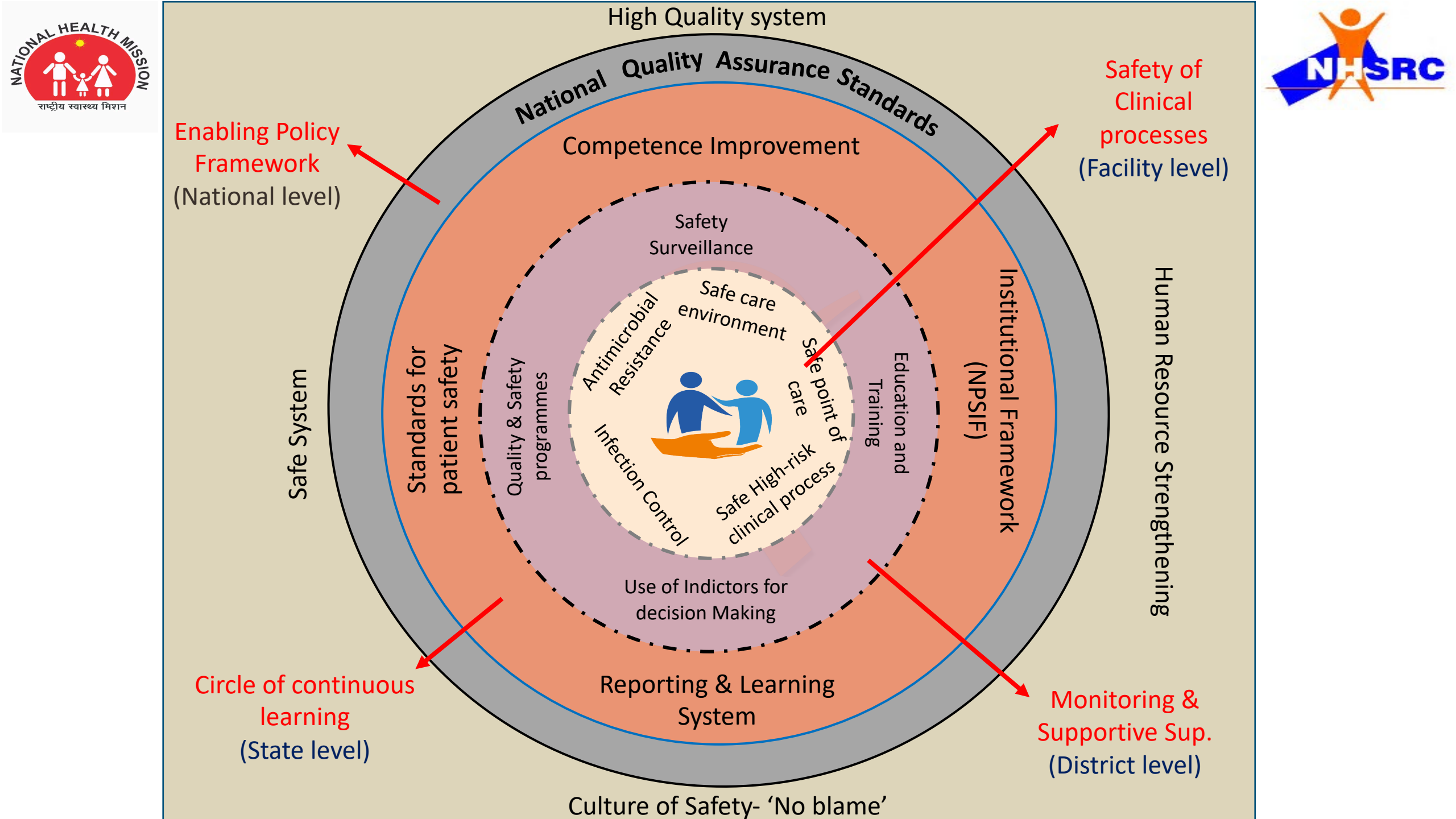


Health Worker Safety: A Priority for Patient Safety



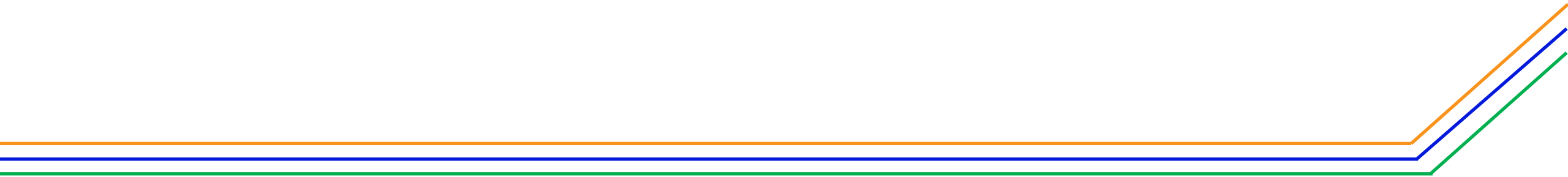
- Ensuring Availability of PPEs and Masks
- Helpline
- Insurance for Rs. 50.00 Lakhs
- Chemoprophylaxis for Frontline staff
- Ordinance to prevent the violence





Challenges

- Culture Change – shift from punitive to ‘Just’ culture
- Creating Enabling Environment
- Robust Learning & Reporting System
- Health system-based approach in addressing safety issues





Let's commit together for building **SAFETY**
across health systems!!

Thank you

“To err is human, to cover up
is unforgivable and to fail to
learn is inexcusable”

Sir Liam Donaldson