Late Shri Yashwantrao Chavan Memorial Medical & Rural Development
Foundation's Dental College and Hospital, Ahmednagar

INSTITUTIONAL
PATIENT SAFETY MANUAL

2018

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EXECUTIVE SUMMARY

WHAT IS PATIENT SAFETY?

Patient safety practices have been defined as "those that reduce the risk of adverse events related to exposure to medical care across a range of diagnoses or conditions."

According to the World Health Organization, it is: "A framework of organized activities that creates cultures, processes, procedures, behaviors, technologies and environments in health care that consistently and sustainably lower risks, reduce the occurrence of avoidable harm, make errors less likely and reduce the impact of harm when it does occur"

WHY DO WE NEED A PATIENT SAFETY MANUAL?

Patient harm due to unsafe care is a large and growing global public health challenge and is one of the leading causes of death and disability worldwide. Most of this patient harm is avoidable.

Patient safety incidents can cause death and disability, and suffering for victims and their families. These also result in financial and economic costs to the hospital or institution, and reduced public trust in our health systems. Healthcare providers involved in patient safety incidents also suffer legislative, psychological and punitive damage.

The patient safety manual provides a strategic and coordinated approach to patient safety, addressing common errors and standard approaches to preventing them; thus making patient safety a fundamental element of comprehensive healthcare. This policy document will take cognizance of patient safety challenges and suggest standard protocols to address the same.

WHO ARE THE STAKEHOLDERS?

Stakeholders:

- Dental College Management
- Patients and Patient organizations
- Professional bodies and Healthcare providers
- Institutional Ethical Committee
- Institutional Research Council
- Academic unit
- Research unit
- Civil society

WHAT DOES SUCCESS LOOK LIKE?

The Hippocratic Oath itself deems *"do no harm",* and our Institute considers patient safety as a matter of paramount importance.

Patient safety is multifaceted, quite complex in nature and includes many key elements. Multiple stakeholders play important roles in ensuring successful patient safety outcomes that are in line with quality assured patient-centric care. Such outcomes require a multipronged approach by involving stakeholders of dental or medical as well as non-medical domains.

Successful application of safe practices will mean eliminating all avoidable harm in our practices and treatments consistently and predictably. Each strategy will have specific success metrics to ensure quality care at all times.

WHAT IS THE STRATEGY?

The strategy provides a framework for action through specific strategic objectives and is further elucidated through key points under each of the strategic objectives .

The strategic objectives of the Patient Safety are as follows:

Strategy 1: Place patient safety at the core such as to improve all support systems and provide highest quality of healthcare

Strategy 2: Establish a system of reporting and learning from adverse events

Strategy 3: Training of workforce for competent and capable healthcare providers who are aware and sensitive to patient safety

Strategy 4: Prevention of hospital acquired infections

Strategy 5: Ensure practice of standard safety protocols for ancillary functions and services

IMPLEMENTATION OF SAFE PRACTICES

For the implementation of safe practices, it is important to promote the following:

- A culture of patient safety and care

- Involve patients and communities in care practices achieve results through collaborative working

- Free flowing exchange of data and experiences for learning

- Measurable safety metrics to generate data for analysis and actionable evidence

- Use of scientific evidences and patient feedback for improvement

GOALS

The Institute will:

• Uphold patient safety standards across all levels of the institution according to national policies and guidelines

• Institutionalize patient safety and strengthen legislative and regulatory framework

• Ensure safe, effective and accurate health service practices including prevention, diagnosis, treatment, and follow-up

• Encourage learning and training of healthcare providers and auxiliary staff on patient safety

• Practice diligent record keeping and accurate reporting

• Maintain robust surveillance and quality assurance protocols for comprehensive patient safety

• Reinforce healthcare personnel safety along with patient safety

• Regularly review reports and implement changes as required

• Establish a culture of patient safety

INTRODUCTION & RATIONALE

Patient safety has been increasingly recognized as an issue of global importance and in 2002, WHO Member States agreed on a World Health Assembly resolution on patient safety. In recent years, there is growing recognition that patient safety and quality of care are critical dimensions of Universal Health Coverage (UHC) under Sustainable Development Goal 3 of WHO.

This is why Patient Safety strategies and interventions cannot be regarded as stand-alone initiatives, they cannot be in silos. They must be aligned with the overall health goals and embedded into broader strategies and incorporated into the existing programs

Late Shri. Yashwantrao Chavan Memorial Medical & Rural Development Foundation's Dental College & Hospital, Ahmednagar is committed to a culture of safety in an environment that promotes the reporting of any patient safety incidents or events, and continually strives to improve patient safety infrastructure, in order to identify and fix unsafe systems while holding everyone accountable for safe behaviors.

Having a Patient Safety Manual would provide a structured, synchronized, collaborative, and sustained approach to the maintenance and enhancement of patient safety through the creation of mechanisms that support effective responses; reduce risks, and integrate patient safety priorities into organizational functions and services.

The purpose of the Patient Safety Manual at Late Shri. Yashwantrao Chavan Memorial Medical & Rural Development Foundation's Dental College & Hospital, Ahmednagar

is to identify and reduce patient safety risks to patients through an environment that recognizes the risks to patients' safety and that acknowledges human errors do occur in a complex healthcare environment.

The manual focuses on processes and systems, as well as human behaviors and skills that impact ability to perform safely. Standard protocols minimize individual blame or punishment for medical/human error; hence encouraging organizational learning through sharing knowledge to effect behavioral changes in individuals and the broader organization.

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PATIENT SAFETY

MISSION

To create harmonious interrelationships between investigation,
education, and practice to optimize patient centered health outcomes
while supporting the development and implementation of patient
safety outcomes.

VISION

To be a recognized center for the achievement of optimal dental health
outcomes that hold a patient's well being as paramount.
To uplift the community through collaboration, partnership, & advocacy.
The institute will serve as a resource for students and faculty to ensure
quality healthcare outcomes.

GOALS

Uphold patient safety standards.
Standardise interventions and regulations.
Create a culture of safety.

GUIDING PRINCIPLES

Uphold patient safety standards:

1. Employ qualified workforce across all levels of the institution according to national policies and standards

2. Ensure that the workforce follows learn, unlearn, relearn with constantly evolving safety requirements

3. Define clear objectives and protocols for comprehensive and responsive healthcare ecosystem

4. Apply robust employee training modules for surveillance, disaster or fire management, appropriate patient interactions, emergency responses

5. Invest in high quality medical devices, products, vaccines, and technologies to ensure cost efficiency, safety, and effectiveness.

6. Strong leadership for appropriate decision making, policy building, implementation, and regulation

Interventions and Regulations:

- Ensure synchronous collaboration of personal experience and scientific evidence for decisive actions

- Define key performance indicators based on policy protocols to mitigate errors

- Uphold accurate health service practices including prevention, diagnosis, treatment, and follow-up

- Monitor implementation across all levels of healthcare with time defined goals

- Outline a leadership chain of command for reporting and accountability

- Enforce regulations and punitive actions for breach of standard operating protocols as required

- Analyze actions and decisions regularly and reinforce interventions with desirable outcomes

Culture of safety

- Accurate record keeping and reporting for effective outcome analysis

- Involve patients and local community to ensure responsible and respectful communiqué

- Reinforce healthcare personnel safety along with patient safety

- Inculcate values of Patient centered approach at institutional core

- Empower patients and health care providers to ensure safe and effective healthcare provision

FRAMEWORK FOR ACTION

The strategic objectives of the Patient Safety are as follows:

Strategy 1: Place patient safety at the core such as to improve all support systems and provide highest quality of healthcare

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Strategy 4: Prevention of hospital acquired infections

Strategy 5: Ensure practice of standard safety protocols for ancillary functions and services

FRAMEWORK OF ACTION

Late Shri Yashwantrao Chavan Memorial Medical & Rural Development
Foundation's Dental College and Hospital, Ahmednagar

PATIENT SAFETY FRAMEWORK

Patiennt safety core

Reporting & Learning

Workdorce Training

Prevent hospital acquired infections

Safety for Ancillary staff

STRATEGY - ACTION - EVALUATION

Sr No	Strategy	Action	Evaluation / Outcome
Strategy 1: Place patient safety at the core such as to improve all support systems and provide highest quality of healthcare			
1.1	Institutionalize patient safety at all levels	Set up an apex committee to oversee patient safety. Departmental committees created for ground level monitoring.	Committee created and regular meetings conducted at institutional & departmental levels
1.2	Define patient safety	Committee defines expectations, meanings, & outcomes for everything under the umbrella of 'patient safety'	Committee members tasked with personnel training and education regarding definition of patient safety
1.3	Regulatory framework for quality assurance	Creation of ranking or point based system created to evaluate safety outcomes. Defining key performance indicators. Designing standard protocols.	Ranking or point based system created to evaluate safety outcomes. Key performance indicators defined. Standard protocols designed.
1.4	Institutional - fire safety - seismic safety - disaster relief & safety - structural safety - safety against physical/sexual assault	Conduct fire safety drills. Conduct seismic safety drills. Undertake government training on emergency disaster relief & safety. Evaluate structural safety evaluated & reinforce structure as required. Ensure safety against physical/sexual assault.	Fire safety drills conducted. Seismic safety drills conducted. Disaster relief & safety training undertaken. Structural safety evaluated & structure reinforced as required. Safety against physical/sexual assault ensured.
1.5	Safe practice guidelines and training manuals	Create & educate via safe practice guidelines and training manuals	Safe practice guidelines and training manuals created & displayed at accessible strategic locations

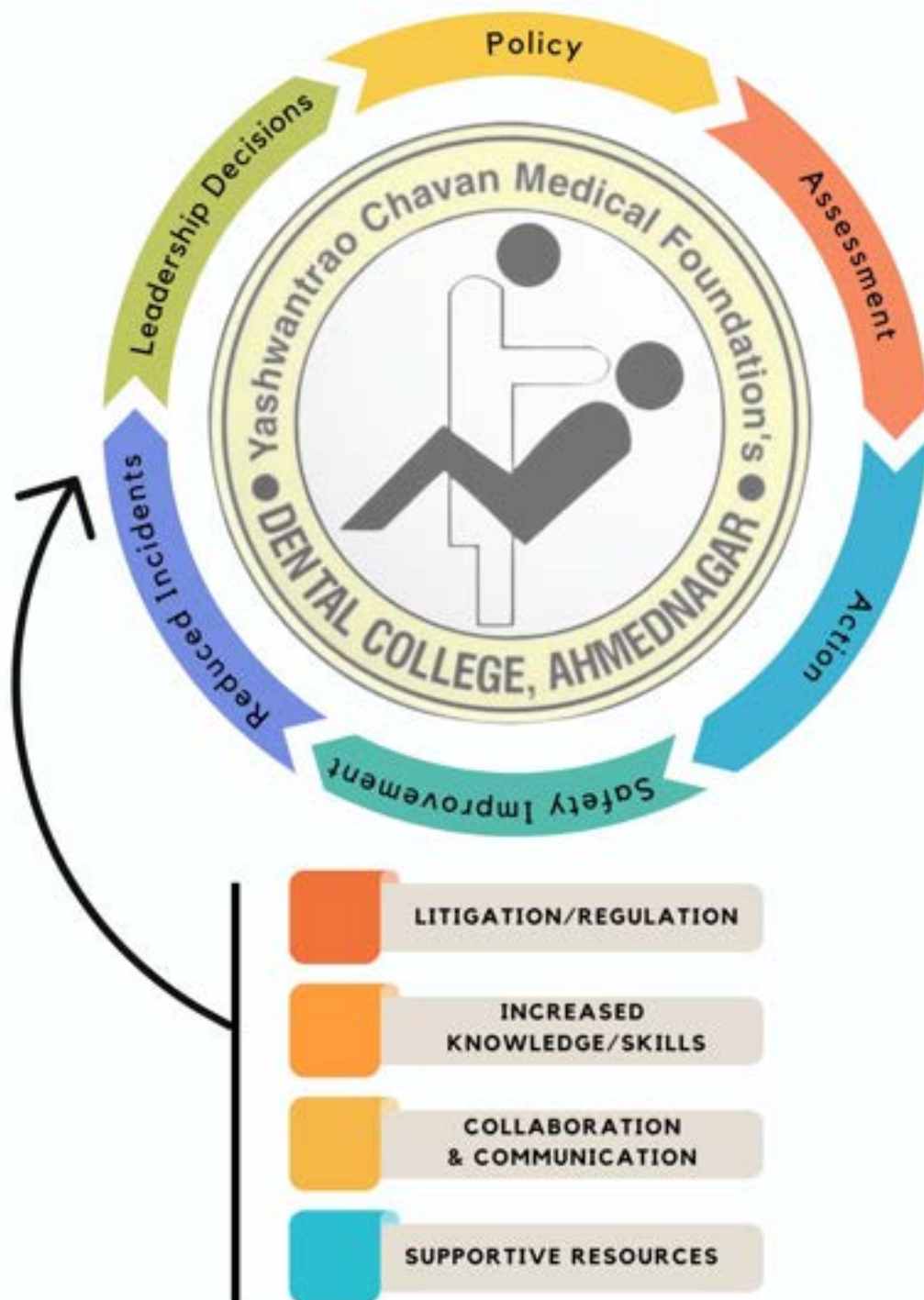| Sr No	Strategy	Action	Evaluation / Outcome
Strategy 2: Establish a system of reporting and learning from adverse events			
2.1	Patient education	Educate patients & community on patient safety via educational videos & printables (brochures, pamphlets, leaflets, posters) or public service announcements.	Patient education videos & printables (brochures, pamphlets, leaflets, and posters) created, distributed, & displayed. Public service announcements made regularly.
2.2	Patient safety groups	Collaboration with patient safety groups. Institutional involvement in the community via social workers/NGOs advocating for patient safety.	Encourage & nurture registered patient safety groups. Work in collaboration with community social workers/NGOs advocating for patient safety.
2.3	Grievance redressal	Establishing a robust grievance redressal system	Activation of helpline phone number. Activation of emergency response number. Accessible written complaints system. Trained personnel to address all calls, complaints, or emergencies.
2.4	Surveillance/Monitoring	Establishing a robust surveillance/monitoring system	Security & surveillance systems in place.
2.5	Feedback/Reporting	Create system for detailed monitoring, weekly & monthly incident reporting	Chain of command established for monitoring & weekly/monthly incident reports.

Sr No	Strategy	Action	Evaluation / Outcome
Strategy 3: Training of workforce for competent and capable healthcare providers who are aware and sensitive to patient safety reporting and learning from adverse events			
3.1	License & registration	Update relevant licenses & registrations of healthcare providers & institute	Relevant licenses & registrations of healthcare providers & institute updated
3.2	Inter-collaboration	Internal collaboration between all patient safety committees	Learning, feedback, reviews through collaborative work & regular meetings
3.3	Skills updated	Patient safety skills of healthcare providers to be updated in timely manner	Regular workshops, training & refresher courses conducted for healthcare providers
3.4	Protocol training	All personnel trained on standard operating protocols and safety procedures	Professional development programs (PDP) conducted. Trainings on practice guidelines taken.

Sr No	Strategy	Action	Evaluation / Outcome
Strategy 4: Prevention of hospital acquired infections (HAI)			
4.1	Infection prevention	Improve infection prevention across all levels of care	Infection prevention practices implemented & followed
4.2	Standard operating protocols & indicators	Implement standard operating protocols and observe patient safety indicators	Standard operating protocols set. Patient safety indicators observed & preventive strategy changed as necessary.
4.3	Awareness of HAI	Spread awareness of HAI to patients and employees	Education videos & printables created, distributed, & displayed.
4.4	Sterilization & disinfection	Equipment & instrument sterilization & disinfection	Adequate sterilization & disinfection of equipment/instruments, surfaces in contact with multiple users
4.5	Monitoring sterilization & disinfection	Departmental bodies overlook sterilisation protocols. Central sterile services department ensures instrument and material sterilisation/disinfection.	Central sterile services department overlooks optimum sterilisation and disinfection. Departmental bodies oversee disinfection of other equipment & common spaces.
5.2	Post Exposure Prophylaxis	Awareness on post-exposure prophylaxis for needle stick injuries & access to medication	All staff trained on appropriate response to needle stick injuries & relevant prophylaxis. Access to medication & medical facilities made available.Incident reporting & records maintained.

Sr No	Strategy	Action	Evaluation / Outcome
Strategy 5: Ensure practice of standard safety protocols for ancillary functions and services			
5.1	General hygiene & sanitation	Housekeeping staff maintains general hygiene & sanitation	Housekeeping staff trained to maintain general hygiene & sanitation of facilities.
5.2	Medical devices	Medical device and equipment safety observed	Standard protocols for medical device/equipment breakdown, monitoring, utility, restricting access, condemnation, calibration, & certification set. Biomedical engineers oversee the repair, maintenance, annual maintenance contracts etc of the devices.
5.3	Waste management	Establishing an effective system for general & biomedical waste management.	National laws & local governing body regulations followed for general waste disposal & biomedical waste collection & disposal.
5.4	Vaccinations	Healthcare workers vaccinations are up-to-date	Healthcare providers vaccinated against hepatitisB, tetanus,tuberculosis, mumps. Regular blood tests for HAI. Auxiliary staff vaccinated for tetanus. ++All staff vaccinated against COVID-19
5.5	Information safety	Provisions made to protect patient information & privacy	Information security safeguards & backups implemented to protect patient privacy & information

++ updated in 2020

IMPLEMENTATION

Policy

Assessment

Leadership Decisions

Action

Reduced Incidents

Safety Improvement

Yashwantrao Chavan Medical Foundation's • DENTAL COLLEGE, AHMEDNAGAR

LITIGATION/REGULATION

INCREASED KNOWLEDGE/SKILLS

COLLABORATION & COMMUNICATION

SUPPORTIVE RESOURCES

REPORTING & MONITORING

Patient Safety Steering Committee:

Members:

- Chairperson
- Vice Chairman
- Secretary
- Treasurer
- Human resource representative
- Lawyer
- Social worker
- Law enforcement officer
- Community representative
- Government body representative
- Safety officers
- Patient/Patient representative

Functions of the committee:

- Make patient safety action plans
- Improve patient safety infrastructure and framework
- Establish reporting systems and ensuring their functionality
- Outcome reporting and analysis
- Patient Safety grievance redressal
- Implementation of patient safety strategy
- Fund allocation for patient safety practices
- Coordinate with Internal Quality Assurance Cell
- Coordinate with departmental committees or cells
- Conduct patient safety training

RESOURCES

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- Committee on the Quality of HealthCare in America. Crossing the quality chasm: A new health system for the 21st century. Washington, DC: National Academy Press; 2001

- OSHA Guidelines https://www.osha.gov/laws-regs

- WHO Guidelines https://www.who.int/publications/who-guidelines

- National patient safety implementation framework: WHO

- National patient safety implementation framework: MoHFW

- National Health System Resource Centre, India : Quality Improvement https://nhsrcindia.org/quality-improvement

- Guidelines for Management of Healthcare Waste as per Biomedical Waste Management Rules, 2016 :Central Pollution Control Board, India

- Biomedical Waste Management: Maharashtra Pollution Control Board https://www.mpcb.gov.in > biomedical

- Atomic Energy Regulatory Board, India :Regulatory Requirements and Guidelines for Radiology Facility

- National Patient Safety Implementation Framework (2018-2025) - Ministry of Health and Family Welfare, India

- Patient Safety: Center for Disease Control and Prevention (CDC)

- Priority in Patient Safety: National Health Mission, India

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REMEMBER: SAFETY FIRST!

YCDC SAFETY RULES

1 ## CLEAN HANDS
Perform correct hand hygiene

2 ## PATIENT HANDLING
Appropriate patient placement & interactions

3 ## CLEAN INSTRUMENTS
Ensure instrument/operatory sterilisation & disinfection

No one wants to get hurt; and by following a few simple rules, you can greatly reduce risk of injury

4 ## SAFE INJECTIONS
Follow safe injection practices

5 ## USE PPE
Wear personal protective equipment (PPE) as required

For more information, please visit:
www.yashdental.org

Contact us:
0241-2779111

IMPORTANT REMINDERS FOR COVID-19 SAFETY

Please wear a mask

Kindly use hand sanitizer

Social distancing.
Maintain 6 teet distance

Wash your hands

Get vaccinated

YCDC