



DANISH PATIENT
SAFETY AUTHORITY

Patient Safety Culture – Where to Begin

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Safety culture can not be built by policies, strategic goals, mission statements , job descriptions or placing safety notices on the walls

How then to improve patient safety?



Initially and still prevailing approach to safety

Safety I – as little as possible goes wrong

The system is safe but people make it unsafe

Reactive approach to safety

More recently

Safety II – as much as possible goes right

The system is unsafe and people create safety

Proactive approach to safety

Safety I and Safety II are complementary



National culture

Organisational culture

Patient safety culture





Culture



Climate

Social process where staff attach meaning to the policy and practice they experience and the behaviour they observe

Healthcare Foundation, 2013



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Beliefs and Assumptions





Harmony

**Culture of
Knowledge**

Just Culture

**Culture of
Reporting**

Flexible Culture

**Culture of
Learning**



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Patient Safety Culture

How a healthcare
organization behaves
when nobody is
watching



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Evaluating your Patient Safety Culture

Dianne Parker

Increasing Trust and Accountability

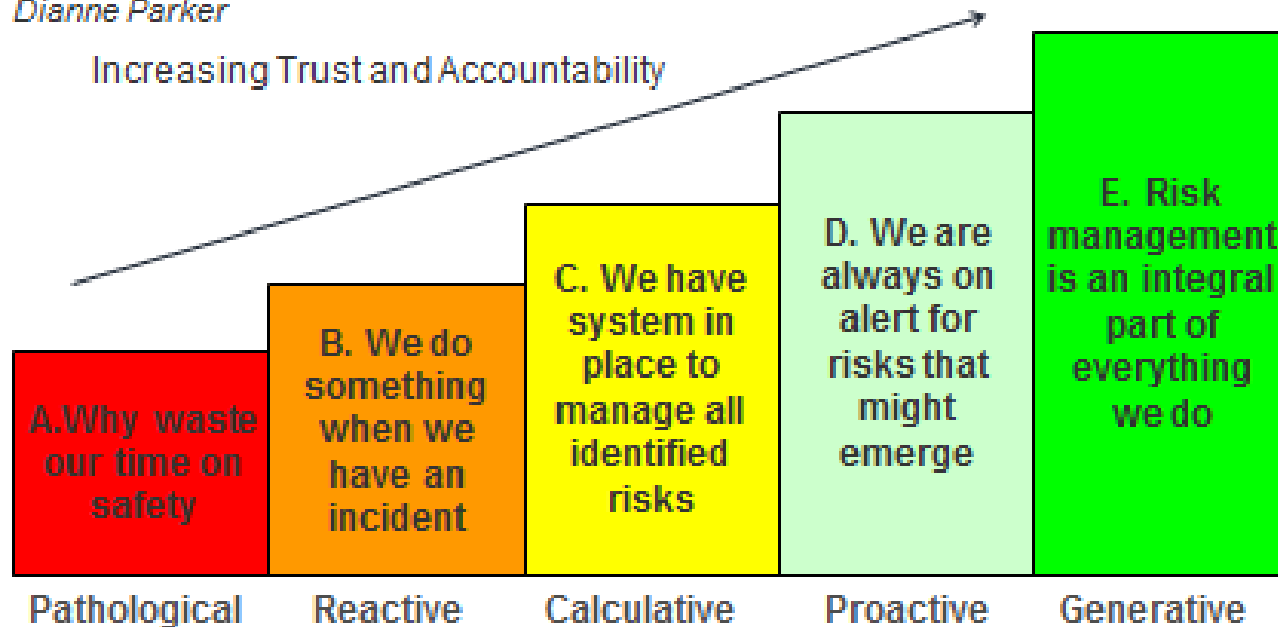


Table 4 Overall patient safety grade and number of events reported and submitted in the last 12 months

	% of respondents (<i>n</i> = 976)
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Overall patient safety grade ^a	
Excellent	9
Good	47
Acceptable	38
Poor	5
Failure	1
Number of events reported and submitted in the last 12 months ^b	
None	43
1–2	33
3–5	14
6–10	7
11–20	1
≥21	1

^a9% and ^b13% of respondents did not answer.

Basic Level of Trust

No-fault compensation



Austria

Hungary

Italy

Slovenia



Ljubljana

Croatia

Gulf of
Venice

Adriatic Sea

Compensation scheme of neighbouring countries

Country	Compensation scheme	Exceptions
Slovenia	Tort-law	Vaccine injuries (no-fault – since 2004)
Italy	Tort-law	Vaccine injuries (no-fault – since 1992)
Austria	Tort-law	Vaccine injuries (no-fault – since 1973)
Hungary	Tort-law	Vaccine injuries (no-fault – since 2006)
Croatia	Tort-law	

Physicians and hospitals beds (2015)

Country	Physicians (total)	Physicians (per 100 000 inhabitants)	Hospital beds (per 100 000 inhabitants)
Slovenia	5 830	283	451
Italy	233 102	384	320
Austria	44 002	510	755
Hungary	30 486	310	699
Croatia	13 430	319	556

And Now ... Task Force Processes Continue

A brief status after yesterday



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