

ÄRZTEKAMMER BERLIN



„Patient Safety - Positive Strategy is Key“

3rd Global Ministerial Summit on Patient
Safety Tokyo, 13th April 2018

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Patient Safety is real!



„DOCTOR‘S MISTAKES

*For the first time
doctors talk about
their failures!“*

– **Explanation:** About the origin of Patient Safety

- **Medicine** Successful and complex
- **Patients** Multimorbid and demanding

- **Economics** economic and bureaucratic pressure, alienation
- **Lack of staff**
- „Why are doctors so unhappy“

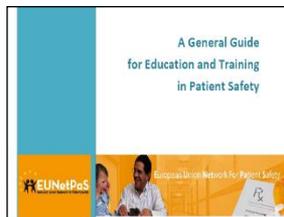
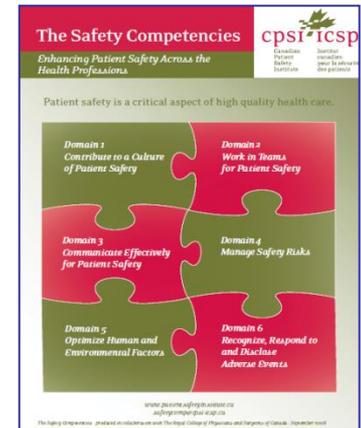
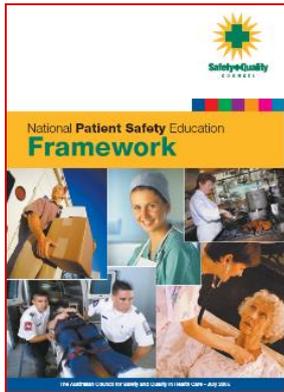
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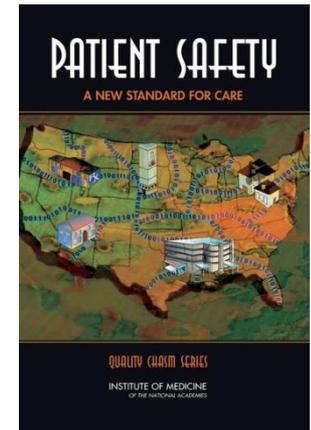
Diabetes mellitus Typ I

Double need for action!

Action!



- ✓ Critical Incident Reporting and Learning Systems
- ✓ Root cause analyses
- ✓ Professional Training, CPD, Simulation Training, „nontechnical“ skills
- ✓ Certification, Procedures, Management know how, (Quality Management, Risk Management, importance of role models and leadership in medical work ...)



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Goal: *Change of culture:*

Promote action and acceptance!

*„Getting to the hearts of the doctors
and nurses!“*

→ *Positive framing!*

→ *„WHY“ not „WHO“*

„You must choose between fear or safety“

Don Berwick PSGAS I, London, March 2016



Foto: privat,
Ministerial Summit London, März
2016

Key messages

It is not just a problem or a threat, PS is a chance and invitation to take action for patient safety

→ „bad issue, but glad news!“

80% of all harms are due to bad organization

→ „Be honest but don't feel guilty!“

Various institutions, stake holders and people are there to support you on promoting the patient safety issue

→ „You are not alone!“



Attitude!!

Be honest: **there is a problem**

Be positive: **there are solutions!**

Be traditional: **„PRIMUM NIL NOCERE“**

Stay professional: **It is your agenda and
your credibility**



Essentials for Patient Safety Culture

- ✓ **Leadership** - to promote action
- ✓ **Participation** - everybody is involved
- ✓ **Shared knowledge** - about solutions
- ✓ **Network organization** (*no “King of Patient Safety”*)
- ✓ **Common values** - common goals
- ✓ **Attitude** - PS is an essential part of professionalism
and of learning!



What you gain is a

“win - win - win - situation”



Paradigm shift of Safety Culture on Top Level



„These are the most courageous doctors in Germany“.

[Newspaper „BILD“ 28.2.2008]



In memoriam Prof. Uehara Naruo

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