

AN OPEN CONSULTATION ON PATIENT SAFETY IN THE EUROPEAN UNION

Meta Informations

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N

intro

THE QUESTIONNAIRE

Name of the Organisation (if applicable)

Health First Europe

Stakeholder Group

NGO

Country

Address

Chaussee de Wavre 214d 1050 Brussels Belgium

Contact Person

Name:

Role in organisation

Size of Your organisation

Number of employees

Annual turnover (in millions EUR)

Your organisation's geographical area of activities

European

Are European citizens receiving the safest possible care?

1. Personal Experiences

QUESTION 1

Personally

Family Member

QUESTION 2

If you answered 'yes' to either option at Question 1, how would you describe that experience?

QUESTION 3

If you answered 'yes' to either option at Question 1, was that harm :

QUESTION 4

Personally

Family Member

QUESTION 5

If you answered 'yes' to either option at Question 4, how would you describe that experience?

QUESTION 6

If you answered yes to either options in Question 4, was that harm :

QUESTION 7

In general, how do you view the measures being taken to reduce harm to patients in healthcare settings in your country?

2. National Political Support for Patient Safety**QUESTIONS 8-10**

8. How important would a national commitment to improving patient safety in your country be?	Very Important
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9. How important would a national patient safety strategy in your country, (perhaps as part of a general healthcare quality strategy) be?	Very Important
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10. How important is it to have an EU strategy for patient safety ?	Very Important
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QUESTION 11

Medication-related event	2
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Medical device or equipment-related event	3
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Healthcare-associated infection	1
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Error in diagnosis

Surgery-related event

Communication problems	4
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Other (Please specify)

Other, Please specify

QUESTION 12

Political leadership and financial support?

A reporting and learning system

Patient involvement in policy development

Health professional involvement in policy development

Patient safety education for health professionals

Standards and/or external assessment for patient safety

Patient safety indicators

A dedicated patient safety research agenda and budget

A compensation system for those harmed by healthcare (or their families)

Other (please specify)

Other, please specify

3. Budgetary Commitment to Safety

QUESTIONS 13-15

13. How important is it to have a dedicated national resource commitment for patient safety initiatives in your country?	Very Important
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14. How important is it to have resources identified at the healthcare organisation level for patient safety initiatives in your country?

15. How important is it to have dedicated resources at the EU level to support Member States in addressing patient safety concerns?

4. Patient and Public Involvement in Patient Safety Improvements

QUESTIONS 16-20

16. How important is it that patients should be seen as experts on patient safety in your country?	Very Important
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17. How important is it that patients should not just informed but also empowered to take part in patient safety and quality programmes in your country?	Very Important
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18. How important is it to have systems in place at	Very Important
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national and local level to involve patient groups?

19. How important is it that patients and the public should be informed about potential and actual patient safety incidents and adverse events in your country?	Very Important
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20. How important is it that patients (and/or their families) should be suitably supported in the aftermath of a patient safety incident?	Very Important
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QUESTION 21

What further action, if any, would you like to see in your country to improve the involvement of the patient or public in patient safety policies and programmes?

5. Local Healthcare Management and Leadership

QUESTIONS 22-24

22. How important is it that patient safety is treated seriously by the management of healthcare organisations in your country?	Very Important
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23. How important is it for healthcare providers to have effective and comprehensive communications systems on patient safety issues and concerns in place?	Very Important
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24. How important is it for every healthcare provider to have a senior person responsible for the safety of patients?	
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6. Health Professionals

QUESTIONS 25-29

25. How important would further educating health professionals in your country in the area of patient safety be in reducing adverse events?	Very Important
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26. How important would including patient safety in the continuing professional development of health professionals in your country be in reducing adverse events?	Very Important
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27. How important are systems regulating health professionals, including disciplinary procedures, in efforts to minimise unsafe care in your country?	
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28. How important are professional standards and codes of practice for health professionals in efforts to minimise unsafe care in your country?	Very Important
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29. How important is it for health professionals to be suitably supported in the aftermath of a patient safety incident?	Very Important
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QUESTION 30

What further action, if any, do you think needs to be taken to improve the knowledge and awareness of patient safety issues and increase the application of safer practice actions among health professionals in your country?

Identification and communication of best practice emanating from Member State.s

7. Reporting and Learning Systems

QUESTIONS 31-34

31. How important is it for there to be a national reporting and learning system that collects, analyses and monitors information on adverse events and patient safety incidents in your country?	Very Important
32. How important is it for incident and adverse event data and the results of analyses to be evaluated and shared nationally in your country, without being used to discipline individuals?	Very Important
33. How important is it for there to be a national (or regional) organisation (institute, agency etc) that actively seeks out and tries to spread best practice and learning in your country?	Very Important
34. How important is it for the data from national (or regional) reporting and learning systems to be pooled at the EU level as a common resource for learning?	Very Important

8. Other Patient Safety Information and the Sharing of Information

QUESTIONS 35-38

35. How important is it for there to be a common patient safety classification or terminology system in your country?	Very Important
36. How important is it for common classification or terminology system to be developed and used throughout the European Union?	Very Important
37. How important is it for a common set of patient safety indicators to exist in your country?	Very Important
38. How important is it for a common set of patient safety indicators to be developed and used throughout the European Union?	Very Important

9. Standards and/or External Assessment

QUESTIONS 39-42

39. How important is it for there to be a system of minimum patient safety standards for healthcare organisations in place in your country?	Very Important
40. How important is it for there to be a common set of minimum standards for patient safety for all healthcare organisations within the EU?	Very Important
41. How important is it for there to be a system of external assessment of healthcare organisations in respect of patient safety in your country?	
42. How important is it for there to be a common system of external assessment for all healthcare organisations in the EU in respect of patient safety?	

QUESTION 43

If your response to Question 39 is in favour of a system of minimum patient safety standards, which organisation(s) do you think should be responsible for setting and monitoring performance against these standards in your country?

QUESTION 44

If your response to Question 40 is in favour of a system of external assessment for patient safety, which organisation(s) do you think should be responsible for carrying out such an assessment in your country?

10. Research and Development around Patient Safety**QUESTIONS 45-48**

45. How important is it for resources to be allocated to patient safety research in your country?	Very Important
46. How important is increased co-operation between EU Member States, supported by the European Community, on the priority-setting, and the commissioning, of patient safety research?	Very Important
47. How important would a database at the EU level be, which would bring together results of patient safety research and other learning and experiences, to be used as a common European resource?	Very Important
48. How important are I.T tools aimed at providing health professionals with relevant, timely and up-to-date information, such as comprehensive electronic health records, decision support systems, e-prescription support and IT-based surgery training, to efforts to reduce harm?	Very Important

QUESTION 49

In which areas of patient safety do you think more research needs to take place, if any? Possible areas include research on the extent of harm, the type of harm, on patient safety interventions, on the economic costs of harm, on harm outside the hospital setting and any others you feel are currently under-researched.

QUESTION 50

If you answered positively to Question 47, what type of information should be held centrally?

QUESTION 51

Again, if you answered positively to question 47, who or which organisation should be responsible for maintaining the central mechanism?

11. Complaints and Redress**QUESTIONS 52-57**

52. How important is for there to be an arbitration system for settling complaints without going to court in your country?
53. How important is it for patients to have access to available information on the redress available to them if they (or their families) are harmed by healthcare in

your country or in other EU countries?

54. How important is it for the system of redress in your country to be based on the ability of the patient to prove an error was made by one or more healthcare professionals?

55. How important is it for there to be a national-wide system for calculating compensation payments in your country?

56. How important is it for compensation systems in your country to cover not only physical harm but other factors such as loss of income?

57. How important would it be to have an EU-wide system of redress?

12. General Issues

QUESTIONS 58-59

58. Adequate steps are being taken in your country to tackle the problem of patient safety.

59. The European Community can play a role in supporting Member States in their efforts to address patient safety concerns.	Strongly Agree
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QUESTION 60
What (further) action needs to take place in your country at the national, regional and/or local levels to improve patient safety?

QUESTION 61
In which areas of patient safety should the European Community play a role in supporting Member States in their efforts to address patient safety concerns and how should this support work in practice?