

PSI 4: Patients Informed about and Adverse Event by the Staff	
Origin: PSI by SimPatIE	
Dimension	Description
Description of Specific Aspects of Patient Safety	<p>Once a serious adverse event has happened it is important to identify it and take adequately care of the patient and make adequate improvements. A feature of a positive and highly developed safety culture is awareness regarding unsafe act and procedures and openness. Thus patient's way of finding out about an adverse event is an important measure of patient safety culture.</p> <p>It is known facts among patient safety experts, that patient comprehend adverse events as errors.</p>
Aim of the PSI	This PSI aims at surveillance how patients get to know about adverse events.
Level of Determination of Patient Safety	Safety is assessed at the aggregated patient level.
Source(s)	This PSI is derived from the section on patient safety of the Danish national patient survey: Patient's experiences in hospital, question 19 (9;11).
Extent of Clinically Testing	<p>Attitudes and responses to adverse events have been investigated from Danish patient's and the staff's point of view, using a questionnaire survey. Patients were asked about their experiences with adverse events and staffs handling of adverse events. Comparison of responses to the same questions was made between the two groups. The researchers concluded that healthcare staff should, to a larger extent, inform openly about adverse events and their medical consequences. Information should be communicated direct to the patient and their relatives and written in the patient's record (12).</p> <p>This PSI has not been clinically applied.</p>
Evidence of Clinically use of Standards	No evidence of clinically use of standards was found.
PSI category	Institution-Wide PSI.
Data definitions	Patients informed about the adverse event by the staff per 1000 patient experienced adverse events.
Numerator Description	Number of patients informed about the adverse event by the staff
Denominator Description	Number of patients experiencing an adverse event during hospitalisation.
Data Source	Patient's Experiences (Satisfaction) Survey.
Identifying the institutional context	The impact of high quality incident management makes this PSI important in cultural improvement policies.

Care Setting	The PSI applies for institution-wide quality incident management especially relating to awareness, openness and communication.
Professionals Responsible for Health Care	All authorised health care workers.
Lowest Level of Health Care Delivery Addressed	Individual clinical department.
Allowance for Patient Factors	No risk adjustment described.
Stratification by Vulnerable Populations	No stratification.
Standard of Comparison	No specific time standards given, but comparison every second year has shown to be.
Scoring	Scoring according to the manual of the Patient's Experiences (Satisfaction) Survey.