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INCREASE IN SAFETY CULTURE FROM THE ELABORATION OF THE RISK MAP IN A CHRONIC CARE HOSPITAL

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Statement of the Problem: Risk map is a tool that allows the classification of the risks information of the Organization and to visualize its magnitude, facilitating the development of adequate strategies for their management. The Modal Analysis of Failures and Effects (AMFE) is a risk assessment tool widely used in the healthcare field. It is a simple and useful method for the analysis of potential failures with important repercussions and is useful for the analysis of risks related to patient safety.

Aim: To identify the most frequent risks related to patient safety in a Chronic Care Hospital, to analyze its causes and to implement improvement actions.

Methodology & Theoretical Orientation: Elaboration of an AMFE to visualize graphically the magnitude of the identified risks according to their Index Priority Risk (IPR). Development of QFD's to prioritize the implementation of the proposed improvement actions.

Findings: Identification and analysis of 31 failure modes, related with the main processes of the Hospital, identifying multiple causes and preventive actions for each of them. From the elaboration of the risk map, an increase of the security culture and adverse events declaration through the notification system happened, moving from 8 declared in 2013 to 189 in 2014, 299 in 2015 and 301 in 2016. The 3 main failure modes identified, with an IPR of 700 and whose approach was a priority, were the errors related to medication the failures in communication during the transfer of information and the lack of protocols for some tasks or the lack of adherence. Improvement plans were developed with strategies to manage the identified risks.

Conclusion & Significance: The AMFE performed in the different processes of the Chronic Care Hospital brings a greater knowledge of them, increases awareness to avoid errors and disseminates greater awareness of a culture that improves patient safety.

Biography

Maria Jose Merino Plaza is a Pharmacist specialized in Clinical Analysis, responsible for the clinical analysis laboratory of Doctor Moliner Hospital, a medium stay Hospital in Valencia, Spain since 1994. Master in Quality Management. Since 2010 she is responsible for quality of the center and is very committed to the exciting topics related with Job Satisfaction and Patient Safety Culture. At the moment she is conducting her Ph.D. on Quality of Care and Patient Safety in a medium stay Hospital in collaboration with the University of Granada, Spain. Among her professional competences can be highlighted the management of multidisciplinary human teams, the definition and implementation of quality management mechanisms and the high analytical, relational, interpersonal, organizational and empathy skills.

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