

Human factors underpinning patient safety – the patients' perspective



Overview

1. Introduction and mission of the Foundation SPO
Patient Safety
2. How does a patient choose a surgeon?
 - a. Quality
 - b. Where does a patient get information?
3. What does a patient need in order to make the right decisions?
4. Comparison of quality standards as a reference for the patient when deciding on a hospital

1. Introduction and mission

Staff



Training:

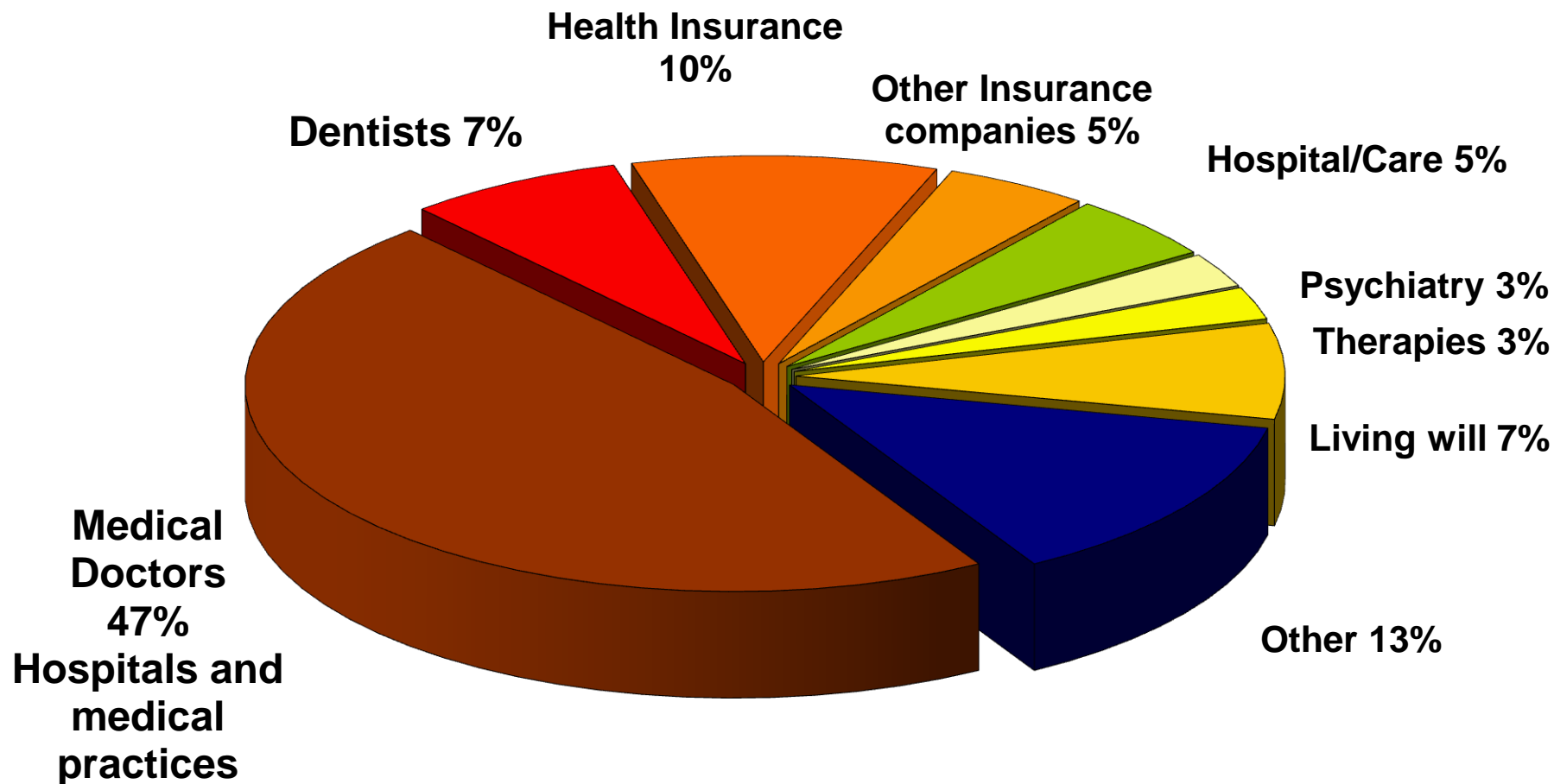
- qualified nurses with additional training in intensiv and anaesthesiology care
- two specialists in dental care
- one legal expert
- one medical doctor

Number:

- 20 part-time employees
- 850% by position

The relevant topics

Cases per year: around 4'000



Around 1000 inquiries regarding possible violations of due diligence

- 2/3 of inquiries: complications
- No feedback for data protection reasons
- SPO is like a red rag for many doctors
- SPO keeps a lot of trouble away from the doctors

2. How does a patient choose a surgeon?

In the country:

Patients are looked after by the GP

- Only few specialists

In the city:

Many people do not have a GP

- A&E unit (Accident and Emergency)
- Vast supply of specialists in the city

a. Quality:

Patients **believe** in the high quality of medicine

- patients believe: all specialists are proficient in their area of expertise
- most patients are happy with the therapy
- patients and their relatives get suspicious with bad experience
- suspicious patients want relevant information including surgical procedures

b. Where does a patient get information?

Orientation

Help

- the GP is the most important place to go, he guides the patient, decides with the patient
- telemedical online counsel (health insurances)
- journals and tv programmes
- internet
- informations on specific techniques, methods

3. What does a patient need in order to make the right decisions?

SPO helps to find the right medical doctor

- **second opinion:** over treatment
- **Information on quality of care:** no research results, insider knowledge
- **number of cases can be indicators:** hospital or individual surgeon, no transparency
- **re-operations and infections are important:** not obvious for patient, knowledge of GP

Orientation

Help

Orientation

Help

- is there a Critical Incident Reporting System (CIRS) or an error reporting system?
 - involvement in supra-regional network Cirrnet?
- how many clicks do you need to apply on the homepage, to find the ombudsman?



4. Comparison of quality standards as a reference for the patient when deciding on a hospital

Orientation

Approaches

- are publications on the internet comparing hospitals helpful for a decision in which hospital to go?
- can patients in 2016 get enough information on these topics?

Orientation

Approaches

example:

www.spitalfinder.ch

others:

welches-spital.ch,

www.spitalinformation.ch,

www.qualitaetsmedizin.ch,

etc.



Orientation

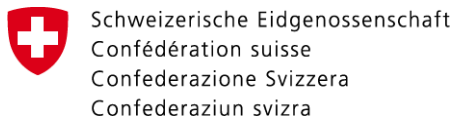
Approaches

Where does information on all quality comparisons come from?



ANQ, Nationaler Verein für Qualitätsentwicklung in Spitälern und Kliniken, www.anq.ch -

National Association for Quality development in Hospitals and Clinics



Bundesamt für Gesundheit BAG

BAG, Federal Office for Public Health, www.bag.admin.ch/hospital/

Case study

- patient (age 70) suffers of temporary abdominal discomfort
- diagnosis: diverticulitis. treatment: antibiotics
- a year later: bloody diarrhoea, because of a swell in colon -> again antibiotic therapy
- medical doctor proposes removal of the affected area in the colon in hospital A.
- neighbour advises patient not to go to hospital A because of possible infections – he suspects the level of hygiene
- the patients' daughter does research on the internet searching for quality comparisons between hospitals and finds following information:

Quality comparisons in the Internet

Quality characteristic / Hospital	Hospital A	Hospital E
Number of colon surgery per year	66	10
Infections	15%	0%
Patient satisfaction: scale: 1 - 10 (max. satisfied)	9.03	9.44

Orientation

Approaches

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- in which hospital to send the patient for the surgery?
- explanation?
- what other actions do we recommend to help decide which hospital to choose?
- other recommendations?

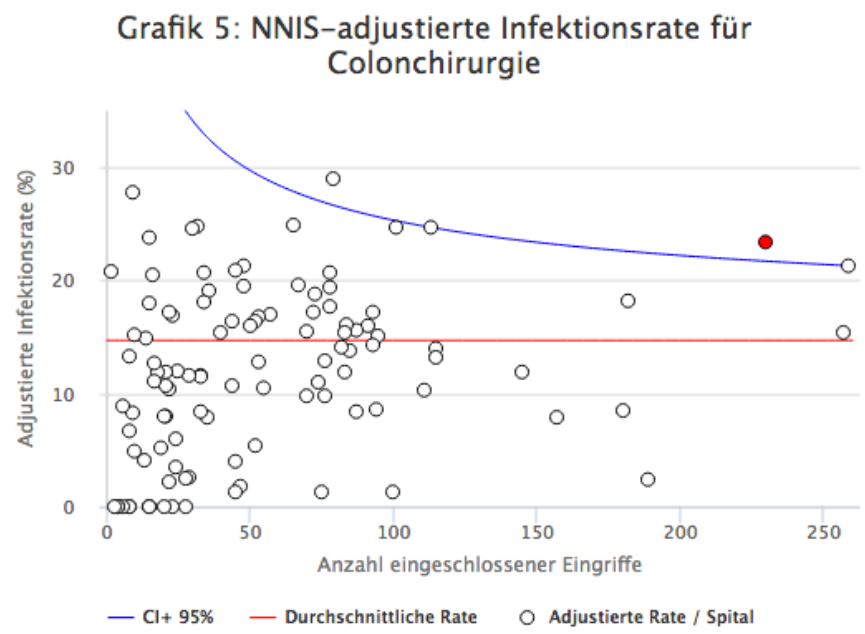
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Orientation
Approaches

The case numbers can only give a rough idea to give some orientation on which hospitals to discard (eg. if there are less than 20 interventions a year).

Low infection rates over several years with large case numbers are a positive indication and help with the decision.

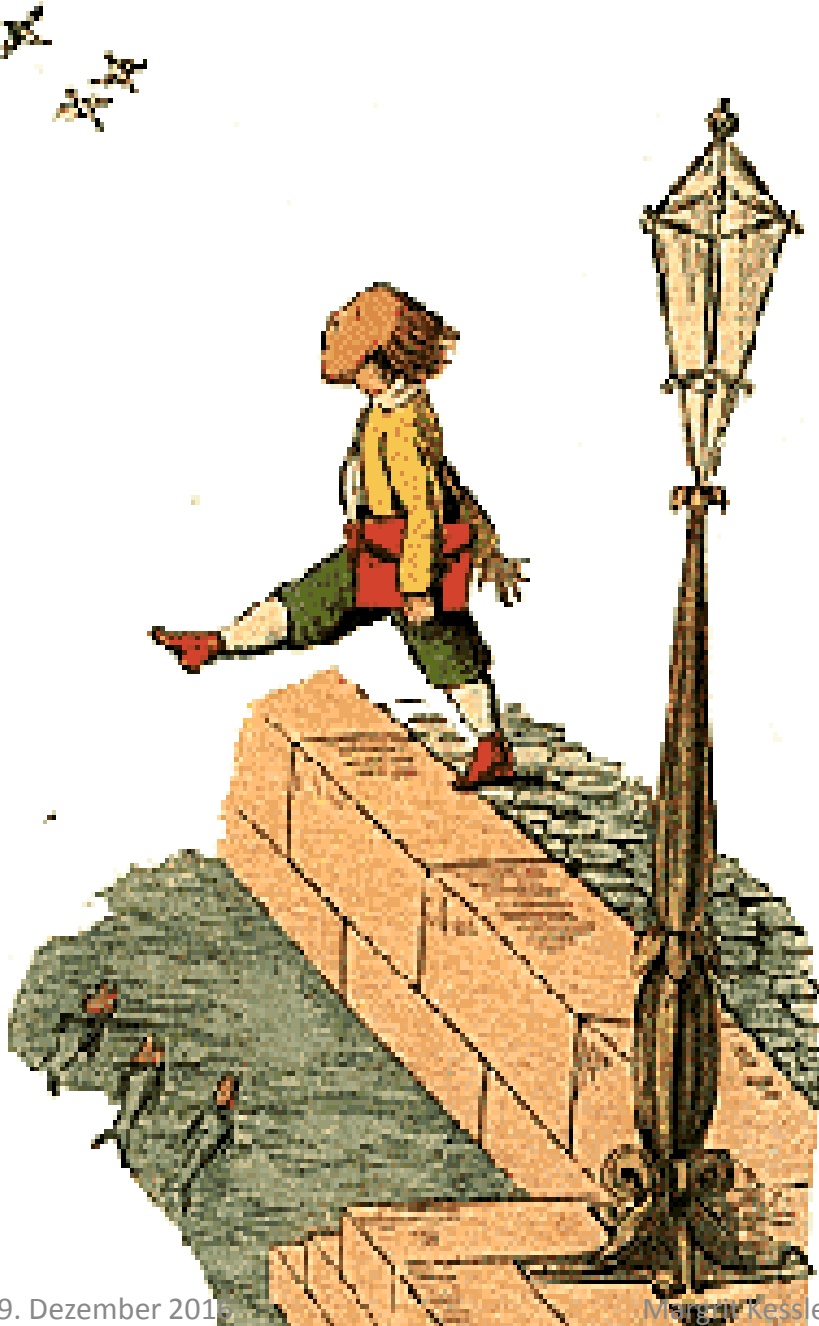


Conclusions

Orientation for patients in 2016 **difficult**

Approaches to get relevant information **exist**

Quality of indication of utmost **importance**



**Thank you for your
attention!**