

Appendix A

Framework for data collection

<u>National bodies concerned with healthcare:</u> – Politicians – Regulators – Stakeholders – Insures – Alliances for professionals – Consumer platforms – –	<u>Specialist patient safety organisations:</u> – Researchers/academics – Educational institutes – National agencies – Patient safety specialised organisations – Quality for healthcare organisations – Alliances for patients – –	<u>Local healthcare organisations:</u> – Healthcare organisations – Chief executives & Managers – Professionals – Quality & Risk managers – Patients – –
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The combination of product and actors results in a 2-dimensional framework or matrix with nine compartments of activities.

Level of targets ↓	Level of actors →	NATIONAL BODIES CONCERNED WITH HEALTHCARE	SPECIALIST PATIENT SAFETY ORGANISATIONS	LOCAL HEALTHCARE ORGANISATIONS
		– Politicians – Regulators – Stakeholders – Insures – Alliances for professionals – Consumer platforms –	– Researchers/academics – Educational institutes – National agencies – Patient safety specialised organisations – Quality for healthcare organisations – Alliances for patients –	– Healthcare organisations – Chief executives & Managers – Professionals – Quality & Risk managers – Patients –
SYSTEM DESIGN		Activities <i>at <u>national</u> level that contribute the <u>design</u> of safer patient care systems</i>	Activities <i>in <u>specialist</u> organisations that contribute the <u>design</u> of safer patient care systems</i>	Activities <i>at <u>local</u> level that contribute the <u>design</u> of safer patient care systems</i>
IMPROVE		Activities <i>at <u>national</u> level that contribute the <u>improvement</u> of safer</i>	Activities <i>in <u>specialist</u> organisations that contribute the <u>improvement</u> of safer</i>	Activities <i>at <u>local</u> level that contribute the <u>improvement</u> of safer</i>

	<i>patient care systems</i>	<i>patient care systems</i>	<i>patient care systems</i>
CONTROL	Activities <i>at <u>national</u> level that contribute the <u>control</u> of safer patient care systems</i>	Activities <i>in <u>specialist</u> organisations that contribute the <u>control</u> of safer patient care systems</i>	Activities <i>at <u>local</u> level that contribute the <u>control</u> of safer patient care systems</i>

FOR EXAMPLE

Below is a first draft framework based on the brainstorm of the reference group on the 3rd of April 2005. If one attempts to fit the areas tackled in the questionnaire into the cells below, they mostly fit into the first two rows of cells. Tools (WP 4,5,6) fit into the third row.

Level of targets ↓	Level of actors →	NATIONAL BODIES CONCERNED WITH HEALTHCARE	SPECIALIST PATIENT SAFETY ORGANISATIONS	LOCAL HEALTHCARE ORGANISATIONS
SYSTEM DESIGN	<i>fit</i>	<ul style="list-style-type: none"> ▪ Laws & regulations ▪ Taxonomy / Classification ▪ Communication ▪ Surveys ▪ Campaigns ▪ 	<ul style="list-style-type: none"> ▪ Education ▪ Agencies / bodies ▪ Literature ▪ 	<ul style="list-style-type: none"> ▪ Taxonomy & Classification ▪ Culture ▪ Incentive system ▪ Confidentiality ▪ Communication between professional ▪ Communication patient ↔ professional ▪
IMPROVE	<i>draft</i>	<ul style="list-style-type: none"> ▪ Standards & guidelines ▪ Reporting systems ▪ Analyzing systems ▪ Solutions ▪ Patient information ▪ Research ▪ 	<ul style="list-style-type: none"> ▪ ICT-system ▪ Quality methods, a.o. peer review systems, breakthrough) ▪ Tools ▪ Innovations ▪ Patient education ▪ Research ▪ 	<ul style="list-style-type: none"> ▪ Reporting systems ▪ Analyzing systems ▪ Quality methods, a.o. peer review systems, breakthrough) ▪ Improvement actions ▪ Discussions points ▪ Safety officers & Risk managers ▪ Patient information ▪ Patient involvement ▪ Research ▪
CONTROL		<ul style="list-style-type: none"> ▪ Patient information ▪ Networks ▪ Experts ▪ Priorities on national health agenda ▪ Rating systems ▪ Indicators ▪ Accreditations systems ▪ 	<ul style="list-style-type: none"> ▪ Topics, e.g. infections, pharmaceuticals, ▪ Benchmark system ▪ Topics ▪ Examples ▪ Specialised professionals ▪ Empowerment issues ▪ 	<ul style="list-style-type: none"> ▪ Best practices ▪ Control systems ▪ Indicators ▪ Data ▪ Complaint systems ▪