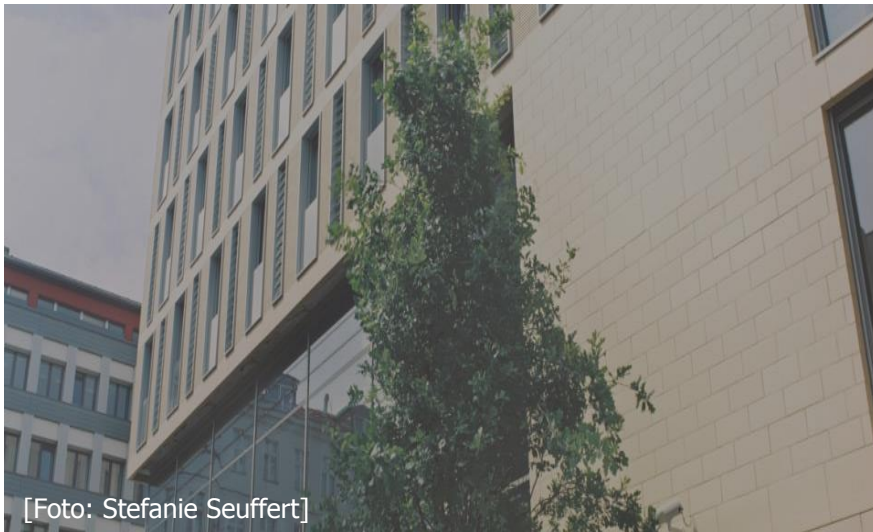


ÄRZTEKAMMER BERLIN



[Foto: Stefanie Seuffert]

„Participation promotes culture“

Patient Safety
Global Ministerial Summit 2017,
29./30. März 2017, Bonn

Dr. med. Günther Jonitz, President of the Berlin Chamber of Physicians



Patient Safety is about emotions!



To experience adverse events is **dramatic** for **everyone** - patients, doctors, nurses, ...!

Don't step into the emotional trap!

Negative feelings block positive developments!

→ *Positive framing is necessary!*

→ *„WHY“ not „WHO“*

„You must choose between fear or safety“

Don Berwick PSGAS I, London, March 2016

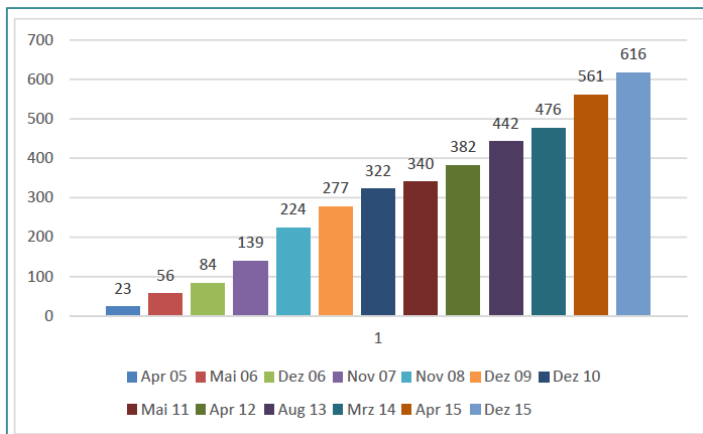


✓ **Network and common action is needed**

instead of a search for scapegoats (**positive frame**)

▪ **Strategy of implementation, agenda:**

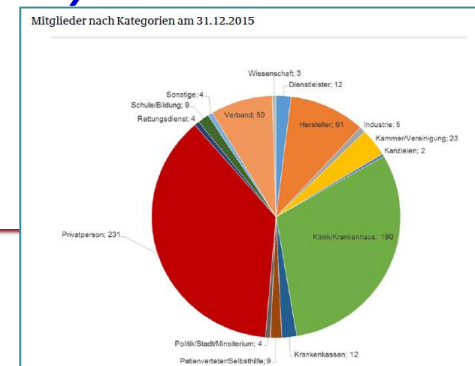
- **Public:** 2002 Berlin Health Innovation Prize
- **Scientific:** 2004 Congress Soc Qual Man HC
- **Political:** 2005: German Medical Assembly and **German Coalition for Patient Safety**



No „King of Patient Safety“ in Germany.

It's everyone's business

No one is able to opt out



Positive framing! „Bad issue – but glad news: Take action!“

Suche Mitglieder LOGIN Kontakt Presse

AKTIONSBÜNDNIS PATIENTENSICHERHEIT

ÜBER UNS AKTUELLES & TERMINE PATIENTEN PUBLIKATIONEN ARBEITSGRUPPEN PROJEKTE UNTERSTÜTZER

RECOMMENDATIONS (ENGLISH VERSIONS)

patient information
Tips from the German Coalition for Patient Safety on how to handle medicinal products at home

Practical information
 A medicine cabinet storing all medicines used by family members in a household is very common

Tips from the German Coalition for Patient Safety on how to handle medicinal products at home

recommendation
Roads to Patient Safety: Framework of Learning Goals for Patient Safety Competencies

A Recommendation by Aktionsbündnis Patientensicherheit e.V. (APS) for organisations and teaching staff in the education and training of health care professionals Prepared by the APS Working Group for Education and Training

> DOWNLOAD

recommendation
Checklist for Hospital Staff „Prevention of Falls“

Elderly people are increasingly at risk of falling, particularly in hospitals. Many safety hazards are located in the patient's immediate spatial environment. In addition to assessing the risk of falls, every hospital employee can contribute to minimising the patients' risk of falling by considering the

Professional groups which might be present in a patient's room should be trained on the issues below. In this respect, it is highly recommended to involve the cleaning staff and the

in such a training.

[LOAD CHECKLIST](#)

Practical Solutions as free share ware!!

<http://www.aps-ev.de/recommendations-in-english/>

patient information
Staying safe at the doctor's practice

> DOWNLOAD BROCHURE

Recommendation
Requirements on Clinical Risk Management Systems in Hospitals

Clinical risk management in hospitals and rehabilitation clinics comprises the totality of the strategies, structures, processes, methods, instruments and activities used in prevention, diagnosis, therapy and nursing care, that support staff at all levels, functions and professions in recognising, analysing, assessing and handling risks in patient care, so that the safety of patients, of those involved in their care and the organisation itself is increased.

> DOWNLOAD BROCHURE

patient information
Prevention of falls Falls in Hospitals

Falling is common for elderly patients and can have serious consequences. They frequently involve pain, injuries, fear of falling again and a feeling of insecurity. Your safety is important to us!

In this brochure you will find out how you can contribute to preventing falls in hospitals.

> [DOWNLOAD BROCHURE](#)

patient information
Prevention of Hospital-Acquired and Multidrug-Resistant Infections

While there are many diverse patient-oriented education resources on multidrug-resistant germs (MDR-G), there is little information on hospital-acquired – caused by susceptible or resistant germs – that should be the focus of prevention approaches. Based on recent research, this brochure gives you a knowledge you need as a patient or relative to help estimated 80,000 to 180,000 preventable infections, 4,500 of which with fatal outcomes. While the bulk infections are for the hospitals and doctors' surgeons protect yourselves while staying at a hospital.

> [DOWNLOAD BROCHURE](#)

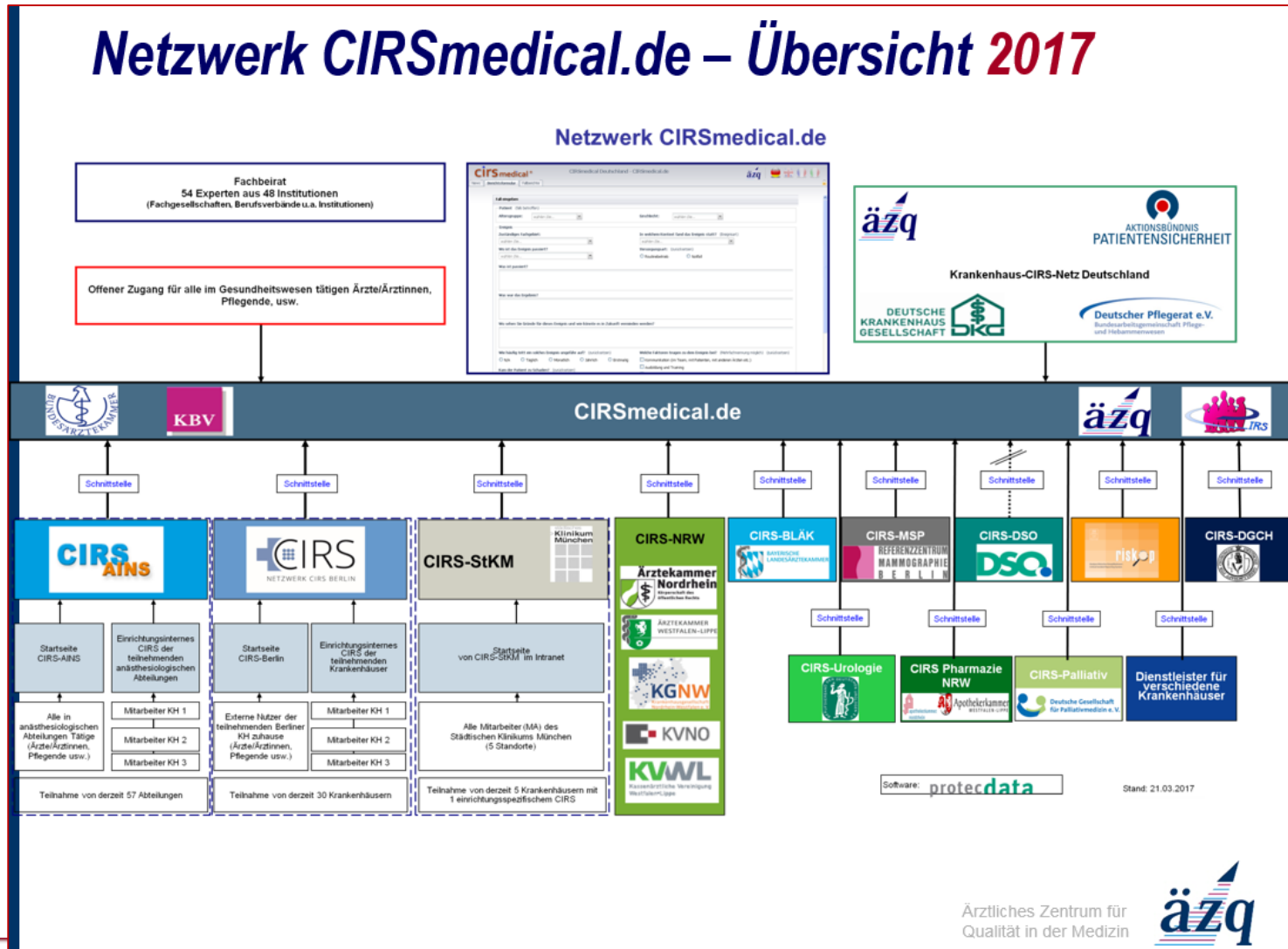
patient information
Staying safe in hospital

The more you participate in the decisions affecting your treatment, the safer your treatment during your hospital stay will be.

> [DOWNLOAD BROCHURE](#)



Participation! E.g. German CIRS-Network





PaSQ

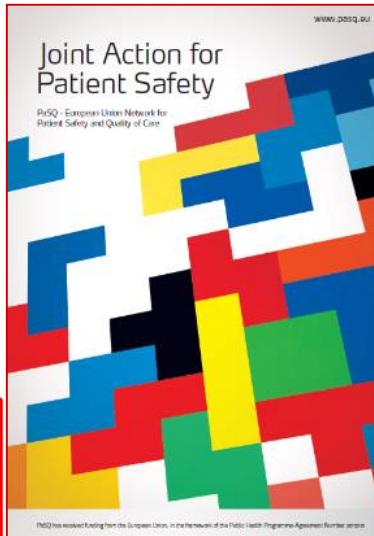
European Union Network
for Patient Safety and
Quality of Care



Funded by
the Health Programme
of the European Union

✓ Learning from each other and support:

Over 660 Best Practices!



2013 - 2016

<http://pasq.eu/>



Patient Safety: Connecting people and countries!



✓ **Joint responsibility on a voluntary and broad social basis.**

More than **120 organisations** partizipating:

National Health Goal ‘patient safety’ in Germany:

Patient safety is a priority goal. Measures for the prevention, reduction and amelioration of adverse events are meant to be implemented systemically and proactively. Doing so minimises adverse events that are preventable and optimises the response to those that cannot be prevented.

Three main targets:

I. Encouraging a culture of patient safety across all health care settings

II. Enhancing the patient safety skills of all health care providers and patients

III. Increasing the evidence base, i.e. the monitoring of patient safety-relevant aspects of care.

„Come together“!

National Health Goal Patient Safety, Target I:

Patient safety culture is actively encouraged across all health care settings.

- ✓ Patient safety culture is the *sine qua non* of sustainable patient safety.
- ✓ Patient safety culture is embedded in the health care system and the societal system.
- ✓ **Patient safety culture is measured.**
- ✓ **Learning and feedback culture** is firmly entrenched in the health care system.
- ✓ Patients are an active part of patient safety.
- ✓ Patient safety culture is based on coordinated cooperation and communication...

– Essentials for **Patient Safety Culture** —

- ✓ **Leadership** - to promote action
- ✓ **Participation** - everybody is involved
- ✓ **Shared knowledge** - about solutions
- ✓ **Common values** - common goals
- ✓ **Attitude** - PS as an essential part of professionalism and of learning!

“win – win - win – situation”



German Medical Assembly May 2005



Unanimous vote for Patient Safety Resolution

Chance: Optimizing Health Care

E. g. :

- **Value-based healthcare** www.bettervaluehealthcare.net
- **Choosing wisely**
- **„Realistic medicine“ report CMO Scot NHS**
- ...



“Safety in healthcare has traditionally focused on avoiding harm by learning from error.

*This approach may miss opportunities **to learn from excellent practice.***

Excellence in healthcare is highly prevalent, but there is no formal system to capture it.

*We tend to regard excellence as something to gratefully accept,
rather than something to study and understand.*

***Our preoccupation with avoiding error and harm in healthcare has resulted
in the rise of rules and rigidity, which in turn has cultivated
a culture of fear and stifled innovation. It is time to redress the balance.”***

<http://learningfromexcellence.com/>

Birmingham Children’s Hospital, Warwick Business School et al

Thanks to Adrian Plunkett MD

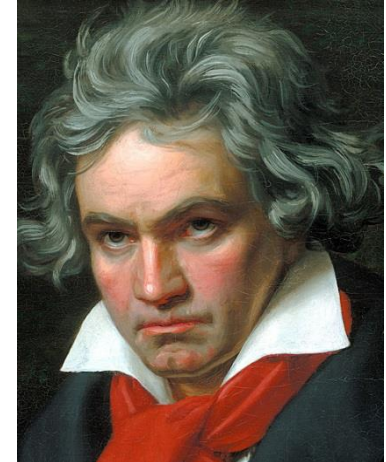


Patient Safety Culture

The **DRIVER** for Patient Safety is **CULTURE** -
NOT technology or numbers and data!

„Oh friends, not these tones!
Let us raise our voices in more
Pleasing and more joyful sounds“

Symphonie No 9, Ode to Joy
Ludwig van Beethoven, born 17. Dec. 1770 in **Bonn**



[Quelle: www.wikipedia.de,
abgerufen am 20.03.2017]

Paradigm shift of Safety Culture on Top Level



„These are the most courageous doctors in Germany“.

[BILD 28. 2. 2008]

Thank you!
g.jonitz@aekb.de