

## PATIENT SAFETY at TOR VERGATA HOSPITAL – Rome Italy

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Patient safety is recognized as one of the most pressing issue for healthcare institutions.

The university hospital Policlinico Tor Vergata in Rome has introduced a model to assure patient safety that includes input from patients and patient representatives and in parallel a collaboration with the Faculty of Law of the University of Tor Vergata.

The teaching hospital has started its activity in 2000 with outpatient visits and in 2003 with inpatients: today it is equipped with 400 beds and performs 1.600.000 outpatient visits, 13.000 inpatient admissions per year and 13.000 admission on day care.

The aim of the project has been to experience a system to promote staffing among personnel, responsibility on the processes and effective communication to manage the errors in medicine at best. An important part of the project has been dedicated to the prevention of conflicts with patients through the possibility to assist them within the hospital.

The project has started with the constitution of an Office for patients claims where they are collected and analyzed. The greater part comes resolved in real time, the more serious cases are sent to the attention of the Medical director.

A Guarantee Committee has been constituted with the participation of the Chancellor of the University of Tor Vergata, the Preside of the Faculty of medicine, the Director general of the Hospital, the Medical director and the Administrative director of the hospital, Representatives of the Faculty of law and Representatives of the Journalists and Patients.

The Committee works through an Executive Commission constituted by the Representative of the Faculty of law, the Medical Director, The Legal doctor of the hospital and the director of the Office for Patient claims, with the aims to analyze the most important problems related to patient safety either coming from the Office for patient claims, either from Medical Departments.

In Medical departments the Mortality and morbidity conferences gather once a week to discuss about complications occurred to inpatients and deaths, with the aim to study and learn from mistakes: a relation is sent to the Medical director each month.

At the same time a Departmental Group works on mapping mistakes that can occur: it is constituted by a doctor supported by a nurse chosen by the Director of department, a representative of the Hospital Committee for infections and the Hospital Committee for the use of blood. The Departmental group refers to the Medical director every three months.

Problems that may rise are treated within the Executive committee that has the possibility to activate three Commissions. The first one, formed by a representative of the Faculty of law, of the Patients and Insurance company, has the principal aim to analyze the mistake and to propose a transaction to the patient. The second Commission, formed by Director of departments, representative of the Faculty of Law, Medical direction and nurses, has the principal aim to propose organizational changes to promote patient safety. The third commission, formed by the Preside of the Faculty of medicine, Director of departments, Medical direction and nurses, has the aim to organize education of the personnel oriented to prevent mistakes.