

World Patient Safety Day 2023

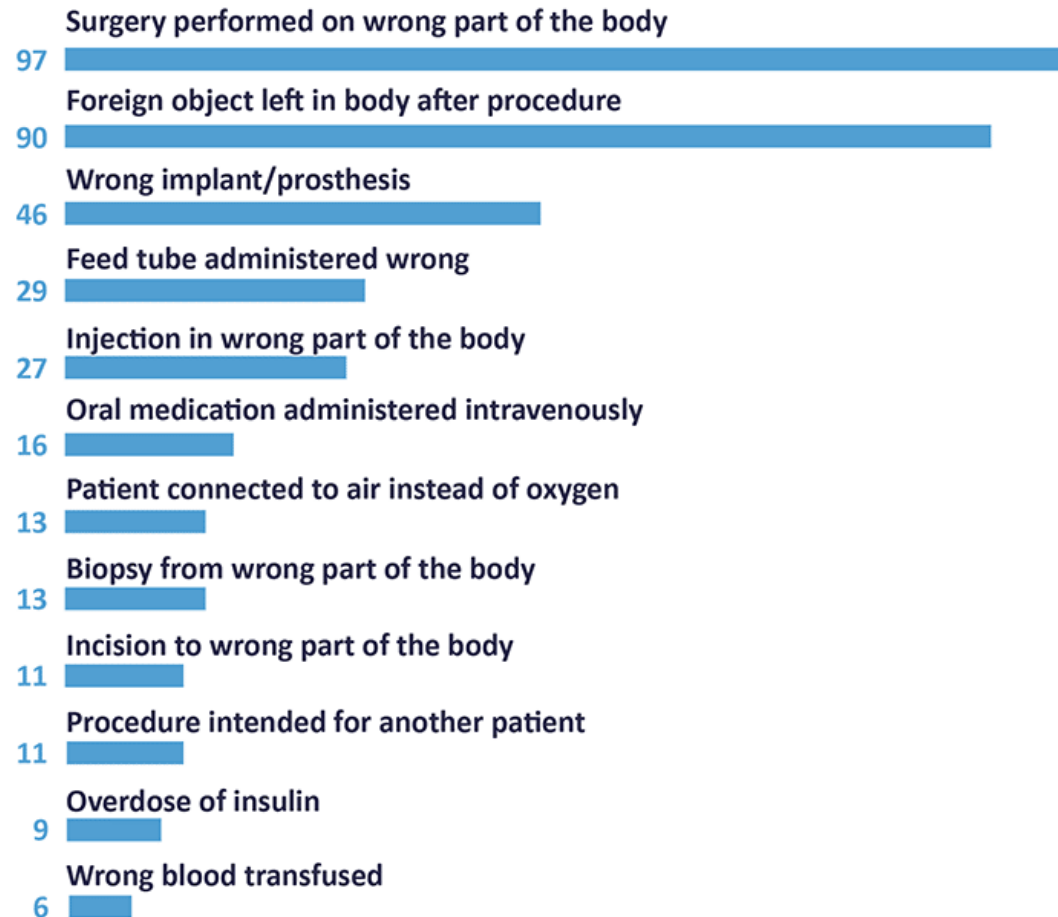
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The NHS's Most Serious + Avoidable Errors of 2021

Number of serious medical errors that occurred in England despite being wholly preventable
(Apr 2021-Feb 2022)



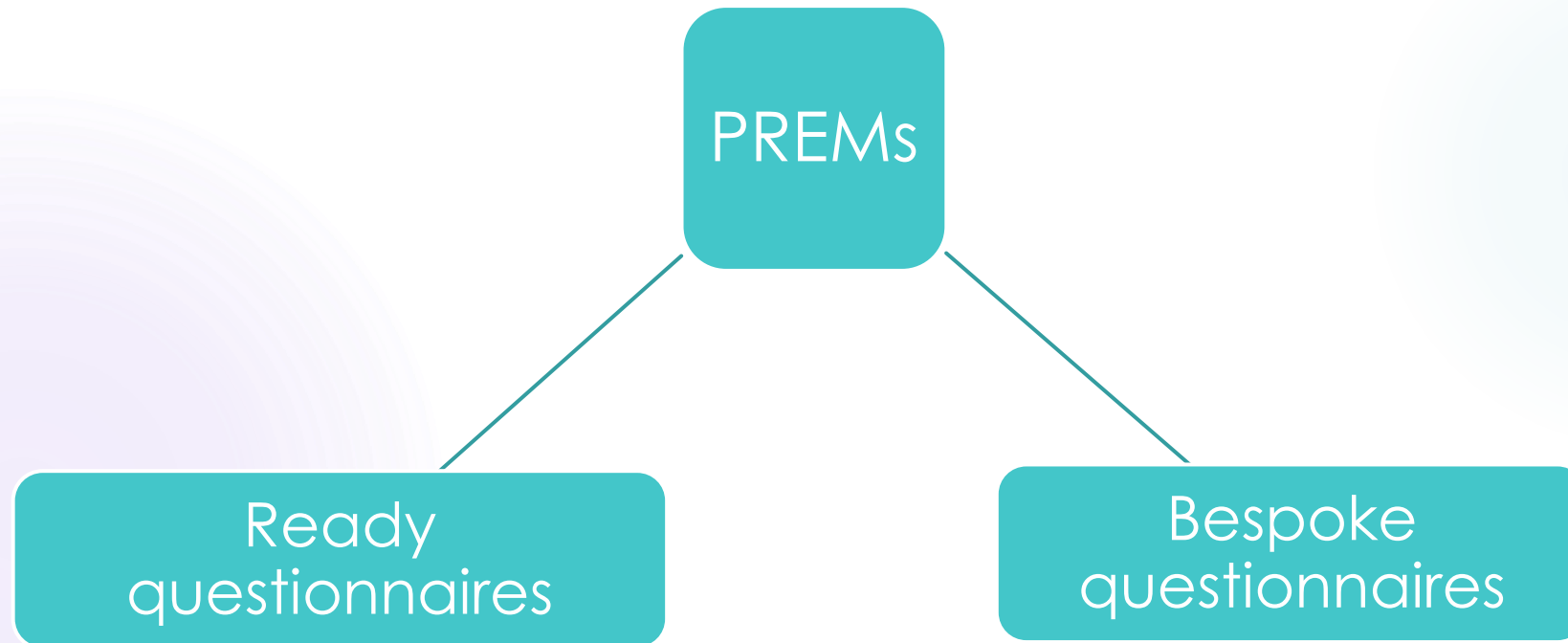
Patient reported experience measures

- ▶ PREMs are specific self-reporting instruments that measure patient's perception of experience while receiving care - Jo Ravelingien².
- ▶ Questionnaire based survey taken by the patient
- ▶ Helps in establishing if the team members are implementing the quality protocols
- ▶ E.g. – question on surgical site marking

Potential uses of PREMs

- ▶ Useful measure of what actually happens in care episode
- ▶ Proactive measure to identify areas for improvement
- ▶ To improve communication with the patients and families
- ▶ Opportunity to elevate patient's voice

How to implement PREMs?



Readymade questionnaires

- ▶ The agency for healthcare research and quality³ (AHRQ) has published various questionnaires –
 - ▶ Accident and Emergency Department Questionnaire⁴ (AEDQ)
 - ▶ National Inpatient Survey, the navigated transcranial magnetic stimulation (nTMS) –PREMS⁵
- ▶ The Consumer Assessment of Healthcare Providers and Systems⁶ (CAHPS)

Bespoke questionnaire

- ▶ Identify a suitable area to conduct the project
- ▶ Prepare a pilot questionnaire
- ▶ Simple questions with unambiguous answers.
- ▶ Test the questionnaire among smaller group of patients
- ▶ Modify the survey questions (if needed)
- ▶ Multilingual forms can be an option

Perioperative PREMs

- ▶ Advice about preoperative fasting
- ▶ Information about type of anaesthesia
- ▶ Clearing doubts about surgery
- ▶ Involvement in surgical site marking
- ▶ Explanation about post operative pain management

MRI safety

- ▶ Busy MRI suite , Miscommunication can have disastrous consequences
 - ▶ Advise about not carrying metals inside
 - ▶ Pre procedure inquiry about past surgeries, metal implants
 - ▶ Education about the atmosphere and sound
 - ▶ Advise about seeking help
 - ▶ Information about avoiding movement

Way forward

- ▶ To create a repository of PREMs for various aspects of care
- ▶ Multicentric studies

PREMs – Patient Safety

1. MRI Safety
2. Transfusion Safety
3. Surgical Safety
4. Endoscopy
5. Dialysis
6. Patient education in Anesthesia
7. Physiotherapy and Compliance
8. Infection Precaution
9. Wound Management
10. Medication Safety
11. Antenatal Care
12. Geriatric Care and Adult Vaccination
13. Cardiac Procedures
14. Implants
15. Discharge Process and Follow-up
16. Radiation Safety
17. Blood Sample Collection
18. Dietetics
19. IPSG
20. Bariatric Surgery

References

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3. CAHPS Patient Experience Surveys and Guidance. Content last reviewed May 2022. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/cahps/surveys-guidance/index.html>
4. Bos N, Sizmur S, Graham C, van Stel HF. The accident and emergency department questionnaire: a measure for patients' experiences in the accident and emergency department. *BMJ Qual Saf.* 2013;22(2):139-146.

References

5. Patel S, Ghimire P, Lavrador JP, et al. Patient-reported experience measures in patients undergoing navigated transcranial magnetic stimulation (nTMS): the introduction of nTMS-PREMs. *Acta neurochirurgica*. 2020;162(7):1673-1681.
6. CAHPS Patient Experience Surveys and Guidance. Content last reviewed May 2022. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/cahps/surveys-guidance/index.html>