



# **Patient safety solutions workshop**

**Quality of medical services, patient safety and accreditation**

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**Dr Agnès Leotsakos**

# A) AE/ERRORS RELATED TO UNSAFE MEDICAL CARE

1. Unsafe medications/treatment \* \*
2. Injuries due to medical devices
3. Surgical and anaesthesia errors \*
4. Health care-associated infection \* \*
5. Unsafe injections \*
6. Unsafe blood products \*
7. Pregnant women & newborns \*
8. Injuries from patient falls
9. Poor care for elderly



\* Areas addressed with WHO solutions \* OECD highest burden areas

# B) STRUCTURAL FACTORS CONTRIBUTING TO UNSAFE CARE

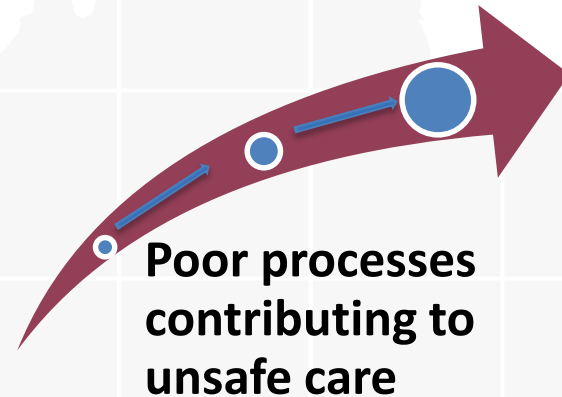
1. No regulation, accreditation, quality improvement strategies
2. No culture of safety
3. Poor training, education of HCW
4. Stress and fatigue of HCW
5. Production pressures/ Fast moving environments
6. Lack of appropriate knowledge and its transfer
7. Devices and procedures with no human factors



\* Areas addressed with WHO interventions (solutions)

# C) POOR PROCESSES CONTRIBUTING TO UNSAFE CARE

1. Misdiagnosis
2. Poor test follow up
3. Counterfeit drugs
4. Poor/No involvement of patients in their care



# 3 Themes for Discussion

- What are the priority patient safety solutions and QI areas that are being implemented/should be implemented in Kazakhstan: opportunities and challenges (**country priorities**)
- Country-wide and health authority actions required for introducing and sustaining QI and patient safety strategies and solutions in Kazakhstan: e.g. policy development, national regulations/legislation, workforce environment, accreditation requirements (**political priorities**)
- What are the necessary management actions at facility level to have QI and patient safety strategies and solutions in health establishments in Kazakhstan? What support should healthcare professionals receive, eg. training, additional human and financial resources, relevant hospital policies, and other issues. (**health facility priorities**).