

Do you have the answer?



One of your cardiologists is interested in delayed treatment of cardiology patients in the emergency department.

- At what time and on which days did these incidents occur?
- How often was understaffing identified as a contributing factor?
- And how many of these were related to inability to admit patients due to a lack of available beds?

An anaesthetist would like to aggregate data on incidents in which patient risk factors have been pre-operatively identified.

- Which incidents were associated with uncontrolled hypertension or heavy smoker/chronic bronchitis?
- Of those, what anaesthetic technique was involved?

The OH&S manager would like to know about staff blood exposure.

- How many staff members have been directly exposed to blood in the last 12 months?
- What were staff members doing at the time of exposure?

A risk manager is developing a program to reduce falls and needs information about the mechanisms of falls.

- What is the leading causal factor for staff falls?
- What is the leading causal factor for patient falls?
- How many falls are the result of a wet floor?

To determine the focus of violence de-escalation training, the OH&S manager is investigating aggression incidents against staff.

- How many staff members were verbally threatened by patients in the last quarter?
- How many staff members were physically assaulted?
- What are the leading causal factors?
- Which wards have the greatest number of aggression incidents?

Suspecting a problem with getting medications to the correct patient, a nurse unit manager is investigating medication errors. She would like to know:

- At what point in the process are “wrong patient” errors typically initiated - at prescribing, dispensing, or administration?
- Which causal factors are most often associated with “wrong patient” errors?
- Does the pattern differ from her unit compared to others?
- Across all medication errors, are the errors most often related to wrong patient, wrong drug, wrong route, wrong time, prescribed but not signed etc.

Accounting has a query about a line item - wastage of medical supplies. In response, the risk manager decides to investigate inadvertent waste of blood products and medications.

- What medications or blood products were involved (wasted)?
- Were they prepared but not used, lost through leakage, the result of contamination, unintentionally discarded, or split?
- Were they stored in the wrong location, temperature or lighting conditions?

The CEO wants a monthly report of complaints received.

- How many complaints were submitted by visitors?
- What was the nature of the complaint - wrong/misleading information about out-of-pocket expenses, lost property, privacy issues, withdrawal/ denial of treatment, consent not obtained, inadequate hygiene standards, meals not appropriate?
- How many complaints were deemed vexatious?

The hospital has hired a consultant firm specialising in operations research to assess whether admission, waiting lists, and discharge processes can be made more efficient. They do time-motion studies and analyse the patient journey. The consultants would like to know about;

- Incidents related to admission - to each clinical area, placements on lists, changing or making appointments
- What are the most significant problems associated with admissions - admitted to an inappropriate bed or ward, receiving ward or department not notified, time of transfer was inappropriate, or was there a delay?

All examples based on actual data and structure in the APSF AIMS database.



www.patientsafetyint.com
GPO Box 400, Adelaide, SA 5001, Australia
Tel: +61.8.8271.8252, Fax: +61.8.8271.8568
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