Accidents are largely systems failures

The classic medical accident

The seeds of destruction

The point of no return

Broadcast live from the International Conference on Prevention and Infection Control
A Webber Training Teleclass
www.webbertraining.com
Safer Healthcare: Five Opportunities to Learn
Sir Liam Donaldson, World Health Organisation
Teleclass broadcast sponsored by Virox Technologies Inc. (www.virox.com)

The Swiss Cheese Model of Accident Causation

Some holes due to active failures (e.g., mistakes, procedural violations)

Other holes due to latent conditions (e.g., faulty equipment, lack of staff training)

Successful layers of defences, barriers and safeguards

Tragic death

The Gaps

Procedures

Physical barriers

Training

Supervision

Lack of clear protocols

Drugs: problems with design, packaging and delivery

Seemingly unavailable

Lack of knowledge and experience

Source: Adapted from the work of James Reason

Resources from the World Health Organisation

Simple errors cost lives

2

Madison Emily Perry – killed in 2005

Normal heart
Fallot's tetralogy


Broadcast live from the International Conference on Prevention and Infection Control
A Webber Training Teleclass
www.webbertraining.com
Safer Healthcare: Five Opportunities to Learn
Sir Liam Donaldson, World Health Organisation
Teleclass broadcast sponsored by Virox Technologies Inc. (www.virox.com)

A deadly prescription

No abbreviations

Safe teamwork is not just about doctors and nurses

Clean Care is Safer Care

• Through the promotion of best practices in hand hygiene and infection control, the First Global Patient Safety Challenge aims to reduce health care-associated infection (HCAI) worldwide

The My Five Moments Approach

Making it easier to
– understand
– remember
– practice
the hand hygiene indications at the point of care

Broadcast live from the International Conference on Prevention and Infection Control
A Webber Training Teleclass
www.webbertraining.com
Safer Healthcare: Five Opportunities to Learn
Sir Liam Donaldson, World Health Organisation
Teleclass broadcast sponsored by Virox Technologies Inc. (www.virox.com)

Systems are important but so are well-trained, safety-wise staff

Departure from procedure

The risks of nasogastric tubes

Nasogastric tubes – findings from a national audit of junior doctors

Only 25% stated that the tube should be below the diaphragm on the gastric side

Broadcast live from the International Conference on Prevention and Infection Control
A Webber Training Teleclass
www.webbertraining.com
Safer Healthcare: Five Opportunities to Learn
Sir Liam Donaldson, World Health Organisation
Teleclass broadcast sponsored by Virox Technologies Inc. (www.virox.com)

Other industries have a lot to teach healthcare about risk

Graham Reeves – killed in 2000

Source: The Telegraph 2002

Risk cultures

Second Global Patient Safety Challenge

WHO Surgical Safety Checklist

Safe Surgery saving lives

Broadcast live from the International Conference on Prevention and Infection Control
A Webber Training Teleclass
www.webbertraining.com
UNDERSTANDING
LEARNING
CHANGING