

## **Hospital Policy for Patient Safety and Quality of Care**

The mission of the Osaka University Hospital is to provide advanced medical care, to educate and train health care professionals, and to conduct research in medicine and health care. We also have the mission to provide safe and high quality care to patients. To achieve this goal, the following policies have been defined.

1. Patient-centered care  
With the greatest concern for our patients, we shall make every effort to provide the safest and most comfortable environment possible for them when receiving medical services regardless of their race, religion, economic and social background.
2. Shared medical information  
We shall provide patients with health-related information to share medical knowledge so that patients may fully understand their illness and care that they could receive, improve their decision-making processes and control their care.
3. Hospital-wide patient safety activities  
To improve quality and safety, we shall organize various committees including Quality and Safety Management Committee, Infection Control Committee, Clinical Risk Management Committee, Medication Safety Management Committee, Medical Equipment Safety Management Committee, Medical Radiation Safety Management Committee, Quality Review Committee and Medical Adverse Event Countermeasures Committee. These functional committees shall cooperate with the Department of Clinical Quality Management, Department of Infection Control and Prevention, Department of Pharmacy, Department of Medical Technology, Clinic of Radiology, link doctors and link nurses of infection control, patient safety officers and managers in individual wards and departments, and radiation control staff to pursue continuous medical safety management throughout the hospital.
4. Early detection of threats  
We shall report incidents when they are experienced or recognized to detect safety threats and to take prompt actions for risk mitigation.
5. A Human Factors approach to patient safety  
We shall analyze root causes of incidents or adverse events and implement hospital-wide preventive measures taking into consideration of human factors.
6. Timely and full disclosure of adverse events  
When things go wrong, we shall make best efforts to treat patients. We shall also fully disclose what happened to patients and their family members in a timely manner.
7. Patient advocacy  
We shall establish Office of Patient and Family Relations to listen to patients' concerns, comments, and complaints and swiftly respond to them, making use of patients and family members' voices in further improving hospital functions.
8. Introduction of highly advanced new medical technology  
When using highly advanced new medical technology, we shall refer to the Basic Concepts for

Introducing Highly Advanced New Medical Technology and other guidelines from academic societies, with review by the Department of Evaluation for Highly Advanced New Medical Technology and the Highly Advanced New Medical Technology Evaluation Committee.

9. Introduction of unapproved new pharmaceuticals

If an unapproved new pharmaceuticals is used in treatment, it shall first be reviewed by the Department of Clinical Evaluation for Newly Developed Pharmaceuticals and the Evaluation Committee for Newly Developed Pharmaceuticals.

10. Distribution of patient safety information

We shall inform useful information necessary for patient safety and quality of care including alerts, preventive measures and educational findings to the hospital clinicians and administrative personnel through diverse methods at various opportunities.

11. Education and training for patient safety

We shall educate and train the clinical and administrative personnel of the hospital to strengthen their knowledge and expertise in patient safety, communication and teamwork skills, and in threat and error management.

12. Building just and safe culture

To promote voluntary incident reporting and to improve hospital systems for patient safety, we shall make continuous efforts to establish just and safe culture in collaboration with the hospital board, managerial staff and front-line clinicians.

13. Provision/Updating of Patient Safety Manual

We shall prepare and distribute “Patient Safety Manual” to the clinicians and administrative personnel. We shall also review and update it as necessary.

14. Disclosure of hospital patient safety policy

We shall make this hospital policy for patient safety accessible to the public.