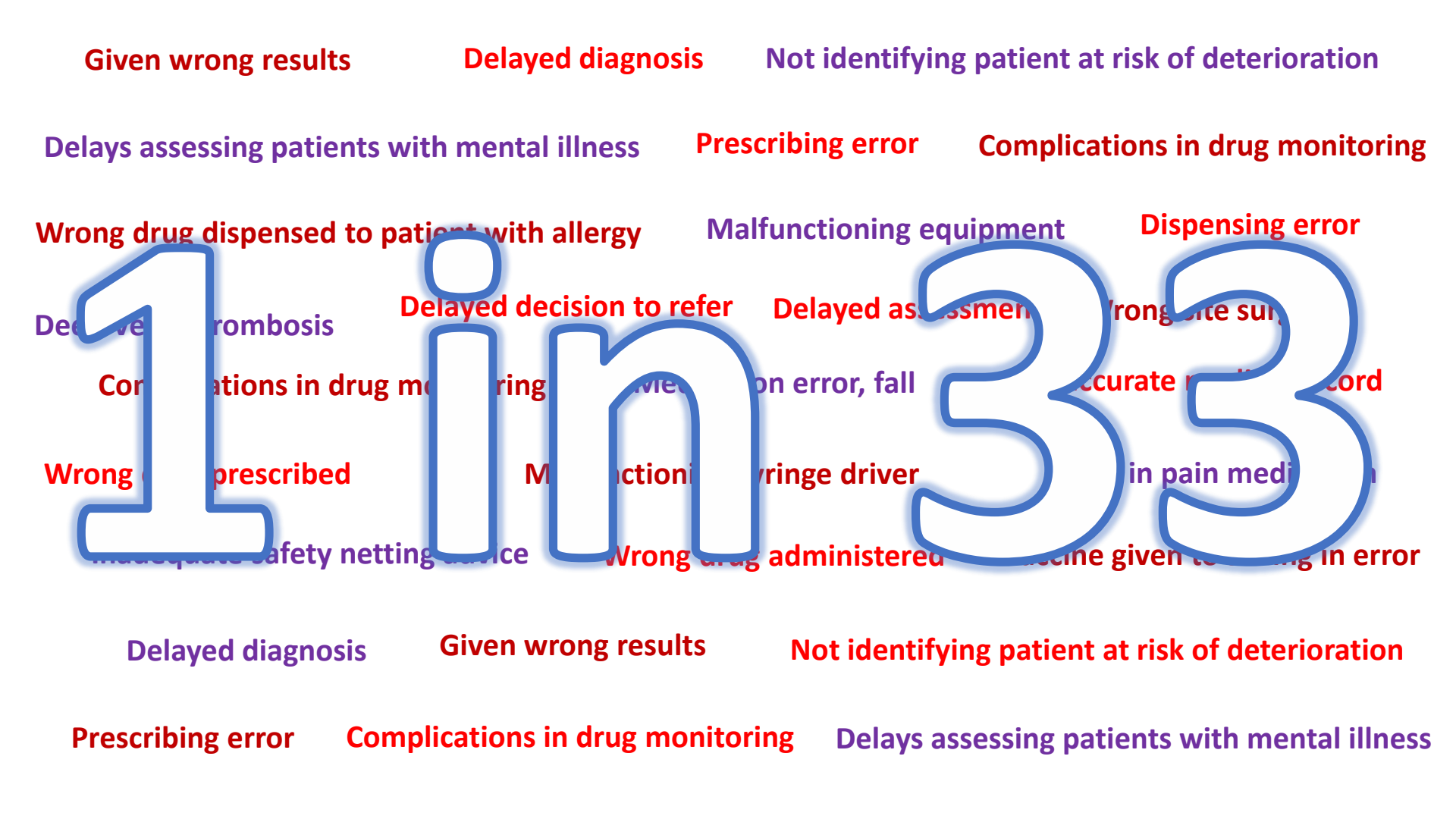
Patient Safety and Health Care Improvement

Andrew Carson-Stevens
Patient Safety Research Lead


Given wrong results
Delayed diagnosis
Not identifying patient at risk of deterioration
Delays assessing patients with mental illness
Prescribing error
Complications in drug monitoring
Wrong drug dispensed to patient with allergy
Malfunctioning equipment
Dispensing error
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aims to determine the **frequency**, **burden** and **preventability of healthcare associated harm** in primary and emergency care settings, and to develop and **implement interventions to improve patient safety** in priority areas.

We use mixed methods research techniques to **generate learning from patient safety incidents reports** submitted to the England and Wales National Reporting and Learning System **to empirically inform quality improvement initiatives and projects to improve patient safety**.

Given wrong results

Delayed diagnosis

Not identifying patient at risk of deterioration

Delays assessing patients with mental illness

Prescribing error

Complications in drug monitoring

Wrong drug dispensed to patient with allergy

Malfunctioning equipment

Dispensing error

Deep Vein Thrombosis

Delayed decision to refer

Delayed assessment

Wrong site surgery

Complications in drug monitoring

Medication error, fall

Inaccurate medical record

Wrong drug prescribed

Malfunctioning syringe driver

Delay in pain medication

Inadequate safety netting advice

Wrong drug administered

Vaccine given to sibling in error

Delayed diagnosis

Given wrong results

Not identifying patient at risk of deterioration

Prescribing error

Complications in drug monitoring

Delays assessing patients with mental illness

Patient groups

- Older adults
- Vulnerable children
- Vulnerable adults
- Mental health problems
- Opiate-replacement therapy
- Children in general practice
- Older adults in nursing homes
- Adults with dementia
- End of life patients

Topics of interest

- Deep vein thrombosis
- Radiotherapy errors
- Pressure ulcers
- Warfarin
- Bogus healthcare workers
- Mortuary errors
- Adverse drug reactions
- Polypharmacy
- Strong opiates

Specialties

- General practice
- Ambulatory dentistry
- Community pharmacy
- Physiotherapy
- Neonatology
- Paediatrics
- Palliative medicine

What are your priorities?

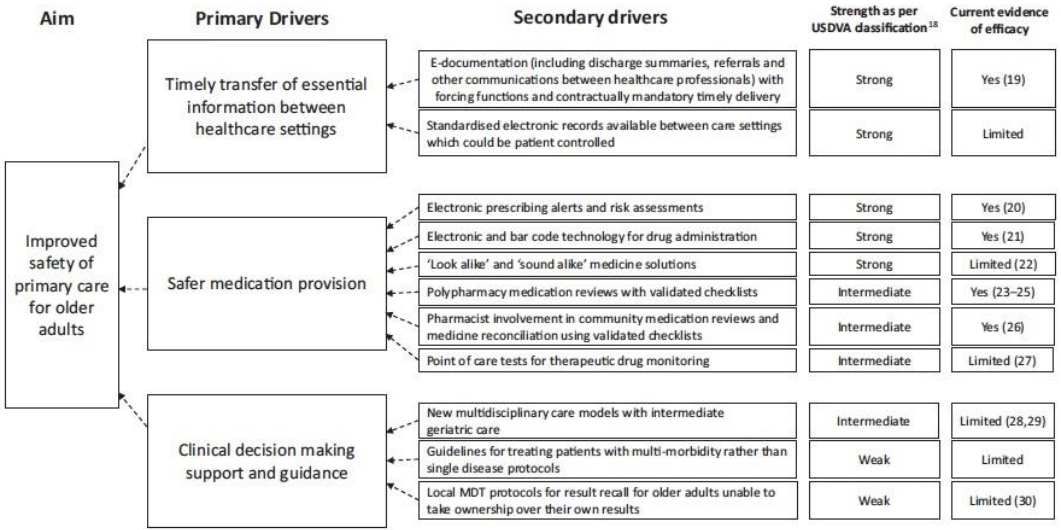


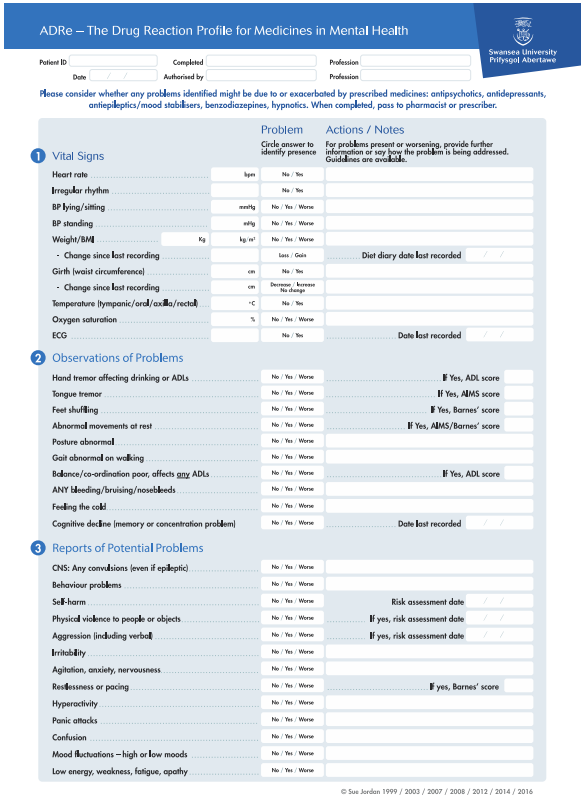
Figure 1. Driver diagram to show potential interventions to improve the safety of primary care for older adults.

Age and Ageing
THE INTERNATIONAL JOURNAL OF THE BRITISH GERIATRICS SOCIETY

Sources of unsafe primary care for older adults: a mixed methods analysis of patient safety incident reports.

Cooper A, Edwards A, Williams H, Hibbert P, Makeham M, Avery A, Sheikh A, Donaldson L, Carson-Stevens A.

We use quality improvement tools to **summarise research findings to work with frontline healthcare professionals to co-produce quality improvement plans** for practice and care improvement.



ADRe – The Drug Reaction Profile for Medicines in Mental Health

Swansea University Prifysgol Abertawe

Patient ID | Completed | Profession

Date | Authorised by | Profession

Please consider whether any problems identified might be due to or exacerbated by prescribed medicines: antipsychotics, antidepressants, antiepileptics/mood stabilisers, benzodiazepines, hypnotics. When completed, pass to pharmacist or prescriber.

		Problem Circle answer to identify presence	Actions / Notes For problems present or worsening, provide further information or say how the problem is being addressed. Guidelines are available.
1 Vital Signs			
Heart rate	bpm	No / Yes	
Irregular rhythm		No / Yes	
BP lying/sitting	mmHg	No / Yes / Worse	
BP standing	mHg	No / Yes / Worse	
Weight/BMI	Kg	kg/m² No / Yes / Worse	
- Change since last recording		Loss / Gain	Diet diary date last recorded / /
Girth (waist circumference)	cm	No / Yes	
- Change since last recording	cm	Decrease / Increase No change	
Temperature (tympanic/oral/axilla/rectal)	°C	No / Yes	
Oxygen saturation	%	No / Yes / Worse	
ECG		No / Yes	Date last recorded / /
2 Observations of Problems			
Hand tremor affecting drinking or ADLs		No / Yes / Worse	If Yes, ADL score
Tongue tremor		No / Yes / Worse	If Yes, AIMS score
Feet shuffling		No / Yes / Worse	If Yes, Barnes' score
Abnormal movements at rest		No / Yes / Worse	If Yes, AIMS/Barnes' score
Posture abnormal		No / Yes / Worse	
Gait abnormal on walking		No / Yes / Worse	
Balance/co-ordination poor, affects any ADLs		No / Yes / Worse	If Yes, ADL score
ANY bleeding/bruising/nosebleeds		No / Yes / Worse	
Feeling the cold		No / Yes / Worse	
Cognitive decline (memory or concentration problem)		No / Yes / Worse	Date last recorded / /
3 Reports of Potential Problems			
CNS: Any convulsions (even if epileptic)		No / Yes / Worse	
Behaviour problems		No / Yes / Worse	
Self-harm		No / Yes / Worse	Risk assessment date / /
Physical violence to people or objects		No / Yes / Worse	If yes, risk assessment date / /
Aggression (including verbal)		No / Yes / Worse	If yes, risk assessment date / /
Irritability		No / Yes / Worse	
Agitation, anxiety, nervousness		No / Yes / Worse	
Restlessness or pacing		No / Yes / Worse	If yes, Barnes' score
Hyperactivity		No / Yes / Worse	
Panic attacks		No / Yes / Worse	
Confusion		No / Yes / Worse	
Mood fluctuations – high or low moods		No / Yes / Worse	
Low energy, weakness, fatigue, apathy		No / Yes / Worse	

West Wales Adverse Drug Reaction Profile

Prof Sue Jordan
Swansea University

We **evaluate the development, testing and implementation of patient safety interventions** to understand how and in what contexts they can improve outcomes.

The Health Foundation

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Swansea University Prifysgol Abertawe

CARDIFF UNIVERSITY
PRIFYSGOL CAERDYDD

AWTTC
All Wales Therapeutics & Toxicology Centre
Canolfan Therapiwteg a Thocsicoleg Cymru Gyfan

University of South Wales Prifysgol De Cymru

We **train the workforce to recognise, report and learn from patient safety incidents** through e-learning courses, national seminars, and practical ‘how to’ guides.

AWTTC
All Wales Therapeutics & Toxicology Centre
Canolfan Therapiwteg a Thocsicoleg Cymru Gyfan

Canolfan PRIME Cymru Wales PRIME Centre

Supported by NHS National Institute for Health Research

Royal College of General Practitioners

Cardiff University
Prifysgol Caerdydd

University of South Wales
Prifysgol De Cymru

OPEN PEDIATRICS™

Boston Children's Hospital
Until every child is well™

HARVARD MEDICAL SCHOOL

We **train the workforce to recognise, report and learn from patient safety incidents** through e-learning courses, national seminars, and practical 'how to' guides.

Improving end of life care delivered by GP out of hours services
Huw Williams

Improving the safety of anticoagulation services at Cardiff and Vale UHB (…and Wales)
Sian Rowlands

Development and adaptation of the PISA methods for application in Turkey
Sabiha Denizeri

Patient safety priorities in primary care dentistry
Eduardo Ensaldo-Curasco

Patient safety priorities in community pharmacy
Khalid Muhammed

We **build capacity and capability of health service researchers to investigate patient safety** (postgraduate students, clinical academics, post-doctoral fellows) and **partner with organisations to advance their patient safety agenda**.

How can you get involved?

- ✓ **Take a course on patient safety in primary care** on the Royal College of General Practitioners e-learning site (accessible to all): http://elearning.rcgp.org.uk
- ✓ Read our academic outputs and **design an improvement project informed by our national-level analyses of patient safety incident reports** for priority issues in primary care.
- ✓ Submit an **expression of interest for MPhil / PhD study** of patient safety
- ✓ Seek **methodological input to develop your research** proposals
- ✓ Undertake a **secondment with the PISA group**

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