

The Educational Mission to Reduce Medical Errors and Improve Patient Care Outcomes

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Session Objectives

By the end of this session we will have discussed, debated and hopefully educated each other on:

- Why **patient safety** is an important issue today
- What has happened in health care
- How these changes have effected patient care
- How these changes will impact your careers



Beyond Blame Video



**As to diseases, make a habit
of two things - to help or at
least to do no harm.**

Hippocrates, Epidemics



Institute of Medicine 1999 Report:

“To Err is Human: Building a Safer Health System”



Institute of Medicine Report 1999

98,000 patients die each year from preventable medical errors

\$17 - \$29 billion in costs

Fifth leading cause of death in U.S.



Patient Safety

“Medicine used to be simple, ineffective and relatively safe. Now it is complex, effective, and potentially dangerous.”

Sir Cyril Chantler,

Dean of London's Guy's Hospital



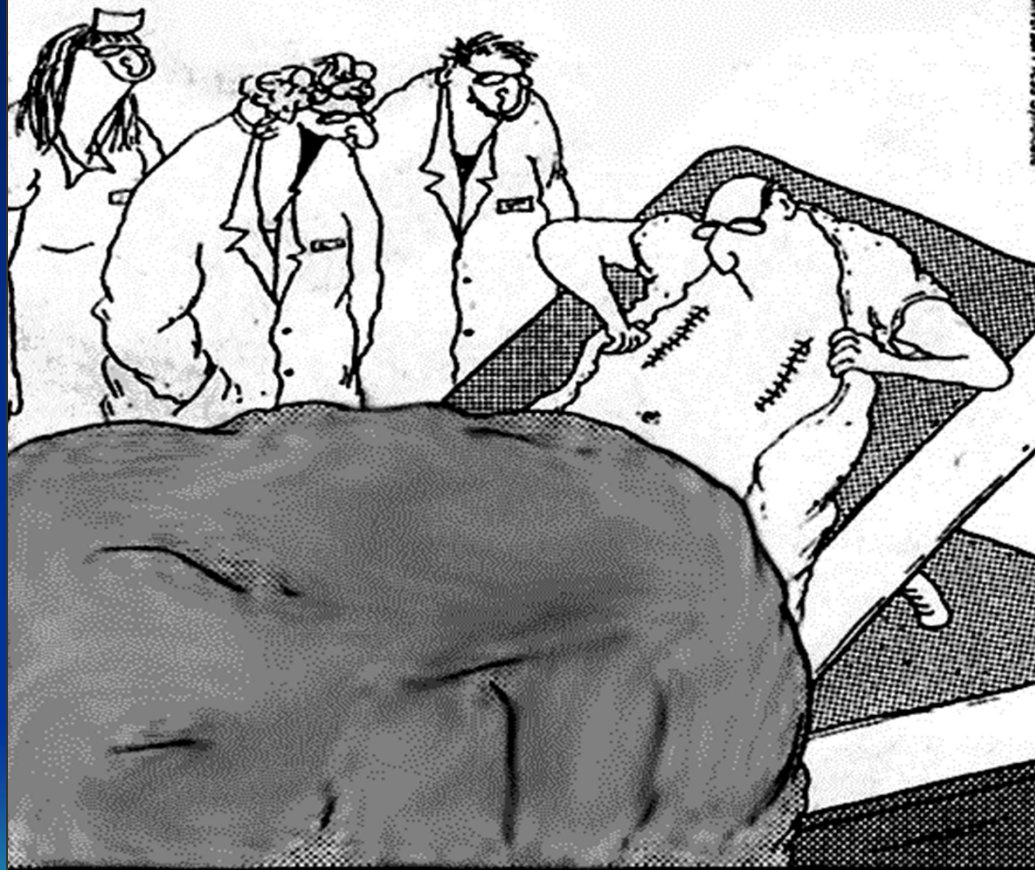
Patient safety has become an important
public and private concern



5-14

McPHERSON

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"You should've seen the look on our faces when we realized that we'd been looking at the x-rays backward for the first hour of surgery."

Definition of Professionalism

- **AAMC & NBME:**
- **Altruism**
- **Honor and Integrity**
- **Caring and Compassion**
- **Respect**
- **Responsibility**
- **Accountability**
- **Excellence and Scholarship**
- **Leadership**



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Patient Safety

Definition of Insanity: Doing the same thing over and over but expecting a different result.

Albert Einstein



Error in Medicine

Lucian Leape, MD

**“How can there be an error
without negligence?”**



Error in Medicine

Lucian Leape, MD

“Far better to conceal a mistake or, if that is impossible, to try to shift blame to another, even the patient.”



Patient Safety

In a survey given to over 1000 doctors, nurses, and residents in both urban teaching and non-teaching hospitals, one-third of staff members stated that they have never made an error



Patient Safety

Most denied any deleterious effects of stress on their judgment and affirmed that their decision making skills are just as good in emergencies as in normal situations



Patient Safety

Less than a third of staff reported that errors are handled appropriately and over half reported that they find it difficult to discuss mistakes



Patient Safety

Why are we afraid to admit we do not know?



Patient Safety

Why are we afraid to admit we do not know?

Why are we afraid to ask for help?



Patient Safety

What is the number one cause of medical error today?



Patient Safety

Poor Communication Skills



Patient Safety

Clinical Case Discussion



Patient Safety

Medical malpractice reform
and patient safety



Newer Health Care Skills

- **Teamwork and collaboration**
- **Leadership**
- **Interpersonal communication**
- **Risk management**
- **Stress management**
- **Error science**
- **Systems and process management**
- **Resource management**



Patient Safety

- Simulation Training
 - Aviation industry - CRM
 - Musicians require many years of practice
 - Takes 10 years to achieve “expertise” level



Patient Safety

- Types of Simulation Training
 - Computer programs
 - Task trainers
 - Mannequins (team and procedure)
 - Standardized patients; role plays
 - Virtual reality



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