



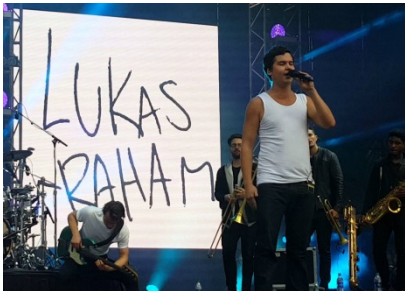
DANISH PATIENT  
SAFETY AUTHORITY

# The Danish Experience with a Patient Safety Incident Reporting and Learning System

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MD

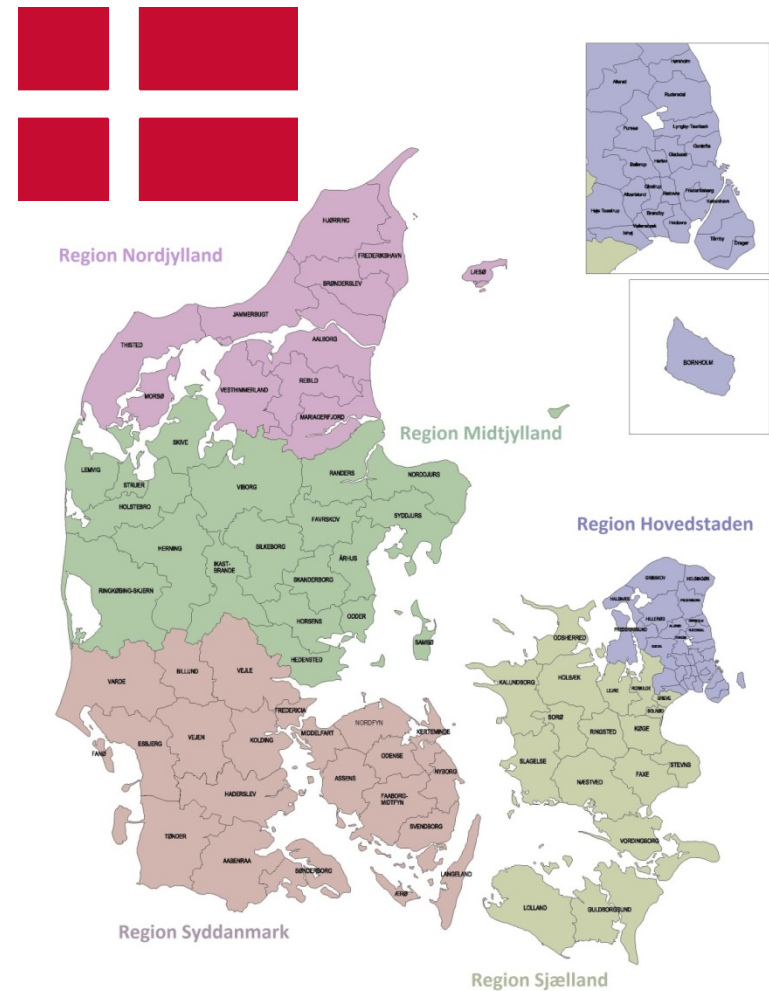
22 May 2019

# Short Introduction to Denmark



# Denmark

- 5,781,190 citizens (2018)
- Five administrative regions
- The regions are further subdivided into 98 municipalities



# Characteristics of the Danish Health Care System

- Approximately 30 public hospitals
- 2 million Danish residents are in contact with hospitals each year
- Guaranteed treatment
- Public health care is equal for all Danish residents
- Standardised clinical care pathway.

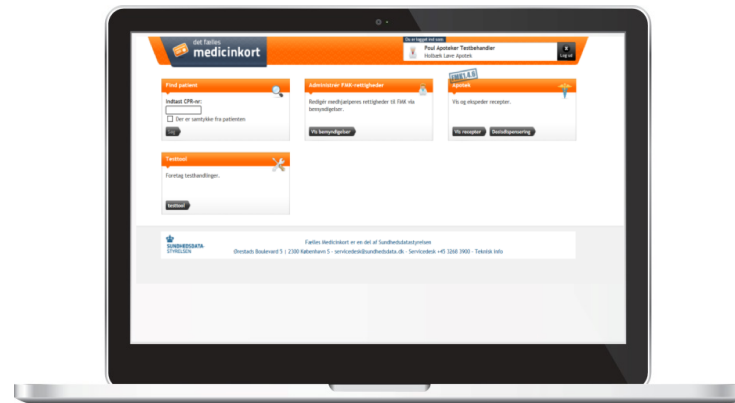


**eBoks.dk**  
ePostbox

**sundhed.dk**  
eHealth



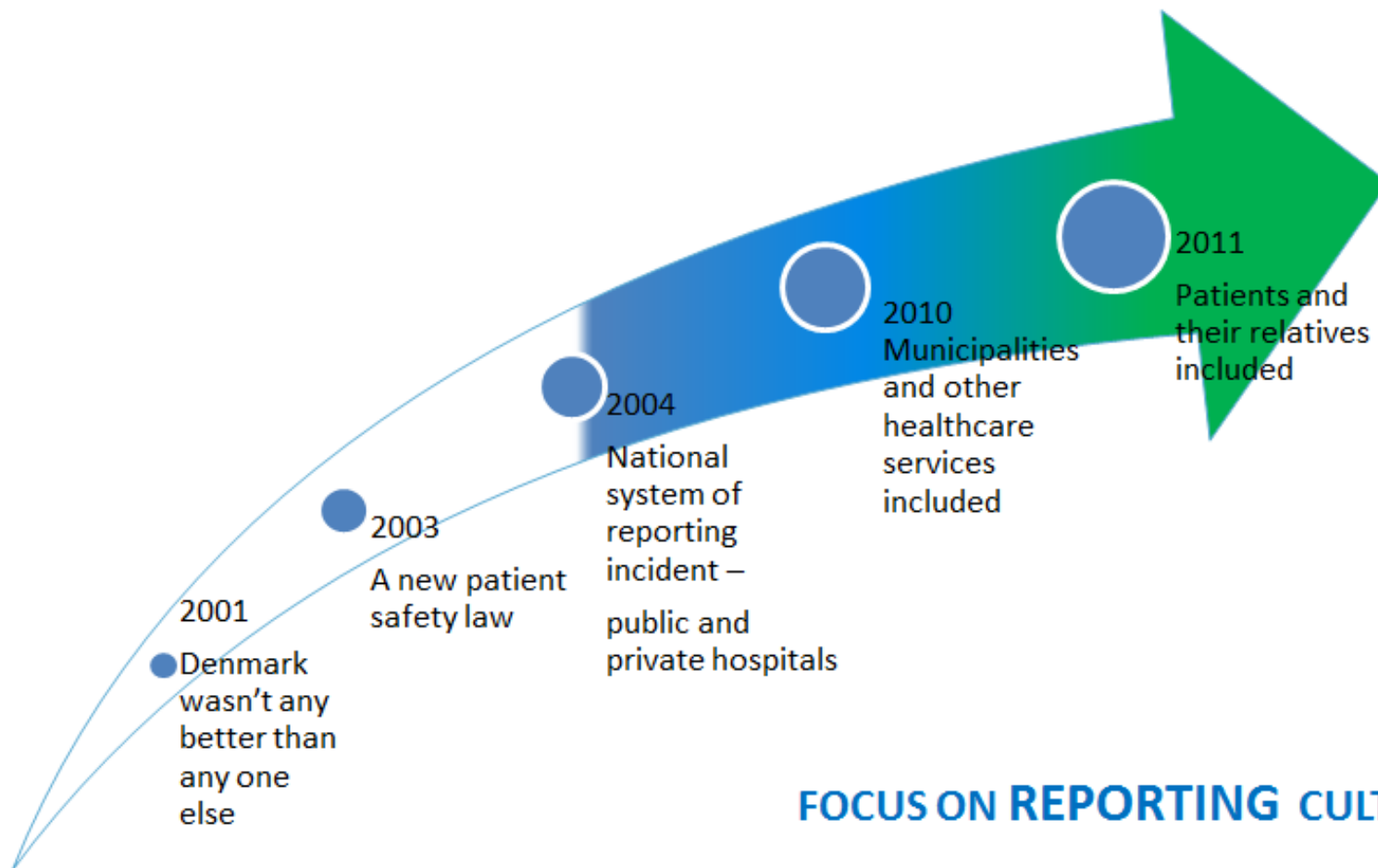
Family doctors



**FÆLLES  
MEDICINKORT**  
Shared medication record

# Historical Overview

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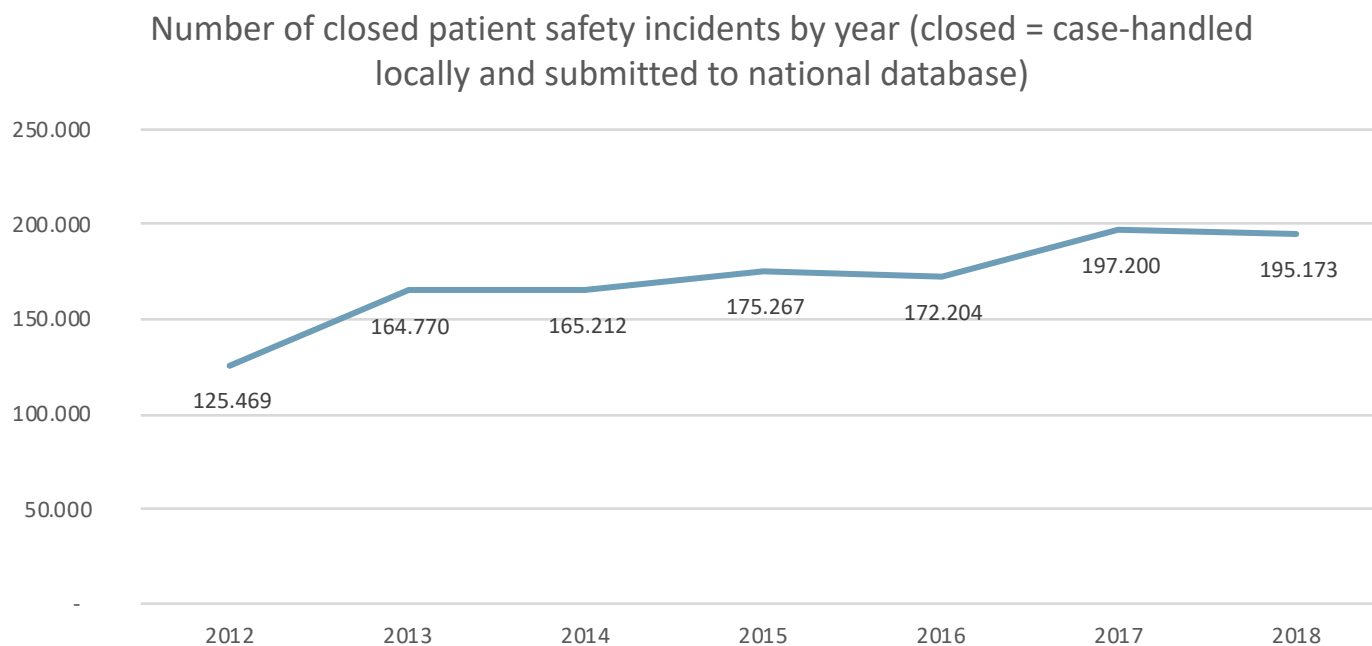


**FOCUS ON REPORTING CULTURE**

**FOCUS ON LEARNING CULTURE**

# Number of Patient Safety Incidents

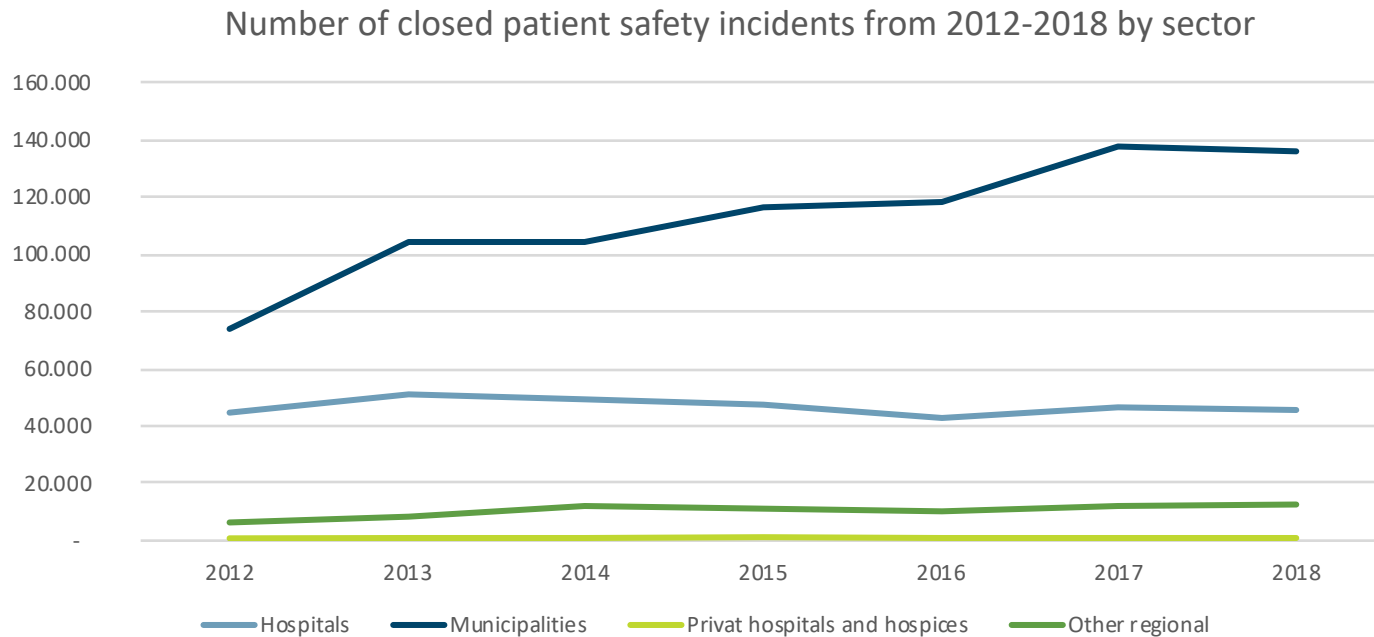
*Total number by year*





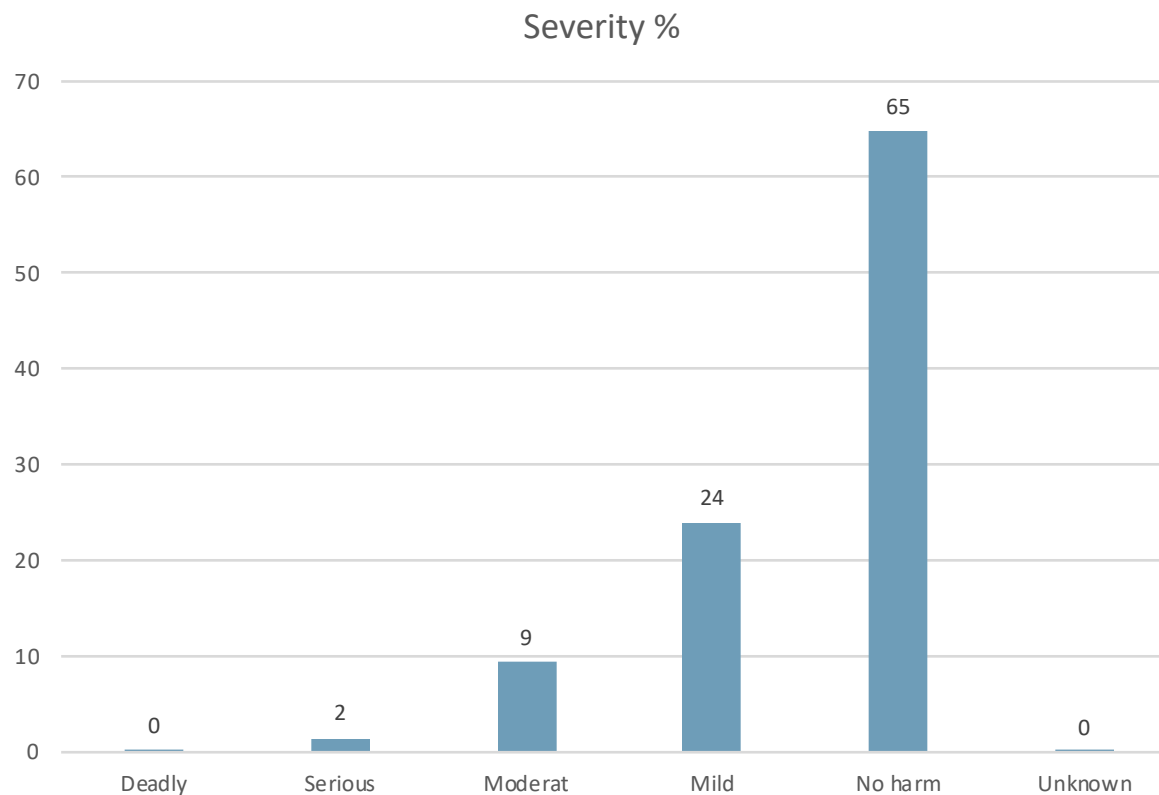
# Number of Patient Safety Incidents

## *By Sector*



# Degree of Severity (%)

## 2018



# About the Danish Reporting and Learning System

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# Characterisation of the Danish Reporting and Learning System

- Sanction-free
- Mandatory
- Confidential



# Freedom from Sanctions

A health professional can not on the basis of a reported patient safety incident be subjected to disciplinary investigations or measures by the employer, supervisory reaction (inspection) by the Danish Patient Safety Authority or criminal sanctions by the courts.



# Mandatory

A health care professional who becomes aware of a patient safety incident **must** report the incident.

Patients and relatives **may** report.

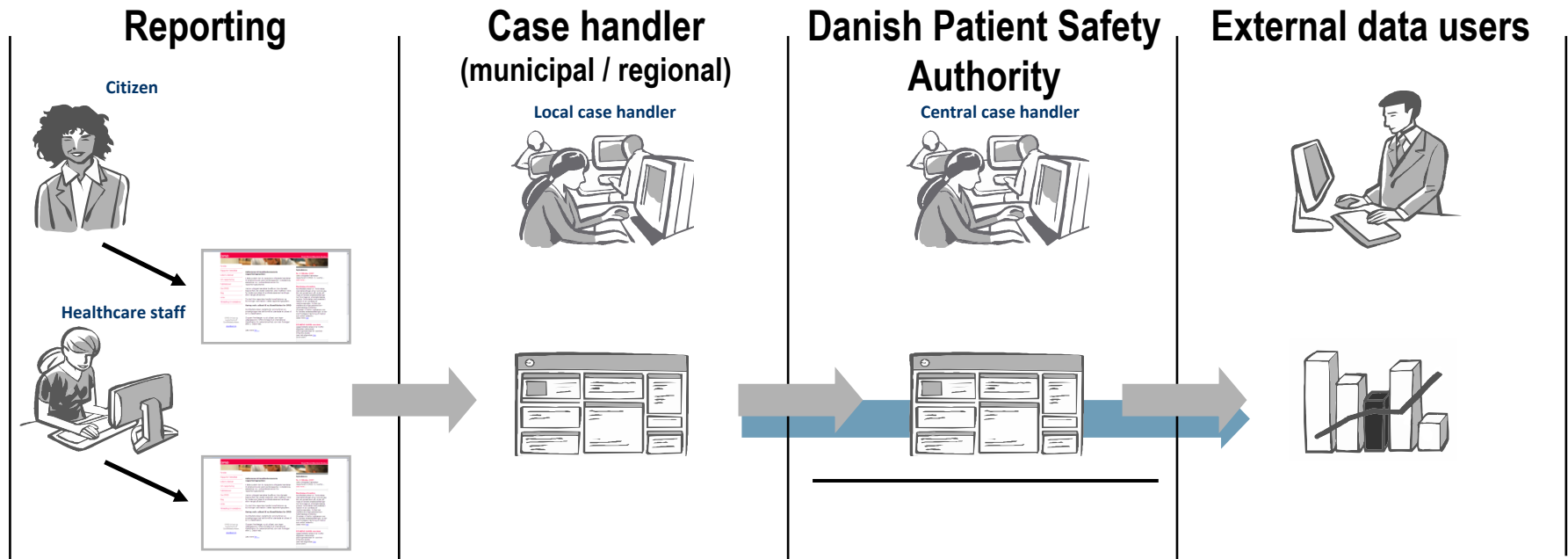


# Confidentiality

Information about the reporting health care professional's identity can not be disclosed.

Information about the identity of the health care professionals involved in the reported patient safety incident can not be disclosed.

# The Flow of a Reported Patient Safety Incident





# Classification of Incidents in the Danish Patient Safety Database

- Incident types 16-19
- Process level 117 (132)
- Problem level 134 (660)

# Gathered Reporting



# Patient Reporting – "Help Us Become Even Better!"



# Patient Safety on a National Level

22 May 2019



# Patient Safety – Parallel Systems

## Complaint system

### Who can complain?

Patients

### Outcome

Professional assessment  
Potential decision of  
critique

## Supervision (inspection)

### Supervision of who?

Health professionals  
Treatment/care facilities

### Outcome

Professional assessment  
Potential disciplinary  
actions

## Patient Safety Incidents

### Who can report?

Health professionals  
Patients and relatives

### Outcome

Local learning  
National learning

# Complaint and Compensation Systems

- National Patient Insurance System (No-fault Compensation)
- No Malpractice Trials in Civil Courts



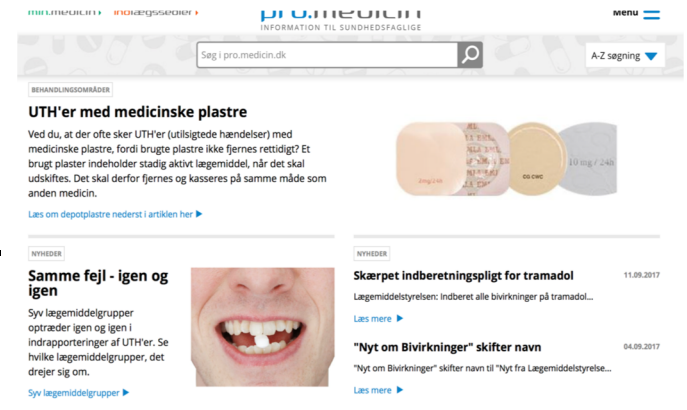
# Collaborations

- Danish Medicine Agency
- Forum of local risk managers
- Maintenance group for the reporting system
- Advisory board of medication
- Educational institutions
- Etc.



# Improvement Measures on a National Level – Examples

- Medical pads – documentation, observation
- Correct storage of pradaxa
- AK treatment and dentists
- Labelling of risk situation medications.



# Discharge letter


Markering af epikrise

Indeholder epikrisen anbefalinger om opfølgning hos praktiserende læge?


<vælg opfølgning>



Ja, opfølgningen bør ske akut inden for 1-2 hverdage



Ja, patienten er sårbar og har behov for opsøgende indsats fra praktiserende læge



Ja, patienten eller dennes netværk/pårørende kan selv tage kontakt til praktiserende læge

Nej, indeholder IKKE anbefalinger om opfølgning hos praktiserende læge

Anbefalinger om opfølgning hos praktiserende læge:

Annuler

Godkend

apotek

Vigtig information til dig,  
der håndterer methotrexat for borgere

**Methotrexat**  
gives kun én gang om ugen  
ved gigt og psoriasis



 STYRELSEN FOR  
PATIENTSIKKERHED

# In Summary

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- A solid and useful system that helps support patient safety initiatives in the Danish health sectors. 15 years in operation.
- Cooperation between local and national levels is important.
- The system improves outcomes.