

The 4th BGU Health Forum

IPC and Patient Safety

Medical accident after multi-sector collaboration
(Paradoxical negative opinion)

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Why healthcare requires “team”

- Healthcare is **a complex process** humming with activities of **heterogeneous groups** of the people.
- All is working with **a common goal** of providing health care to service users.
- In more complex form of care, health care professionals **work more closely**, identifying together with service users **what care services are required**, **who provides them** and **what adjustments need** to be made to the health care plan and management.

WHO Patient Safety Curriculum Guide ; Multi-professional Edition 2011

- The importance of **effective teams** in healthcare is increasing due to factors such as:
 - (i) increased incidence of complexity and specialization of care;
 - (ii) increasing co-morbidities;
 - (iii) increasing incidence chronic disease;
 - (iv) global workforce shortages;
 - (v) Initiatives for safe working hours;

Work in team for patient safety

- Working within interprofessional teams to **optimize** patient safety.
- High-performing interprofessional health care teams demonstrate the **knowledge, skills, and attitudes** that are essential to efficient, effective, and safe collaborative practice.
- These teams define and make a commitment to **shared objectives, clear roles and responsibilities, and interdependent decision-making.**

(The Safety Competencies, Canadian Patient Safety Institute, 2009)

TeamSTEPPS

- Team **S**trategies and **T**ools to **E**nhance **P**erformance and **P**atient **S**afety
- An evidence-based framework to optimize team performance across the health care delivery system.
- It is based on team structure and four teachable-learnable skills: Communication, Leadership, Situation Monitoring, and Mutual Support.

TeamSTEPPS2.0 Pocket Guide

Framework and Competencies

Team Competency Outcomes

Knowledge

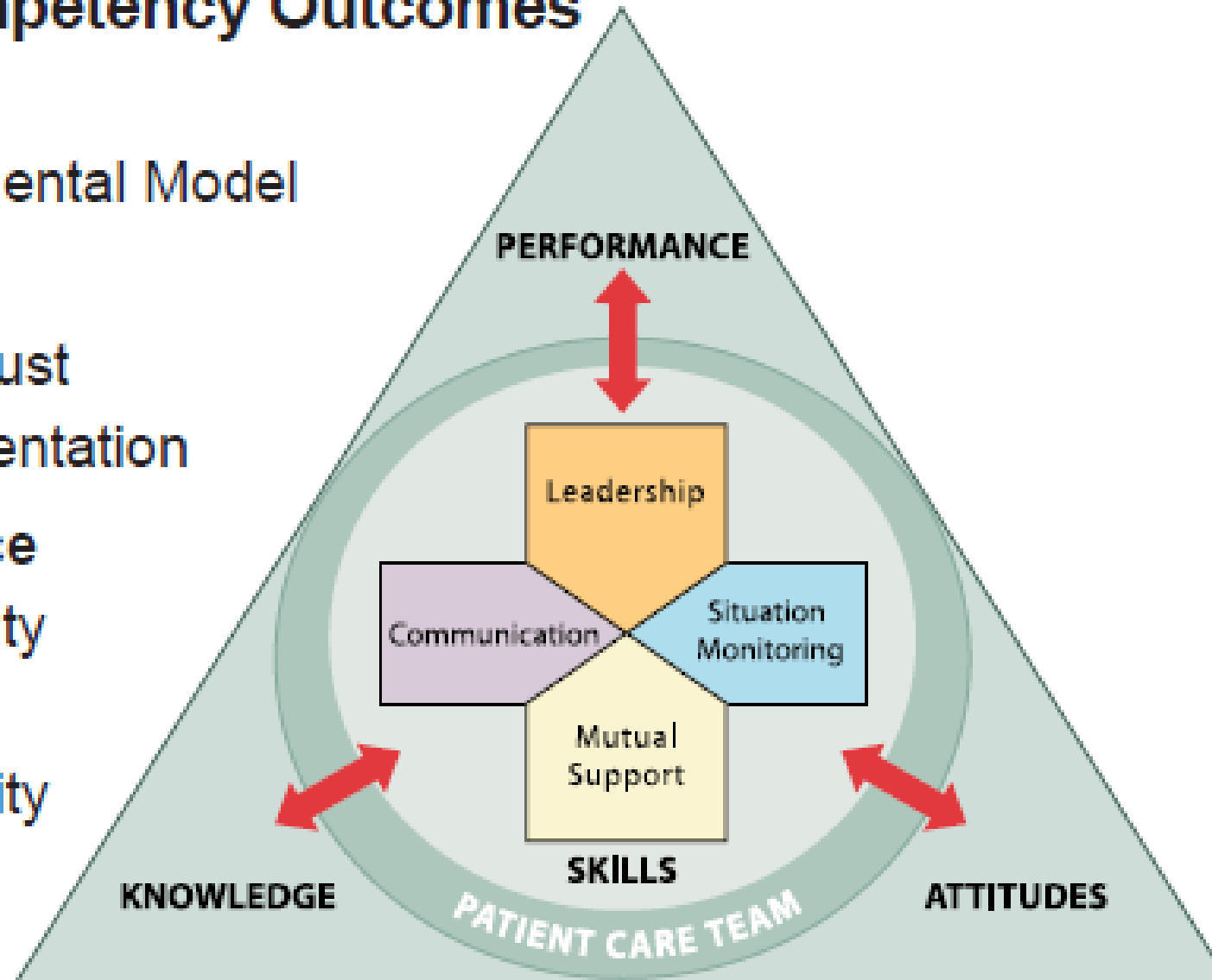
- Shared Mental Model

Attitudes

- Mutual Trust
- Team Orientation

Performance

- Adaptability
- Accuracy
- Productivity
- Efficiency
- Safety



TeamSTEPPS2.0
Pocket Guide

**Can a team prevent
accidents ?**

**An accident occurs
because it is a team?**

Pitfalls of team healthcare in Safety

- In some cases, team care can not guarantee patient safety.
 - ◆ Teamwork can be stressful.
 - ◆ Teamwork can be superficial.
 - ◆ Team-working is challenging.
 - ◆ Team-working is **Double-edged sword**

“Myths and realities in multidisciplinary team-working”, Steve Iliffe,
London Journal of Primary Care 2008;1:100–2



Managing the Risks of Organizational Accidents

JAMES REASON

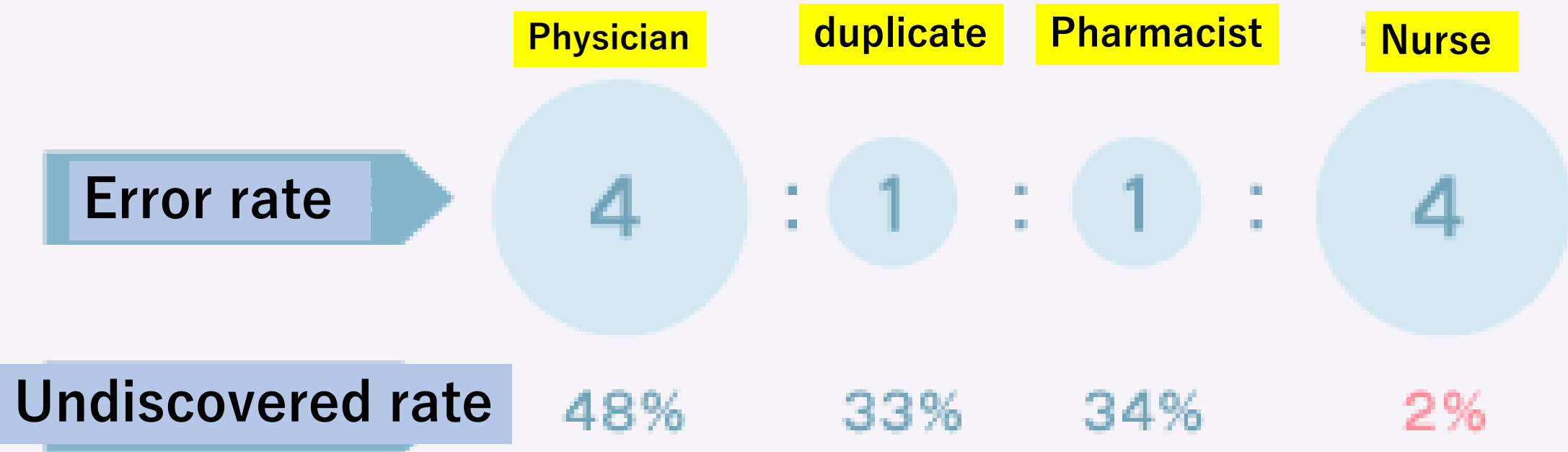


Managing the Risks of Organizational Accidents

Reason defines '**Organizational Accidents**' as accidents caused by latent conditions in organizations. Through the reviews of accidents in several industries, he finds a mechanism of organizational accidents and also describes some practical ways to prevent them.

An illustration of the error occurrence rate in the drug administration process.

Adverse Drug Event Prevention Study (1995)



In the drug administration process, it was investigated who was involved and at which time an error occurred.

Discussion

- The point is **NOT** "Team-based treatment is necessary" **BUT** "Team-based treatment is inevitable", and a team already exists in an every healthcare settings.
- The important thing is **NOT** "creating a team" **BUT** "evaluating a team" ,which already exists.
- The most important point in the evaluation is what its **"promoter"** is and/or what its **"inhibitor"** is, and how to extend it and/or remove it for improvement.

Conclusion

Before starting every kind team-training;

- **We have to KNOW that our team is effective.**
- **We have to EVALUATE that our team is real team.**
- **We have to FEEDBACK it to improve our team.**