

Patient Safety & Health Information Technology



Electronic platform for professional training and patient safety culture building (*)

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Ministry of Health and Consumer Affairs of Spain



() Recio M, Novillo D, Aibar C, Fernandez M, Aranaz J, Agra Y, Terol E, Martin A, Gonzalez A, Martinez-Campos E, Garcia J, Infante A*

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1. The National Patient Safety Strategy of Spain

2. A Web based integrated electronic platform

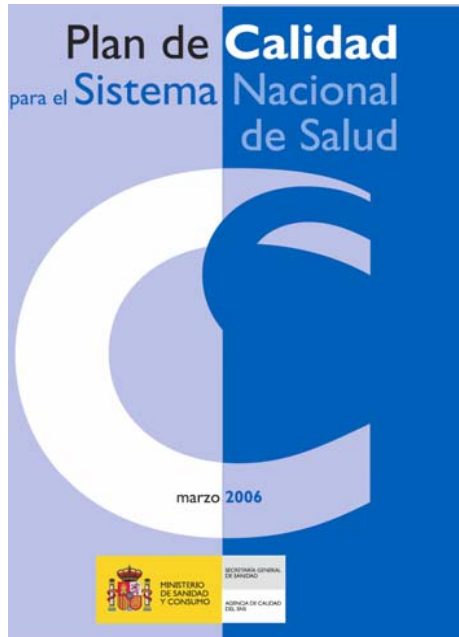
3. e-room, didactic materials & documents

4. Newsletter

5. Online training resources

6. Coming Soon

PATIENT SAFETY: A NATIONAL PRIORITY FOR THE SPANISH NATIONAL HEALTH SYSTEM

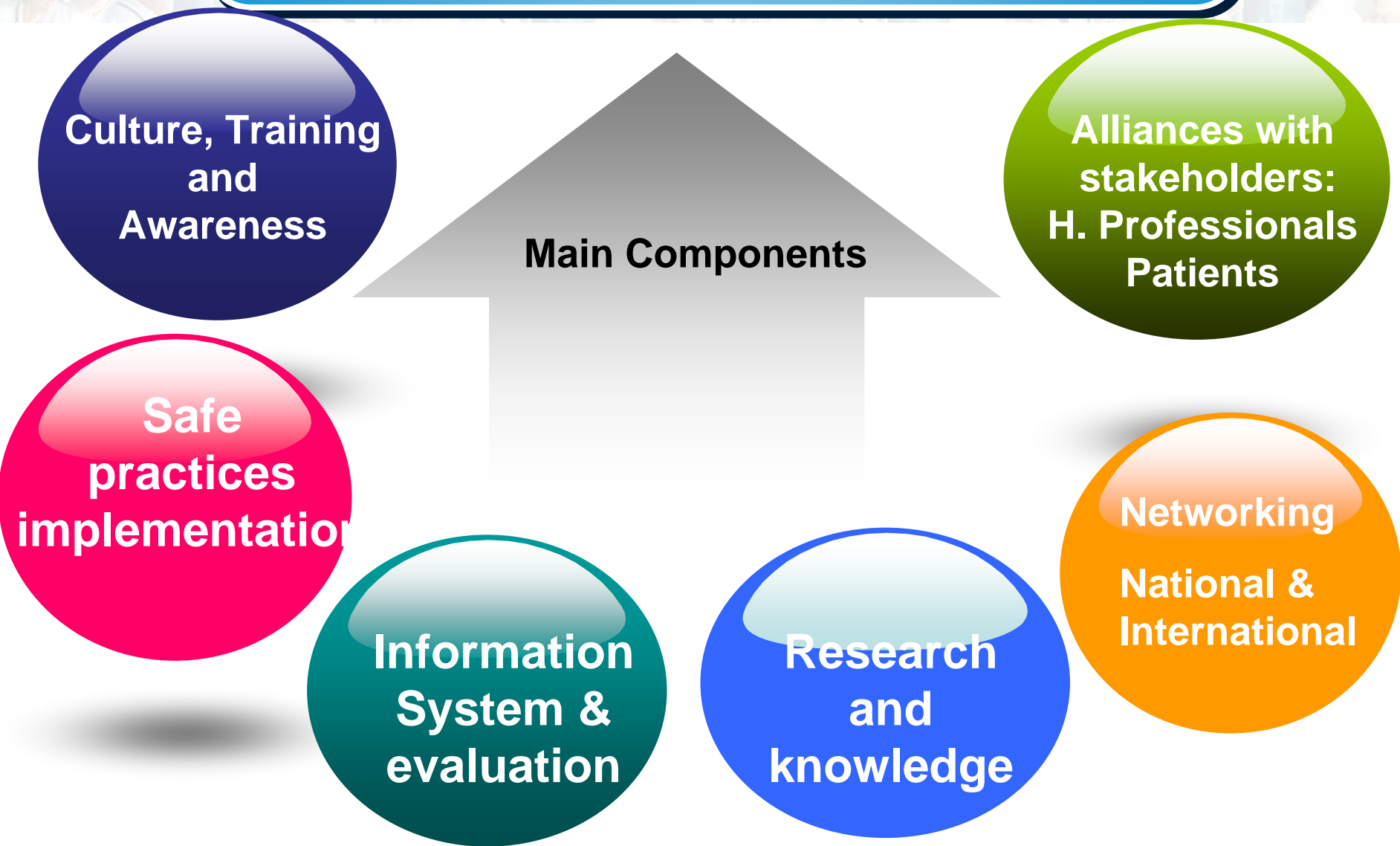


STRATEGY N° 8 OBJECTIVE:

TO IMPROVE PATIENT SAFETY IN THE NATIONAL HEALTH SYSTEM

**Education about PS is the first step
in changing the mindsets of professionals**

Patient Safety Strategy of the NHS of Spain



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2. A Web based integrated electronic platform

www.seguridaddelpaciente.es

A unique web page about Patient Safety in Spanish which include:

- News and information
- National and International events calendar and updates.
- Library (articles and documents)
- Training and Education resources (downloadable, e-learning, multimedia material, tutorials etc.)
- Restricted area (e-rooms, e-learning....)
- Links

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3. e-room, didactic materials & documents



The screenshot shows the 'etrabajo.msc.es' web interface. At the top left, it features the Spanish flag and the text 'MINISTERIO DE SANIDAD Y CONSUMO'. The main header displays 'etrabajo.msc.es'. Below this, a navigation bar includes 'Mis eRooms' and 'Seguridad Paciente Grupo Trabajo'. A search bar is present with a 'búsqueda' button. A sidebar on the left contains 'mapa', 'búsqueda', and 'tarear' buttons, along with a 'no leído' checkbox and a 'más opciones' link. The main content area is titled 'Seguridad Paciente Grupo Trabajo' with an 'editar' button. It indicates the room was created on '16 ene 07' and provides buttons for 'crear', 'búsqueda', 'eventos', and 'miembros'. An 'Estado' indicator shows a green light. Below this, the text reads 'Ministerio de Sanidad y Consumo. S. G. Oficina de Planificación Sanitaria y Calidad'. The central workspace contains a grid of icons representing various documents and folders: 'Manual de Usuario', 'Calendario de Grupo', 'Reuniones Grupo Técnico Asesor SP', 'OMS-AMSP', 'Contactos', 'OCDE', 'Temas', 'Investigación', 'Eventos', 'Alertas', 'Enlaces', 'Foro de discusión', 'Sociedades Científicas', 'Convenios SP CCAA', 'Fondos de cohesión', and 'Papelera de reciclaje'. At the bottom, there are buttons for 'crear', 'agregar archivo', 'marcar como leído', and 'comandos', along with a list view icon. A footer section includes 'Anuncios' and 'agregar un anuncio'.








3. e-room, didactic materials & documents

E-Room provides:

- Shared, secure workplaces on the Web
- Allow distributed Project teams (nation wide) to work together
- Enables your team to discuss ideas, share information, and make decisions within a central location.
- Offers built-in enterprise content management
- Enables integration of content & collaboration in your work process.

3. e-room, didactic materials & documents

E-room allows members to create

-  **Folders** (A page that contains other items, in which you can create, store, and organize files)
-  **Discussion** (A multi-person chat made up of several individual topics)
-  **Note** (A simple text page)
-  **Calendar** (A simple team calendar)
-  **Project Plan** (A simple project schedule with a Gantt chart)
-  **Database** (An organized collection of information relating to a particular subject or purpose)
-  **Others:** Other files, Links, Dashboard, ...

3. e-room, didactic materials & documents



Tutorial and Toolkit

1

Specialized Search Engines

2



3



Open archive for Biomedical Information

4

Data bases (free access)



5

Newsletter spanish / english



3. e-room, didactic materials & documents

1. INTRODUCCIÓN 2. PROCESO DE GESTIÓN Y MEJORA 3. HERRAMIENTAS DE APOYO A LA GESTIÓN Y MEJORA 4. FORMATOS

1- INTRODUCCIÓN 2- OBJETIVOS 3- ÍNDICE Y GUÍA DE NAVEGACIÓN

ÍNDICE

"Estrategia en Seguridad del Paciente del Sistema Nacional de Salud"

3- ÍNDICE Y GUÍA DE NAVEGACIÓN

GESTIÓN DE RIESGOS Y MEJORA DE LA SEGURIDAD DEL PACIENTE
Tutorial y herramientas de apoyo

GUÍA DE NAVEGACIÓN

Bienvenidos a este tutorial.
A continuación se presenta la información necesaria para recorrer el tutorial y "navegar" entre los diferentes capítulos y elementos del mismo.

Calidad y Evaluación Sanitaria

Planificación Sanitaria

Estrategia en Seguridad del Paciente

La seguridad del paciente en siete pasos

Agencia Nacional para Seguridad del Paciente (NPSA)
Sistema Nacional de Salud (NHS)
Reino Unido

Cuestionario de autoevaluación de la seguridad del sistema de utilización de los medicamentos en los hospitales

Adaptación del ISMP Medication Safety Self Assessment for Hospitals, por el Instituto para el Uso Seguro de los Medicamentos (ISMP-España)

Un instrumento para la mejora de la calidad

Microsoft Internet Explorer

alud

EN EL SISTEMA NACIONAL DE SALUD

SEGURO DEL PACIENTE

Plan de Calidad del Sistema Nacional de Salud

Estudio Nacional sobre los Efectos Adversos ligados a la Hospitalización. ENEAS 2005

¿Qué es el...?

Colaborar-Contactar

Seminario Internacional Sobre Guías de Práctica Clínica

Agenda

Boletín de la A.S.E. de Estudios de Incidencias Sanitarias

13º Reunión Científica de la Asociación de Técnicos de la Práctica Clínica

Seminario Internacional de Práctica Clínica

Reunión de Trabajo y Consulta con Pacientes

VI Seminario de Formación

Inicio

CONSEJERÍA DE SANIDAD Y CONSUMO

SECRETARÍA GENERAL DE SANIDAD

y notificación de incidentes y eventos adversos

MINISTERIO DE SANIDAD Y CONSUMO

SECRETARÍA GENERAL DE SANIDAD

INSTITUTO NACIONAL DE ESTADÍSTICA

Alerta de noticias. Oficina de Planificación Sanitaria y Calidad - Microsoft Internet Explorer

Plan de Calidad del Sistema Nacional de Salud

Alerta de noticias
Agencia de Calidad del Sistema Nacional de Salud

Boletín de Febrero 2007 (Vol. 1, nº. 1)

Alerta de noticias \ Boletín Vol. 1, nº. 1 (Martes, 20 de febrero, 2007)

Destacamos:

- Concurso para la gestión de la evaluación de la calidad de los centros, servicios o unidades sanitarias en 2007.
- Conferencia Internacional en Seguridad de pacientes (15-16 de Noviembre de 2006, Madrid, España). (Disponible el texto completo de Ponencias y Documentos)
- Jornadas Técnicas de la Investigación en Salud Mental del Sistema Nacional de Salud (Salón de Actos del Ministerio de Sanidad y Consumo, 2 de marzo de 2007)

Eventos:

- 1 Jornada Técnica en Investigación en Resultados de Enfermería: Implicaciones para la Práctica Clínica, la Investigación y la Gestión Sanitarias (Salón de Actos del Ministerio de Sanidad y Consumo, 2 de marzo de 2007)
- Jornada de Presentación de la Estrategia en Salud Mental del Sistema Nacional de Salud (Salón de Actos del Ministerio de Sanidad y Consumo, 21 de marzo de 2007)

Enlaces de interés:

Boletines anteriores (Acceso a Boletines anteriores desde 2004)

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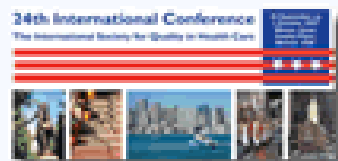
Boletín de Julio 2007 (Vol. 1, nº. 6)

Boletín de noticias \ Boletín Vol. 1, nº. 6 (Martes, 17 de julio, 2007)

Destacamos:

El Ministerio de Sanidad y Consumo en el marco del Plan de Calidad 2007 organiza los siguientes actos:

24th International Conference: The International Society for Quality in Health Care (Boston, del 30 de septiembre al 3 de octubre).



[+ [destacamos](#)]

Noticias:

Eventos:

- **Biblioteca Virtual en Ciencias de la Salud. Información Sanitaria en la Red. Nuevos Recursos. Nuevos Servicios** (Salamanca, del 3 al 7 de septiembre).
- **Eventos Nacionales e Internacionales 2007** (Última actualización: 21 de mayo de 2007).

[+ [eventos](#)]

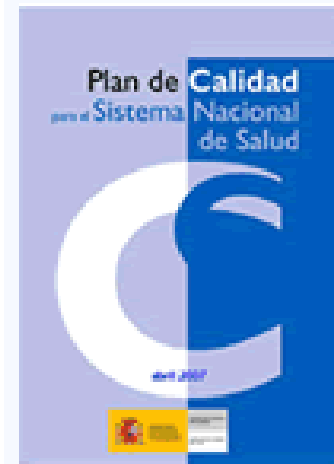
Lecturas recomendadas:

- Tighe CM, Woloshynowych M, Brown R, Wears B, Vincent C. **Incident reporting in one UK accident and emergency department.** Accid Emerg Nurs.

Archivo de Boletines:

Google™ Custom Search

Buscar



4. Newsletter content



- Outstanding issues**

- News**

- Information about National and International events**

- Recommended readings**

- Links of interest**

4. Newsletter

- **Recipients:** around 4,500 people (practitioners, managers, policy administrators, researchers, patients, Spain and Latin America...)
- **Published monthly**
- **Information exchange with users** (suggestions and contributions are welcomed)
- **Main media in Spain to disseminate PS information** (1st position in Google: search criteria “seguridad del paciente”)

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Patient Safety Tutorial


CD and downlable tutorial

- Resources for Teachers & Students
- Powerpoints
- Case studies
- Quizes and tests
- Bibliographic references and links



SECRETARÍA GENERAL DE SANIDAD
MINISTERIO DE SANIDAD Y CONSUMO
AGENCIA DE CALIDAD DEL SISTEMA NACIONAL DE SALUD

Seguridad del paciente y prevención de efectos adversos relacionados con la asistencia sanitaria

0	Preámbulo	
1	La seguridad del paciente: un reto del sistema sanitario y un desafío para la formación	
2	La seguridad del paciente: una dimensión esencial de la calidad asistencial	
3	Magnitud y trascendencia del riesgo asistencial: epidemiología y estudio individual de los sucesos adversos	<p>3 Magnitud y trascendencia del riesgo asistencial: Epidemiología y estudio individual de los sucesos adverso</p> <p style="text-align: right;">Antes de empezar...</p> <p>Una frase para la reflexión</p> <p style="font-size: x-small;">"Hay algunos pacientes a los que no podemos ayudar, pero no hay ninguno al que no podamos dañar".</p>  <p style="font-size: x-small;">Arthur Bloomfield (1888-1962), Profesor y Jefe del Departamento de Medicina Interna, Universidad de Stanford de 1926 a 1954 ¹ [2]</p> <p>Cuestiones para el debate</p> <p style="font-size: x-small;">La publicación de titulares destacados de la prensa diaria podrían hacer pensar a quien los lee, que vivimos en un sistema sanitario ciertamente perjudicial y peligroso para la salud; en el que los profesionales y los directivos que desempeñan su actividad laboral se caracterizarían por ser despreocupados, indolentes, imprudentes, desaprensivos e irresponsables. Esto no es así. Para valorar adecuadamente la situación, es preciso situar los fallos que existen y los errores que se cometen, en el contexto en que se producen. Los hechos citados ocurren en un sistema sanitario, el español en</p>
4	¿Qué es el error?	
5	Prevención de los sucesos adversos	

[Ir a contenidos →](#)

Risk Management e-learning

Self administered tutorial (12 hours

In the WEB

To be downloaded

Spanish and English versions available

Multimedia CD (already distributed across Healthcare Settings in Spain) (10.000 copies)



¡ Welcome!

Risk Management e-learning

Driving force of the didactic materials

The hard path from

**Exclusively reactive
risk management:
post-event**



**Combined
Reactive+Proactive
Risk Management**



Risk Management e-learning

Driving force of the didactic materials

Reactive Risk Management exclusively



Reactive & Proactive Risk Management

“I hate risks and adverse events”:
guilty, fear, defensive



“I do too: ¡ let´s prevent and make more robust processes !”

Impacts in my work



Part of my job



Risk Management e-learning

Driving force of the didactic materials

Reactive Risk Management exclusively



Reactive & Proactive Risk Management

Limited learning



Meaningful view, set in a context : consolidated learning

Analyses everything



Analyses the relevant

Individual (firefighter)



Team / Organization / System: with planning and resources

Risk Management e-learning

Driving force of the didactic materials

Reactive Risk Management exclusively



Reactive & Proactive Risk Management

Continuous discouragement

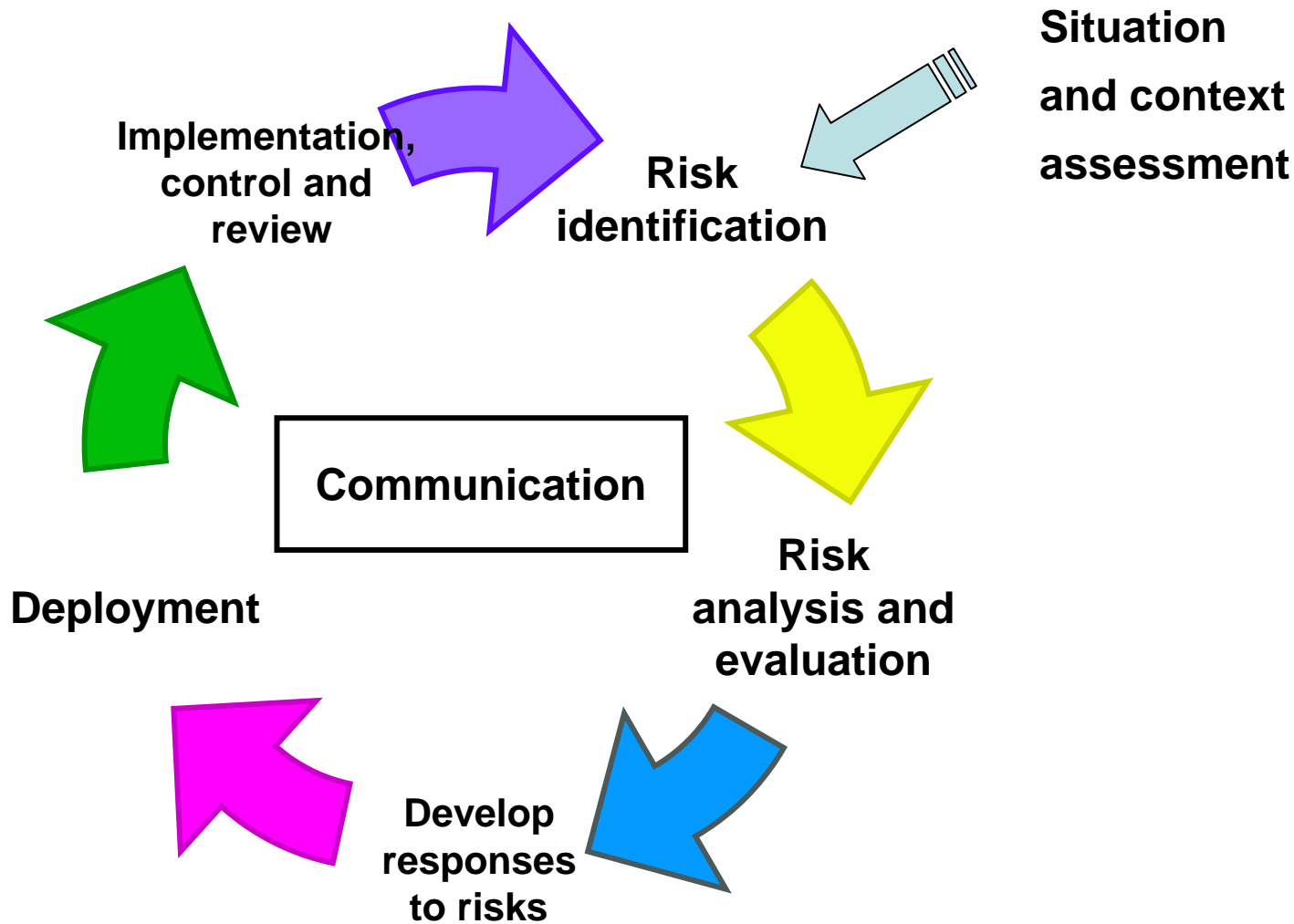


Continuous improvement



Risk Management e-learning

Flow diagram of the didactic materials



Risk Management e-learning

Flow diagram of the didactic materials: phases



Phase 1: Situation and context assessment

Before identifying and managing the risks of our organization, we need to answer the following questions:

- ✓ What does our organization provide?
- ✓ What are we able to do and, what are we going to do?
- ✓ To which environment are we going to provide with our services?
- ✓ Who is our customer?, What do our customers need?, How does it benefit them?



Toolkit to “listen” the customer (patient) voice and the health environment voice

Risk Management e-learning

Flow diagram of the didactic materials: phases



Phase 2: Risk identification

Reactively: learning from adverse and sentinel events

Proactively: potential risks

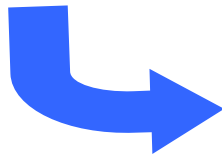


Toolkit to identify risks

Phase 3: Risk analysis and evaluation

Reactively: Root Cause Analysis and associated toolkit,

Proactively: Preventive analysis and associated toolkit



Toolkit to search for:

- causal and influential factors
- potential failure modes/effects/barriers/...

Risk Management e-learning

Flow diagram of the didactic materials: phases



Phase 4: Develop responses to risks

Which response is appropriate for each risk?: examples and case histories



Toolkit to develop efficient action and contingency plans

Phases 5,6 & 7: Deployment, implementation, control, review and communication

Methodologies, steps, expectable stages of advance and obstacles,...., to integrate Patient Safety into “the way we provide our service daily”

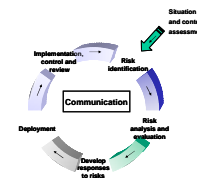


Successful methodologies and case histories to implement an effective Patient Safety Strategy and Culture

Risk Management e-learning

Flow diagram of the didactic materials

For each phase



CONCEPTS

TOOLKIT DESCRIPTION

EXAMPLES OF THE USE OF EACH TOOL

CASE HISTORIES

PDF reference docs

LINKS TO LEARN MORE

Risk Management e-learning

Ready-to use electronic toolkit formats

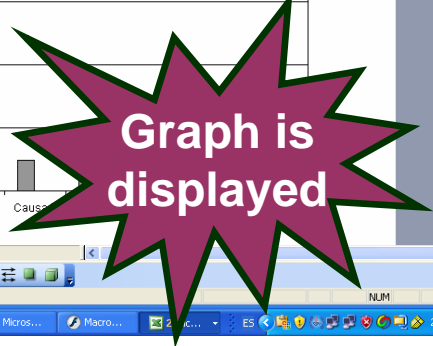
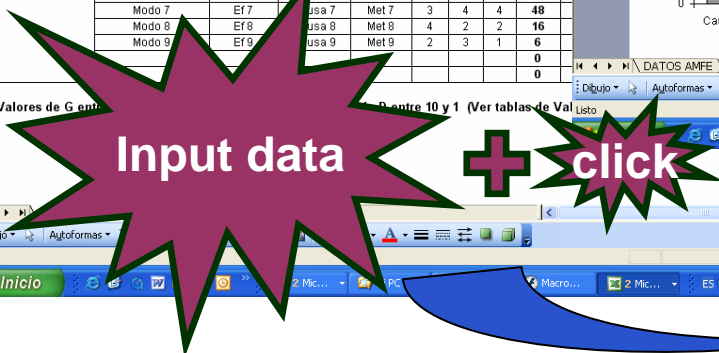
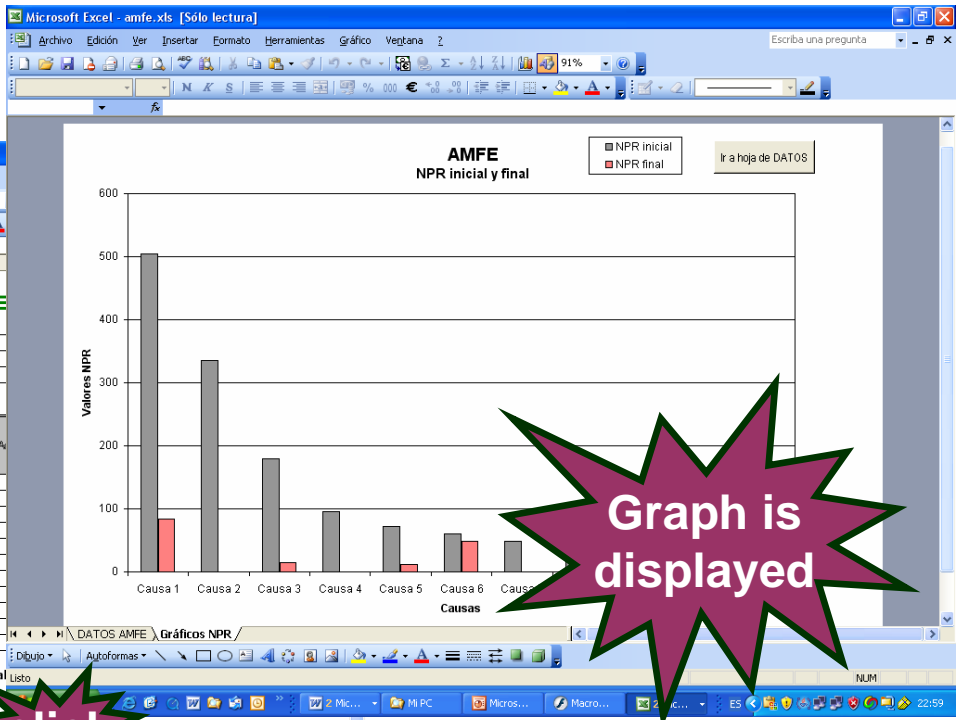


Microsoft Excel - amfe.xls [Sólo lectura]

ANÁLISIS DE MODOS DE FALLO Y SUS E

Nombre del Sistema (Título):
 Responsable (Dpto. / Área):
 Responsable de AMFE (persona):

Función o Componente del Servicio	Modo de Fallo	Efecto	Causas	Método de detección	Gravidad	Ocurriencia	Detección	NPR inicial	NPR final
Función 1	Modo 1	Ef1	Causa 1	Met 1	8	7	9	504	
	Modo2	Ef2	Causa 2	Met 2	6	7	8	336	
	Modo 3	Ef3	Causa 3	Met 3	6	6	5	180	
	Modo 4	Ef4	Causa 4	Met 4	6	4	4	96	
	Modo 5	Ef5	Causa 5	Met 5	4	6	3	72	
	Modo 6	Ef6	Causa 6	Met 6	4	3	5	60	
	Modo 7	Ef7	Causa 7	Met 7	3	4	4	48	
	Modo 8	Ef8	Causa 8	Met 8	4	2	2	16	
	Modo 9	Ef9	Causa 9	Met 9	2	3	1	6	
								0	



Risk Management e-learning

Surfing the didactic materials

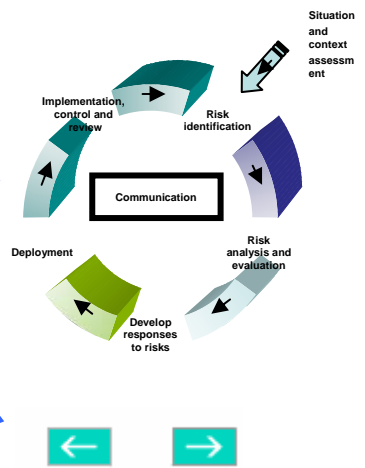
From the main menu to each chapter and section



From the Chapters-bar in the upper part of each screen



From the risk management flow diagram



Using the forward/backward arrows



Risk Management e-learning full courses

The platform

The screenshot shows the top navigation bar with logos for the Spanish Ministry of Health and Consumer Affairs, the National Quality System Plan, and the University of Carlos III of Madrid. Below this, a user login status is shown as 'You are not logged in. (Login)' with a language dropdown set to 'English (en)'. The main content area is titled 'Available Courses' and features a course card for 'Seguridad del paciente (Patient Safety)'. The course description includes 'Risk Management and Gestión de riesgos y mejora de la seguridad del paciente'. To the right of the course title, there are icons for a key and information. A 'Search courses' input field is visible below the course card.

Tutorized RM course

- Short version (30 hours)
- Full course (120 hours)
- Moodle software
- Specialized and personalized follow-up

Risk Management e-learning full courses

The ONLINE courses



The screenshot shows a user interface for an online course. At the top, there are logos for the Spanish Ministry of Health and Consumer Affairs, the National Quality System Plan, and the University of Carlos III of Madrid. The user is logged in as 'NomUsuario1 ApeUsuario1'. The main content area is divided into 'Messages' (no messages waiting) and 'My courses'. Two courses are listed:


Course Title	Professor	Description
Risk Management and Patient Safety Improvement	Tutor online NomUsuario1 ApeUsuario1	- Learn the phases, techniques and tools for an efficient risk management and patient safety improvement. - Develop a risk management and patient safety improvement plan for the Centre you are currently working for, couseled by an expert team of tutors
Gestión de riesgos y mejora de la seguridad del paciente	Tutor online	- Aprenda las fases, técnicas y herramientas más actuales para llevar a cabo una Gestión de Riesgos adecuada. - Asimismo, elabore un plan de gestión de riesgos y mejora de la seguridad del paciente, adaptado a su Organización o centro de trabajo, guiado y asesorado por tutores expertos.

Risk Management and Patient Safety Improvement

- ✓ Learn the phases, techniques and tools for an effective risk management and patient safety improvement.
- ✓ Develop a risk management and patient safety improvement plan for the Organization/Centre/Area you are currently working for, guided and advised by a team of expert tutors

Risk Management e-learning full courses

The contents (menu)

<p>Sponsors</p>  <p>Messages</p> <p>No messages waiting Messages...</p> <p>Activities</p> <ul style="list-style-type: none"> Assignments Forums Quizzes Resources <p>Administration</p>	<p>Topic outline</p> <ul style="list-style-type: none"> News forum 1 Chapter 1: Introduction <ul style="list-style-type: none"> 1.1 Introduction and contents 1.2 Objectives, follow-up, evaluation and accreditation 1.3 Menu and guide 1.4 Instructions for the students project Chapter 1 PDF Platform user's guide 2 Chapter 2: Risk Management and Patient Safety Improvement Process <ul style="list-style-type: none"> 2.1 Situation and context assessment <ul style="list-style-type: none"> Questionnaire 2.1. 2.2 Risk identification <ul style="list-style-type: none"> Questionnaire 2.2 2.3 Risk analysis and evaluation <ul style="list-style-type: none"> Questionnaire 2.3. 2.4 Develop Responses to Risks <ul style="list-style-type: none"> Questionnaire 2.4. 2.5 Deployment 2.6 Implementation, Control and Review of the Risk Management Plan 2.7 Communication <ul style="list-style-type: none"> Questionnaire 2.7. Chapter 2 PDF 3 Chapter 3. ToolKit <ul style="list-style-type: none"> 3.1 Situation and Context Assessment <ul style="list-style-type: none"> 3.1.1 Situation and Context Assessment
--	--

Risk Management e-learning full courses

The contents (screens)

http://jumilla.uc3m.es/msc/moodle/file.php/9/T2_4_archivos/frame.htm - Microsoft Internet Explorer

2. Risk Management & Patient safety Improvement Process

2.4 Develop responses to risks

At this point of the process, we know the risks that affect the services that our organization provides and, after analyzing them, we also know which ones are most relevant, which their causes are and which factors have influence.

Now...

which risks are we going to prevent or minimize?

what risk level can we afford?

how are we going to react if they occur?

we cannot be covered for 100% of the risks

Patient Safety Strategy of the Spanish National Health System

MINISTERIO DE SANIDAD Y CONSUMO

SECRETARÍA GENERAL DE SALUD

DIRECCIÓN GENERAL DE LA AGENCIA DE CALIDAD DEL SISTEMA NACIONAL DE SALUD

Inicio Exp... Micr... Out... Reprod... 2 Int... ES 21:27

Risk Management e-learning full courses

The questionnaires

MSC » MSC-ENG1 » Quizzes » Questionnaire 2.3. » Attempt 1 Update this Quiz

Info Reports Preview Edit Quiz

Preview Questionnaire 2.3.

Start again

1 (100) Within the Risk Management, indicate which are the two phases previous to the Risk Analysis and Evaluation.

Marks: --/1

Answer: a. Plan responses to risks
 b. Risk Identification
 c. Implementation, control and review
 d. Deployment
 e. Situation and Context Assessment

Submit

2 (101) The risks can be completely eliminated from our horizon with a proper management strategy (T/F)

Marks: --/1

Answer: True False

Submit

Questionnaires along the course are aimed to assist and consolidate the learning progress

Risk Management e-learning full courses

The exercises and the team project

MSC » MSC-ENGI » Assignments

Topic	Name	Assignment type	Due date	Submitted	Grade
3	Exercises 1-2-3	Upload a single file	-	View 1 submitted assignments	-
	Exercise 4.	Uploa			
	Exercises 5-6-7	Uploa			
	Exercise 8.	Uploa			
	Exercises 9-10-11-12	Uploa			
	Exercise 13	Uploa			
	Exercise 14	Uploa			
	Exercise 15	Uploa			
	Exercise 16	Uploa			

MSC » MSC-ENGI » Assignments » Exercise 15

Exercise 15. Develop responses to risks

a. Make a table where, for each one of the risks identified in the FMEA, you propose a response of the following type:

- Avoid the risk
- Control the risk or mitigate its effects
- Transfer the risk
- Accept the risk

Propose 2 responses of different type for each risk from the FMEA.

b. Develop CONTINGENCY PLANS to react in the event that the risks identified in FMEA would actually take place.

NOTE.- Prepare this exercise in a WORD file. Before sending the file, compress it (Winzip or Winrar). Then click on "Browse" to search for the compressed file in your hard drive. Once you have selected the file, click on the button "Upload file".

Available from: Saturday, 26 May 2007, 03:55 PM

Upload a file (Max size: 8MB)





Performing a set of 16 exercises, each team develops a Risk Management & Patient Safety Improvement Plan (the project)


Risk Management e-learning full courses


Tracking the advance

MSC » MSC-ENG1 » Assignments » Exercises 1-2-3 » Submissions Update this Assignment

First name : All [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)
 Surname : All [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

<input type="checkbox"/>	<input type="checkbox"/> First name / Surname <input type="checkbox"/>	<input type="checkbox"/> Grade <input type="checkbox"/>	<input type="checkbox"/> Comment <input type="checkbox"/>	<input type="checkbox"/> Last modified (Participant) <input type="checkbox"/>	<input type="checkbox"/> Last modified (Tutor) <input type="checkbox"/>	<input type="checkbox"/> Status <input type="checkbox"/>
	NomUsuario1 ApeUsuario1	-				Grade
	Tutor online	-				Grade
	NombreUsu2 ApellidoUsu2	100 / 100	OK	Reglas_de_casa_almu.doc Monday, 28 May 2007, 09:24 AM	Monday, 28 May 2007, 09:27 AM	Update
	Nom_usuario4 Apell_usuario4	-				Grade

Submissions shown per page: 

Allow quick grading: 

[Save preferences](#)

MSC » MSC-ENG1 » Assignments » Exercises 1-2-3 » Submissions Jump to...

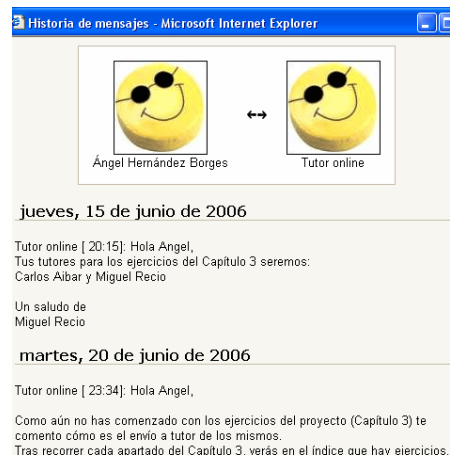
You are logged in as NomUsuario1 ApeUsuario1 (Logout)

MSC-ENG1

The exercises of each team are reviewed and scored by the tutorial team. Continuous guidance and support is provided to teams as they progress through the Plan

Risk Management e-learning full courses

The communication and feedback



Risk Management e-learning full courses

Accreditation



ONLINE training courses:

- Are accredited by the Health and Consumer Affairs of Spain
- Team Projects are printed and published as good practices

(these are additional motivations)

So far...

- 4 courses have been held
- Over 230 professionals and patient safety managers
- Over 70 teams (70 Healthcare Settings – 70 Plans)
- Teams from the 18 Spanish Health Regions
- 15 teams / 62 professionals from Latin American countries (in collaboration with OPS)
- Primary and Specialized care
- Available in Spanish and English

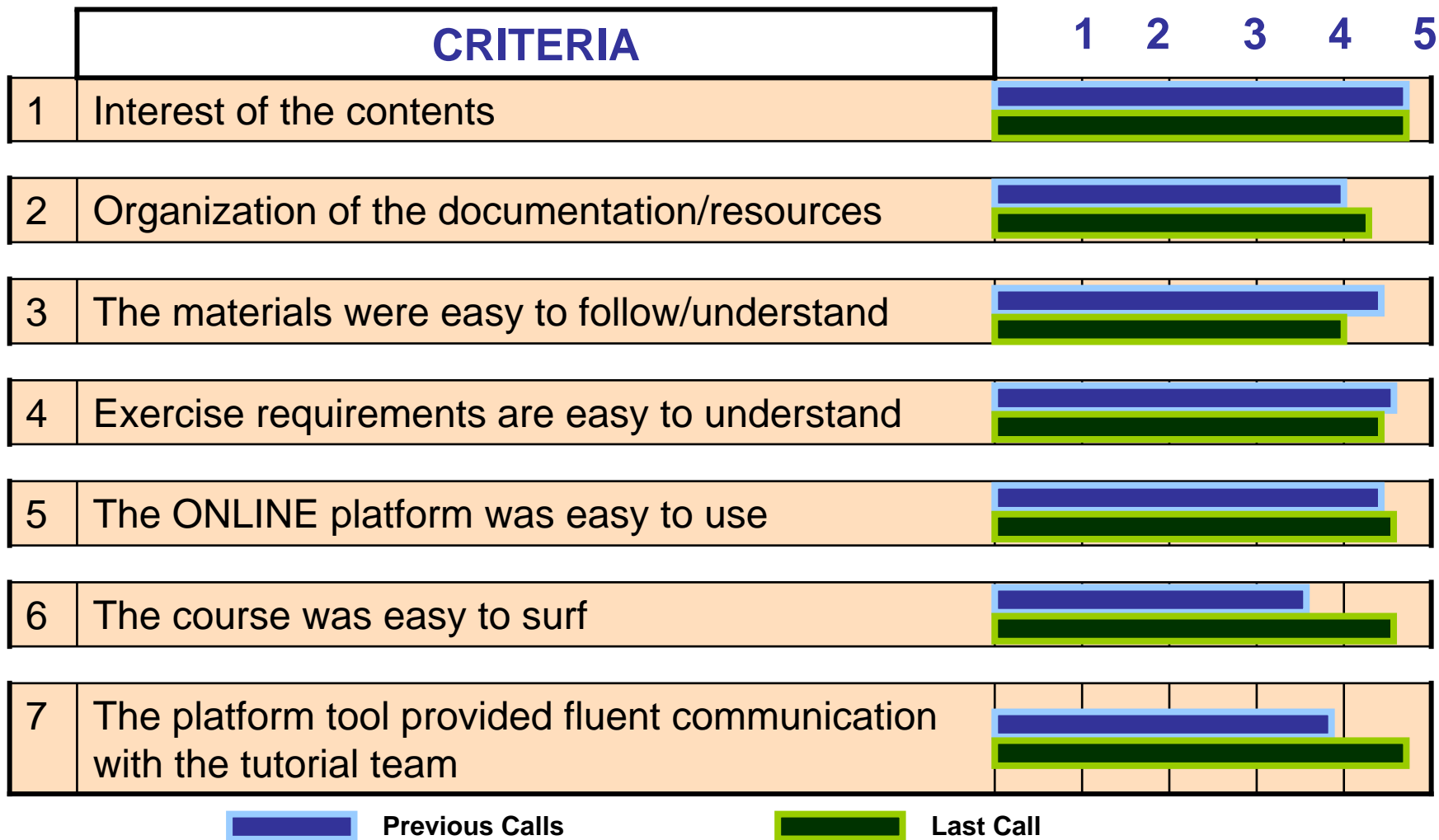
Well communicated and accepted within the health environment
(“mouth to mouth” is also working)

Risk Management e-learning

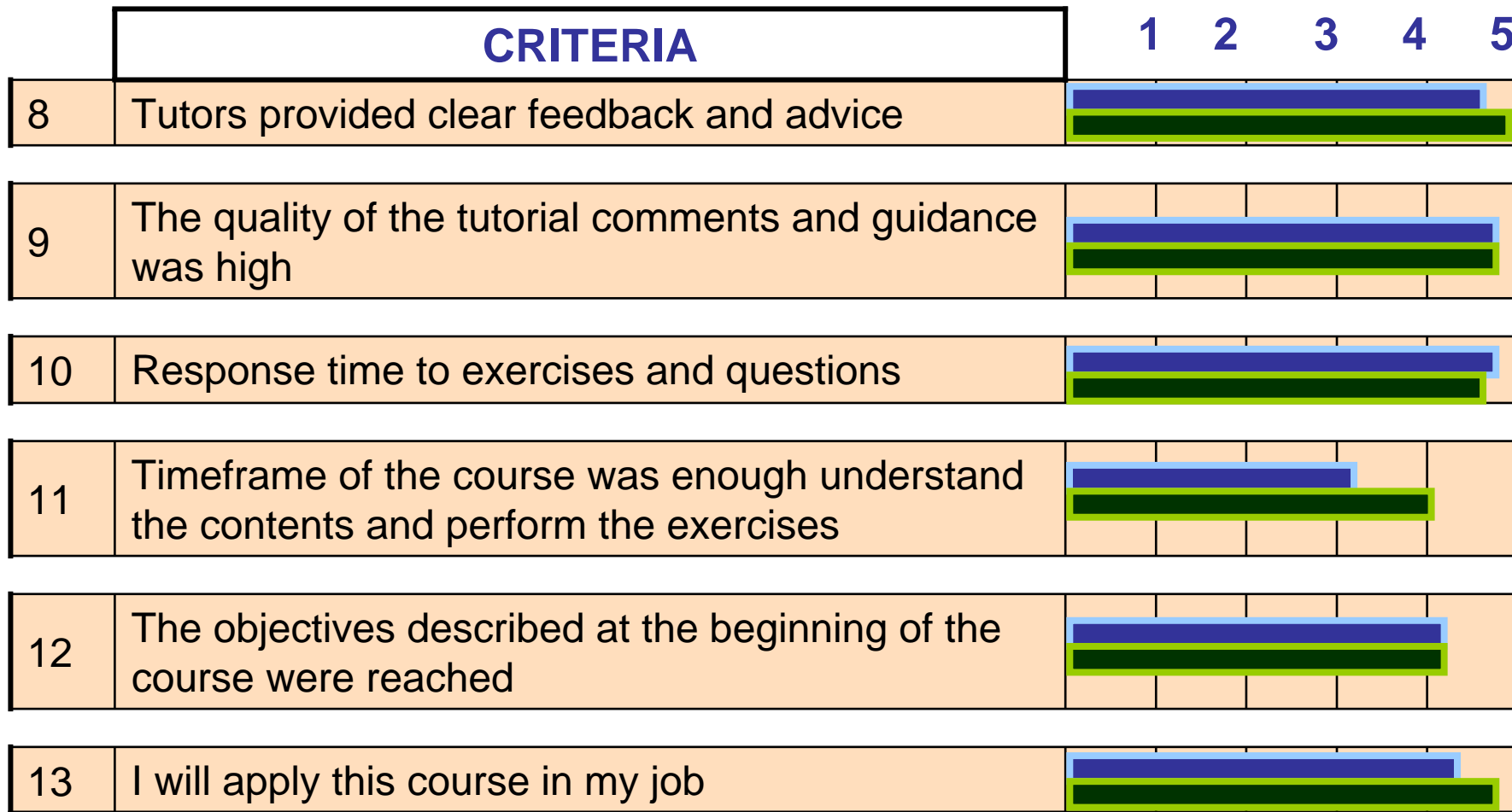
The team Projects – Plans have been focused on...

- Entire health settings
- Specific areas of the centre:
emergencies, primary care, intensive care,
neonatology, oncology, nursery, general
surgery,...
- Health Region overall system
- Specific topics:
post surgery pain control, right patient/right
medication,...

Encouraging evaluation form results



Encouraging evaluation form results



Previous Calls
 Last Call

Risk Management e-learning

Positive feedback from “students”

“Wakes up the curiosity and interest for the Patient Safety”

“Excelent communication with the tutors”

“Friendly and intuitive format”

“It took a lot of work, but I have enjoyed it”

Feedback Comments

“Right structure and progressive (step by step) development of the team project”

“Course goals were realistic and reachable”



“Provides enough guidance to start from zero the diagnosys of a Health Centre”

“Useful for my job”

Next Steps

- 5 course calls in 2008: over 400 professionals
 - primary care
 - specialized care
 - Latin America
 - European Community (EUNETPASS project)
- New ONLINE courses by the end of 2007
 - Patient Safety training materials for graduate and post-graduate levels
 - Self guided Risk Management and Patient Safety Improvement course
- Analysis of all the information contained in the 70 projects developed so far. Publication and communication of the summary of results.
- Good practices catalogue by centre, area, topic,.....

- **Results:**
- The electronic platform has been designed and has been operative since the beginning of 2006.
- All the goals and features mentioned in the METHODS section above in this abstract have been met with the following results:
- Improved accessibility to information, accessibility to documentation and exchange of communication for all professionals without the need of physical presence.
- Harmonized approach to Risk Management and Patient Safety Improvement.
- Increase in the access, frequency and quality of the information, communication and experience exchange among the professionals from the SHR.
- High satisfaction level of the users of the electronic platform resources, as reported through the platform evaluation forms
- Didactic training materials in electronic form (multimedia CD) have been developed and delivered throughout the Healthcare organizations in Spain. (also available in English)
- ONLINE Training courses are available (both Spanish and English versions).
- Effective ONLINE training in Risk Management and Patient Safety Improvement has been completed by over 120 professionals and healthcare teams. Patient Safety Improvement Plans have developed for their Health Organizations and published after finishing the training course.

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