



by the Council of Europe?

E. Remarks and additional information

**Question 2 - NATIONAL AGENCIES / BODIES and/or INSTITUTIONS**

- A. Which national agencies/institutions in your country specialise in patient safety or are responsible for reducing the number of patient safety incidents?  
Could you give us their contact details?
- B. Is their role principally or only partly related to patient safety?
- C. In which areas of patient safety do they operate? eg, adverse events data collection, the environment of care, medical devices, etc

*In this question we ask you to provide us with the contact details of the organisations and your view on their areas of expertise. You can use the framework below. Please explain any abbreviations you may use.*

*In particular, please comment on the format of this question – for example, would additional categories for expertise be useful? If so, what would be useful to add?*

<p><b>Organisation name:</b></p> <p>Website:</p>	<input type="checkbox"/> Principal role is patient safety <input type="checkbox"/> Patient safety accounts for only part of their role
<p>Address, postcode, place, telephone number etc.</p>	<p><b>Expertise:</b></p> <input type="checkbox"/> infection control <input type="checkbox"/> medicines management <input type="checkbox"/> adverse events/near miss reporting <input type="checkbox"/> adverse events reduction <input type="checkbox"/> issuing risk alerts <input type="checkbox"/> environment of care <input type="checkbox"/> safe medical devices use <input type="checkbox"/> implementing standards relating to patient safety <input type="checkbox"/> training for better patient safety <input type="checkbox"/> mobilising patient/consumer input to safer care <input type="checkbox"/> awareness raising on patient safety <input type="checkbox"/> others (please state) ..... <input type="checkbox"/> ALL OF THE ABOVE

Any further remarks or information you feel useful to add



### Question 3 - TAXONOMY FOR PATIENT SAFETY

Does your country have a taxonomy to classify incidents or adverse events relating to patient safety?	
A. In your native language?	<input type="checkbox"/> Yes → <input type="checkbox"/> please attach <input type="checkbox"/> No
B. Translated into another language?	<input type="checkbox"/> Yes → <input type="checkbox"/> please attachment <input type="radio"/> French <input type="radio"/> Spanish <input type="radio"/> German <input type="radio"/> Other: ..... <input type="checkbox"/> No
Comments re: Question 3:	

**Question 4 - STANDARDS AND/OR GUIDELINES**

Does your country have patient safety standards and/or guidelines? If so, can you supply us with copies of them?

- A. Which subjects are covered by the standards/guidelines? For example: medication, blood, infection, medical devices, clinical etc.
- B. If the standards/guidelines are written in your own native language, do you also have translations into other languages?
- C. At what level are the guidelines developed? For example: national, local, by specialised institutions, by groups of professionals, by patient organisations.

*In this question we would like you to give information for each standard/guideline, which your country wants to share. For the internet site we could consider to translate guidelines from the native language to the English language.*

*To some questions you have the possibility of more answers.*

<b>Guideline 1</b> → <input type="checkbox"/> please attach .....		
<b>Relating to:</b> <input type="checkbox"/> Medication <input type="checkbox"/> Blood <input type="checkbox"/> Infection <input type="checkbox"/> Medical devices <input type="checkbox"/> Clinical <input type="checkbox"/> Other: .....	<b>Language:</b> <input type="checkbox"/> Native language <input type="checkbox"/> Translated into: .....	<b>Developed:</b> <input type="checkbox"/> At national level <input type="checkbox"/> At local level <input type="checkbox"/> By specialised institutions <input type="checkbox"/> By groups of professionals <input type="checkbox"/> By patient organisations

<b>Guideline 2</b> → <input type="checkbox"/> please attach .....		
<b>Relating to:</b> <input type="checkbox"/> Medication <input type="checkbox"/> Blood <input type="checkbox"/> Infection <input type="checkbox"/> Medical devices <input type="checkbox"/> Clinical <input type="checkbox"/> Other: .....	<b>Language:</b> <input type="checkbox"/> Native language <input type="checkbox"/> Translated into: .....	<b>Developed:</b> <input type="checkbox"/> At national level <input type="checkbox"/> At local level <input type="checkbox"/> By specialised institutions <input type="checkbox"/> By groups of professionals <input type="checkbox"/> By patient organisations

**Guideline 3** →  please attach

.....

<b>Relating to:</b> <input type="checkbox"/> Medication <input type="checkbox"/> Blood <input type="checkbox"/> Infection <input type="checkbox"/> Medical devices <input type="checkbox"/> Clinical <input type="checkbox"/> Other: .....	<b>Language:</b> <input type="checkbox"/> Native language <input type="checkbox"/> Translated into: .....	<b>Developed:</b> <input type="checkbox"/> At national level <input type="checkbox"/> At local level <input type="checkbox"/> By specialised institutions <input type="checkbox"/> By groups of professionals <input type="checkbox"/> By patient organisations
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**Guideline 4** →  please attach

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<b>Relating to:</b> <input type="checkbox"/> Medication <input type="checkbox"/> Blood <input type="checkbox"/> Infection <input type="checkbox"/> Medical devices <input type="checkbox"/> Clinical <input type="checkbox"/> Other: .....	<b>Language:</b> <input type="checkbox"/> Native language <input type="checkbox"/> Translated into: .....	<b>Developed:</b> <input type="checkbox"/> At national level <input type="checkbox"/> At local level <input type="checkbox"/> By specialised institutions <input type="checkbox"/> By groups of professionals <input type="checkbox"/> By patient organisations
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Comments re: Question 4:

## Question 5 - EXPERTS

Could you provide us with the names, contact details and additional information of experts in the field of patient safety in your country?

*Within national health services there are often a number of professionals with a high level of expertise in their field. Some of these individuals promote the need to improve quality of services and reduce risks associated with treatment. We are interested in learning more from these experts and from their published work.*

**After you have given us the names and contact details of experts, we will approach them to ask further information, amongst others their publications and their permission to add the information on the SIMPATIE website.**

<b>Expert Name 1:</b>
Area of expertise:
Address:
Postcode:
Country:
Telephone number(s):
Email:
Website:
Additional info:

**Expert Name 2:**

Area of expertise:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Additional info:

**Expert Name 3:**

Area of expertise:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Additional info:

**Expert Name 4:**

Area of expertise:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Additional info:

**Expert Name 5:**

Area of expertise:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Additional info:

## Question 6 – NATIONAL REPORTING SYSTEM

6a) Is there a <b>national</b> incident reporting system? Yes/No If yes, please answer points b) to i)
b) Please provide contact details:  Address:  Postcode:  Country:  Telephone number(s):  Email:  Website:
c) Does the system collect information on near misses? Yes/No
d) Is the data protected from legal inquiry? Yes/No
e) Is the system connected in any way to litigation? Yes/No
f) How is the data collected used? (Please briefly describe)
g) Is there a system for analysing reported events? Yes/No
h) If yes to question 6f, what systematic approaches are used? (eg, root cause analysis, process mapping). Please list  -  -  -  -

i) Can patients report incidents directly to the national reporting system Yes/No

### Question 7 – LOCAL INCIDENT REPORTING SYSTEMS

<p>7a) Are healthcare organisations required to have a local incident reporting system?</p> <p>Yes/No</p> <p>If yes, please answer points b) to h)</p>
<p>b) Please provide details of the requirement to have such a system (eg, is it a national standard, legal requirement, good practice, etc)</p>
<p>c) Are systems required to collect information on near misses? Yes/No</p>
<p>d) Is the data protected from legal inquiry? Yes/No</p>
<p>e) Are the systems connected in any way to litigation? Yes/No</p>
<p>f) How is the data collected used? Please briefly explain</p>
<p>g) If yes to question 7e, what systematic approaches are used? (eg, root cause analysis, process mapping). Please list</p> <ul style="list-style-type: none"><li>-</li><li>-</li><li>-</li><li>-</li></ul>
<p>h) Can patients report incidents directly to such local reporting systems</p> <p>Always/Never/Sometimes</p>



**Question 8 – NO FAULT COMPENSATION**

a) Is there a no fault compensation system? Yes/No

Comments:

b) If yes, what are the contact details of the organisation co-ordinating the no fault compensation system?

Comments:

**Question 9 – LEGAL DISCLOSURE OF PATIENT SAFETY INFORMATION**

9a) Is information collected on clinical incidents protected from legal discovery/disclosure? Yes/No

Comments:

9b) Is there any legal requirement to inform the patient of any adverse event that has effected them during their course of care? Yes/No

Comments:

### Question 10 – PUBLIC AVAILABILITY OF PATIENT SAFETY DATA

Is data on the following publicly available?

Type of information	By individual clinician	By department	By healthcare organisation	Nationally
Mortality data				
Falls in care settings				
Deaths while in restraint				
Deaths in accident and emergency department				
Deaths while on intensive care unit				
Deaths following trauma				
Healthcare acquired infections				
Suicide in care settings				
Suicide within one month of seeking professional advice				
Maternal deaths				
Peri-operative deaths				
Still births				
Infant deaths within hospitals				

## Question 11 – LIABILITY ARRANGEMENTS

11a) Is there a medical defence organisation based in your country? Yes/No
b) Do clinicians use medical defence organisations based in other countries? Yes/No  Please provide some brief details:
c) Are there any other malpractice protection schemes used in your country? Yes/No  Please provide some brief details:
d) Who are the premiums usually paid by?  i) <b>Individual clinicians</b> Yes/No  ii) <b>Employer</b> Yes/No  iii) <b>The State</b> Yes/No  Any other comments:



**Question 12 – WHISTLE-BLOWING POLICY**

Is there a national whistle-blowing policy? Yes/No

Please could you provide the details:

**Question 13 - PROFESSIONAL PATIENT SAFETY MEMBERSHIP ORGANISATIONS**

13a) Does your country have a professional/membership society for healthcare risk/patient safety managers/specialists? Yes/No

b) If yes, please provide the contact details:

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

c) If yes, are there any entry requirements? Yes/No

Please could you provide the details:

## Question 14 - HEALTHCARE RISK MANAGEMENT QUALIFICATIONS

14a) Are there professional healthcare risk management qualifications available in your country? Yes/No

b) If yes, please provide examples and the contact details of the providing organisations

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

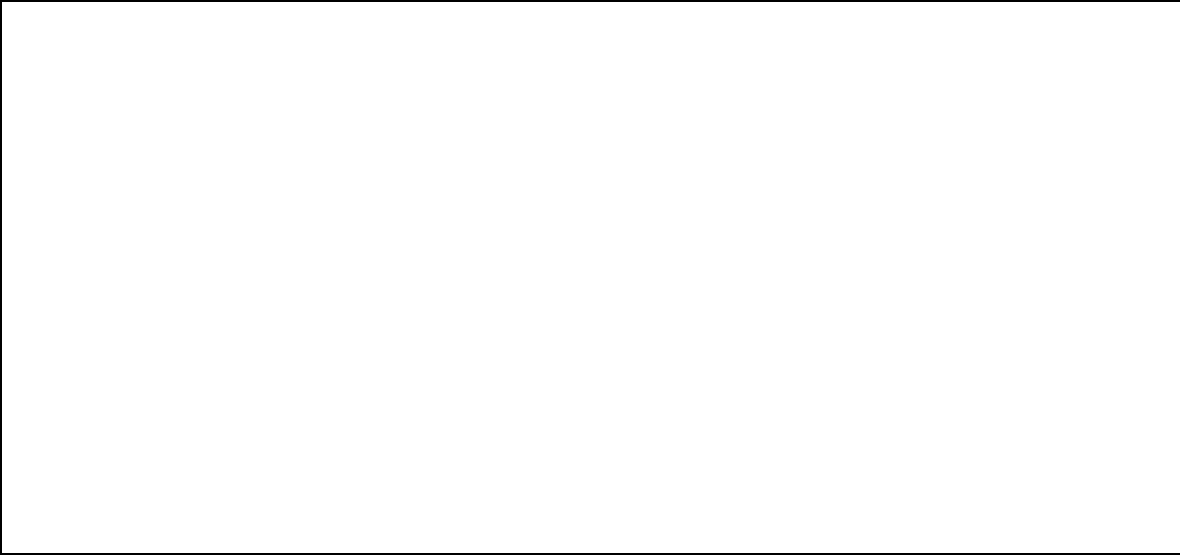
Email:

Website:

**Question 15 – RISK MANAGEMENT OR PATIENT SAFETY MANAGERS**

15. Are healthcare organisations required to have a risk management or patient safety manager? Yes/No

If yes, please provide details:



**Question 16 – PATIENT SAFETY TRAINING FOR HEALTHCARE STAFF**

16. Is patient safety training a required part of training in respect of:
a) Medical undergraduates? Yes/No  If yes, please provide details:
b) Medical postgraduates? Yes/No  If yes, please provide details:
c) Qualified nursing staff? Yes/No  If yes, please provide details:
d) Other clinical staff? Yes/No  If yes, please provide details:
d) Healthcare Managers? Yes/No  If yes, please provide details:



**Question 17 – SPECIALIST PATIENT SAFETY PATIENT ORGANISATIONS**

17. Are there any patient organisations the main focus of whose mission is patient safety? Yes/No

If yes, please provide contact details:

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

**Question 18 – NATIONAL PATIENT SAFETY CAMPAIGNS**

18. Within the past three years, have there been any national patient safety campaigns?
a) Addressed to healthcare professionals? Yes/No If yes, please provide details:
b) Addressed to healthcare managers Yes/No If yes, please provide details:
c) Addressed to healthcare purchasers Yes/No If yes, please provide details:
d) Addressed to patients or the public Yes/No If yes, please provide details:

**Question 19 – PEER REVIEW SCHEMES**

19a. Are there any professional peer review systems with the aim of reducing healthcare mishaps? Yes/No

b) If yes, please could you provide details?

c) Please could you provide contact details for the scheme?

Organisation:

Contact name:

Address:

Postcode:

Country:

Telephone number(s):

Email:

Website:

## Question 20 – THE ROLE OF EUROPEAN BODIES IN PATIENT SAFETY

In your opinion, is there a role for European bodies in respect of the following?

Issue	Yes	No	If yes, which body	What should that body be doing?
a) Patient safety generally				
b) Reduction of medication errors				
c) Wrong site surgery				
d) Sharing information about incompetent/dis missed clinicians				
e) Setting patient safety standards				
f) Improving patient safety information to professionals				
g) Improving patient safety information to the patients or the public				
h) Reducing blood borne infections				
i) Reducing hospital acquired infections				
j) Suicide prevention in care settings				
k) Reducing falls in care settings				
l) Reducing falls in the				

<b>community</b>				
<b>m) Other – please state</b>				

**Question 21 – LEARNING ABOUT PATIENT SAFETY**

Are the following resources freely available in the native language for healthcare professionals, managers and policy makers?

<b>Resource</b>	<b>Yes</b>	<b>If no, would this be helpful?</b>
a) Institute of Medicine Report “To err is human”		
b) Building a Safer NHS		
c) Seven steps to patient safety		
d)NPSA Risk Alerts		
e) Joint Commission Risk Alerts		
f) Details of the IHI “Saving 100,000 lives” campaign		
g) Danish Patient Safety Law		
a) Examples of patient safety standards from other countries? (give examples)		
b) Any other resources? Please provide examples		