

Internet Course on Risk Management and Patient Safety Improvement



Health and Consumer Affairs Ministry of Spain



Internet Course on Risk Management and Patient Safety Improvement

What can you find in this course

- This course describes progressively the phases, techniques and tools used nowadays in the Risk Management, both in public organizations and in private companies.
- Its main goal is to serve as an initial reference for professionals of the different healthcare environments that need to lead, manage or collaborate in the risk management and patient safety improvements within their own organizations or work environment.
- The phases, elements and tools of the risk management process will be put into context through examples and practical cases both from the health sector and from others familiar to everyone. Moreover, clear and easy to use formats are provided, that can be used ad-hoc by those health organizations that may require them.
- The **tutors will advise and serve as consultants** to the students in their advance through their **Risk Management and Patient Safety Improvement Plan set into the Context of their own Health Organization.**
- Estimated duration of this course: 120 hours.

Internet Course on Risk Management and Patient Safety Improvement

Objectives

1. Know and value the phases and elements of the risk management life cycle.
2. Clear and detailed description of the tools that support an efficient risk management in an organization.
3. Provide examples and practical cases of the use of the toolkit both within the health environment and also in other services familiar to everyone.
4. Provide with clear, ready-to-use software formats that allow the utilization of the toolkit in different organizations of the healthcare sector.
5. Describe the risk management and continuous improvement methodologies used successfully nowadays both in the public and private sectors.
6. Advice and serve as consultants for the development of a Risk Management and Patient Safety Improvement Plan, set into the context of the Health Organization where the student currently works.

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Evaluation and accreditation

- ✓ In Chapter 2, you are requested to answer a set of questionnaires, which are aimed at emphasizing and enhancing the key contents of this chapter.
- ✓ In Chapter 3, students are requested to use the different risk management tools to develop, step by step and with the advise of the tutors, a risk management and patient safety improvement plan set into the context of the Organization or Centre for which the student is currently working for.
- ✓ The evaluation of this course, by the team of tutors, will be based on the quality of the “Risk Management and Patient Safety Improvement Plan” developed by each student or team.
- ✓ This Internet-based ONLINE course is sponsored and accredited by the Health and Consumer Affairs Ministry of Spain

Internet Course on Risk Management and Patient Safety Improvement

Computer requirements for this Internet course

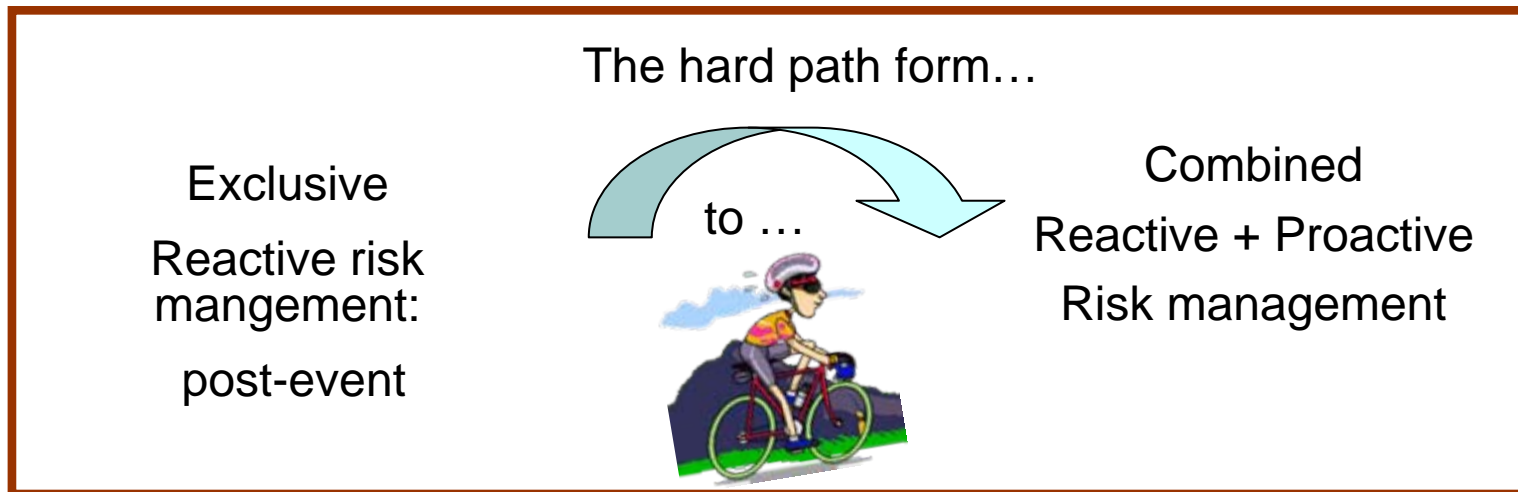
MINIMUM	RECOMMENDED
<p>HARDWARE</p> <ul style="list-style-type: none">• Internet access faster than 256kbps• E-mail address• 15 " screen• Screen resolution of 800 x 600• Pentium III – 800 MHz (or equivalent) microprocessor• 1 GB available in the hard drive• 256 MB RAM memory	<p>HARDWARE</p> <ul style="list-style-type: none">• ADSL Internet access 1MB or faster• E-mail account• 17 " screen or wider• Screen resolution of 1024x768• Pentium IV – 1 GHz or faster microprocessor• More than 1 GB available in the hard drive• 512 MB or larger RAM memory
<p>SOFTWARE</p> <ul style="list-style-type: none">• Windows 2000 Operative System• Adobe Acrobat Reader version 7.0• Microsoft Office 2000 or newer (Excel & Word)• Internet Explorer 6.0	<p>SOFTWARE</p> <ul style="list-style-type: none">• Windows XP or Vista Operative System• Adobe Acrobat Reader version 7.0• Microsoft Office XP 2003 (Excel & Word)• Internet Explorer 6.0

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Risk management approach in this Course

An effective risk management implies a combination of learning from things that went wrong (reactive) and preventing (proactively) potential risks from impacting in the service that our health organization provides. This combination process is as effective as hard to implement (make it our natural way to face risks).

Our aim has been to impregnate the contents and examples of this ONLINE course with this combined reactive + proactive approach to risk management.



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Risk management approach in this Course



Exclusively
Reactive

Reactive & Proactive
Combination

“I hate when things go
wrong”: guilty, fear,
defensive

“I do too: ; let’s
prevent and strengthen !”

They impact in my work

I need to manage them

Restricted learning

Meaningful vision
and set into context:
Consolidated learning

I analyze everything

I analyze the relevant

Individual (firefighter)

Team / Organization / System:
plan and resources

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Risk management approach in this Course

Exclusively
Reactive

Reactive & Proactive
Combination

Continuous discouragement



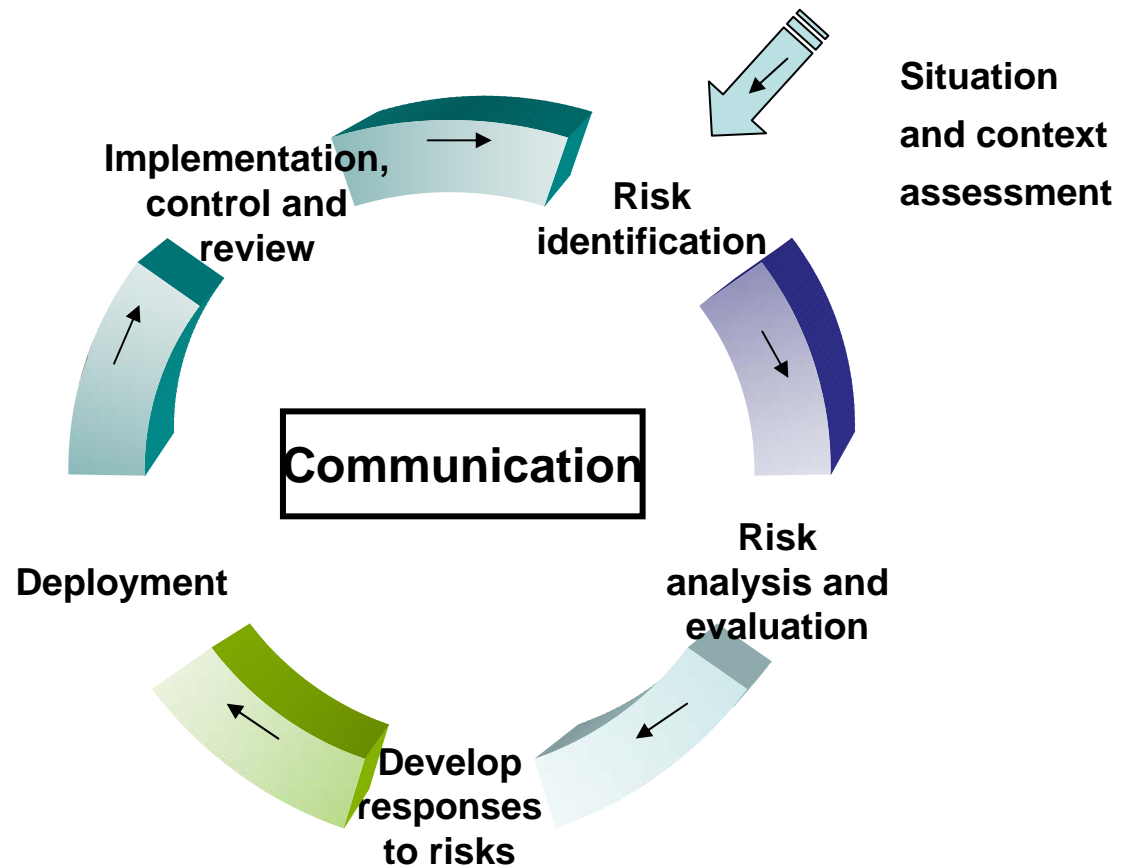
Continuous improvement



Internet Course on Risk Management and Patient Safety Improvement

How are risk management phases and tool presented in this Course?
(Chapters 2 & 3)

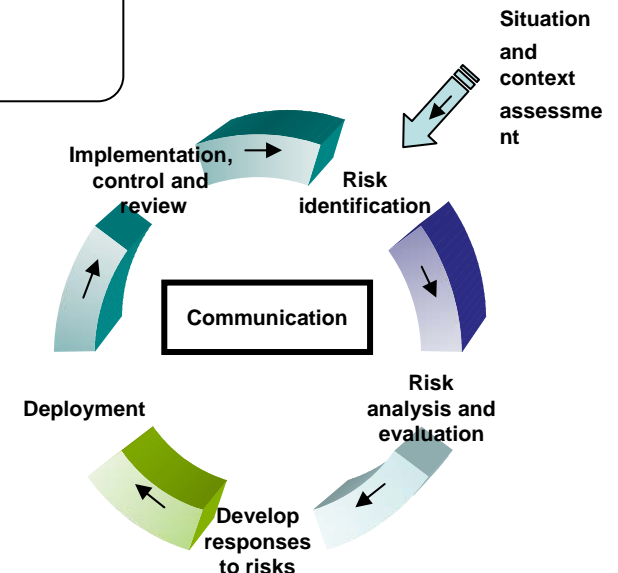
This flow diagram will be our “tour-guide” through the Risk Management phases (Chapter 2) as well as through the tools used on each one of the mentioned phases (Chapter 3), together with examples and real cases of their utilization



Internet Course on Risk Management and Patient Safety Improvement

How are risk management phases and tools presented ? (Chapters 2 & 3)

- 1. Situation and context assessment:** Before trying to manage the risks of our organization, first we should know our services, our processes, our customers and our context or environment in depth.
- 2. Risk identification:** Once phase 1 is finished, we can identify the risks that affect the services that our organization provides. This identification will be both reactive (post-event) and proactive (preventive).
- 3. Risk analysis and evaluation:** At this point of the process we count on a list of risks: Which are the relevant ones for the efficacy and safety of the service we provide ?
- 4. Develop responses to risks:** Which actions are we going to take for each identified risk?: avoid them?, reduce their impact?, transfer them?, accept them?,...
And, what will be our contingency plan if they actually occur?
- 5. Deployment:** Communication process and assignment of responsibilities to those people and teams that, in the front line, will be managing and controlling the risks.
- 6. Implementation, control and review:** In this phase, risk indicators are monitored and the actions taken, both to prevent and to react, are validated.
- 7. Communication:** Promotes the involvement of the persons and enables them to manage the risks in the front line, improving continuously the safety of the processes and tasks they perform.

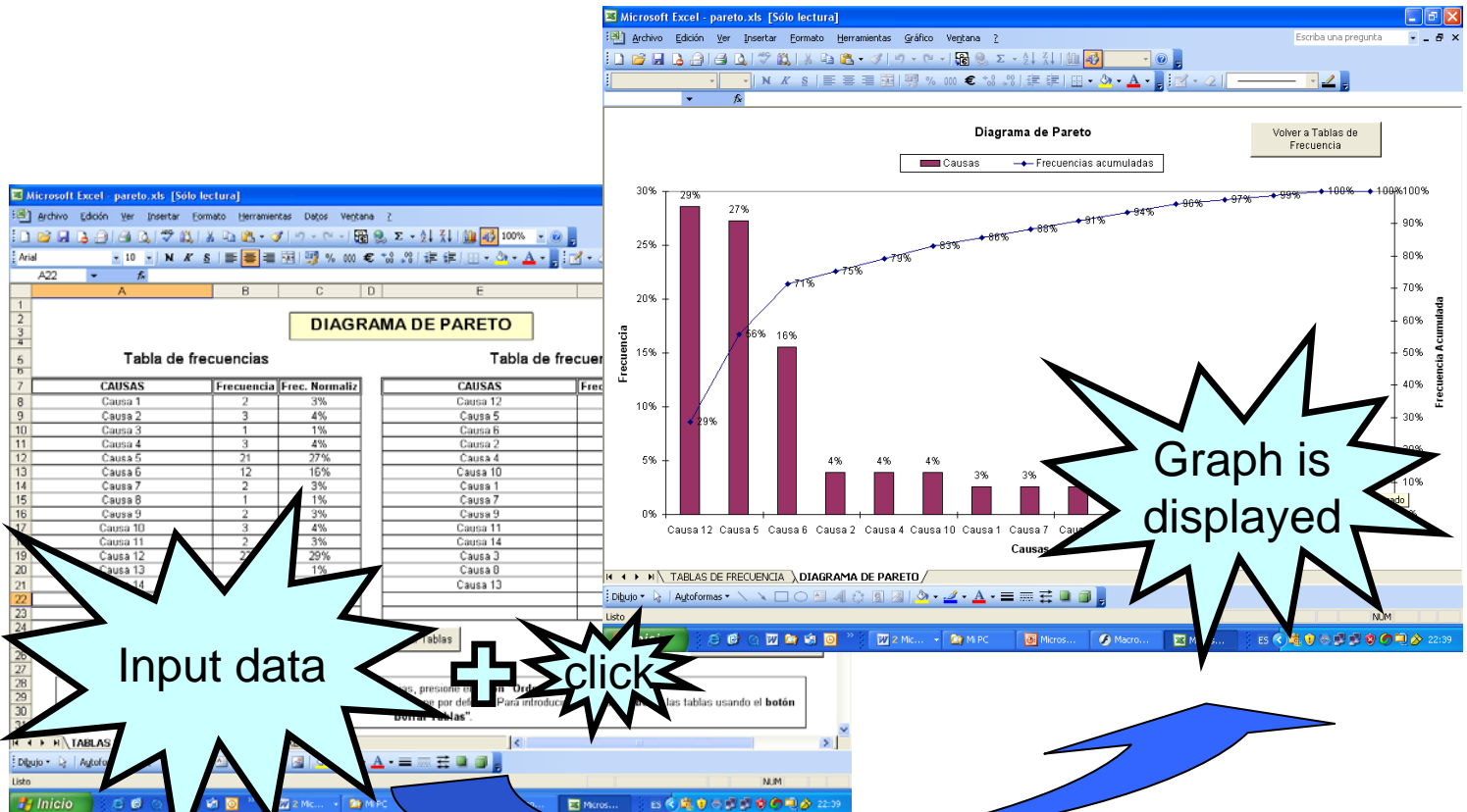


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How is the risk management software toolkit presented ?
(Chapter 4)

Pareto
Diagram
xls

click



Graph is
displayed

Input data

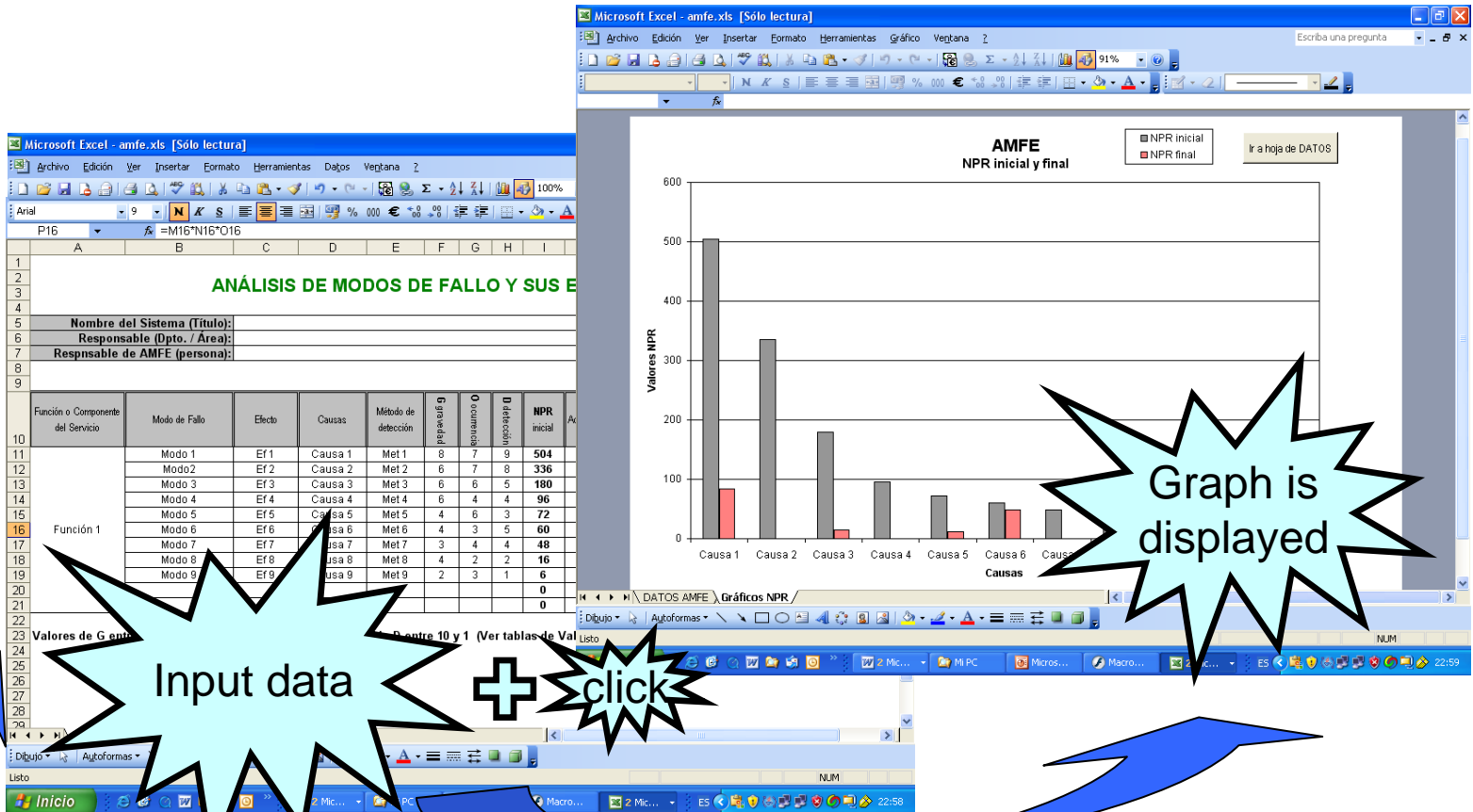
+ click

Internet Course on Risk Management and Patient Safety Improvement

How is the risk management software toolkit presented ?
(Chapter 4)

FMEA.xls

click



Input data

+ click

Graph is displayed



**¡ Welcome to
the course !**