

# Patient Safety in Primary Care

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# Introduction

## Efficient Primary Health Care is

- Pivotal to
  - High-quality
  - Accessible,
  - Efficient healthcare
- Associated with
  - Increased life expectancy
  - Reduced mortality

## Scope:

- Promotion and disease prevention,
- Care for acute conditions,
- Diagnosis and management of chronic conditions,
- Follow-up care after hospital discharge,
- Care coordination.

# 4 in 10 patients

are harmed in primary and outpatient health care



Speak up  
for patient safety!



World Health  
Organization



World  
Patient Safety  
Day 17 September 2019

# Introduction cont.

- Challenges:
  - Inappropriate prescribing
  - Poor communication and care coordination
  - Diagnostic errors and delays

# Inappropriate prescribing

- Individual patient safety:
  - Negative outcomes
- Public health issues
  - Controlled drug abuse where prescribed
  - Antibiotic resistance

# Inappropriate prescribing cont.

- Alleviation strategies
  - Surveillance:
    - Hypertension, Diabetes, Depression, and Insomnia.
  - Shared decision-making and increased patient engagement
    - Treatment options and medication risks
    - Polypharmacy benefit
    - Standardization and consistent framework
  - Medication Reconciliation

Poor  
Communication  
and Care  
Coordination

Significant

Jeopardize or delay the development of an accurate diagnosis and treatment plan

Affect timely follow up after discharge from hospital

Increase the risk of adverse events or complications

Increase the risk of hospital readmissions

# Poor Communication and Care Coordination cont.

- Alleviation strategies
  - Automated alerts
  - Post-discharge phone calls
  - Bundled care coordination
  - Comprehensive care transformation
  - Explicit agreements



# Diagnostic Errors and Delays

Both paediatric and adult populations

Missed cancer diagnosis

- Provider communication
- Difficulty scheduling follow-up appointments



# Diagnostic Errors and Delays cont.

- Alleviation strategies
  - Target specific diagnostic errors
  - Toolkit for engaging patients
  - Interactive educational webinars
  - Provider coaching
  - Root cause analysis tools
  - Regular data collection
  - FMEA

# Sub-strategies



114 tools identified



Use of technology



Be Prepared To Be Engaged



Create a safe medicine list together



Teach-back



Warm Handoff Plus



General quality improvement tools



Improving staffing

# Jeddah Declaration on Patient Safety 2019

# Relevant statements

Utilize	Utilize Digital Health to support Patient Safety across the globe
Promote	Promote Patient Empowerment & Community Engagement for Patient Safety
Implement and sustain	Implement and sustain National Reporting & Learning Systems for Patient Safety
Invest on	Invest on Workforce knowledge and safety as the drivers for Patient Safety
Learn	Learn from other industries

# Areas for future work

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Reliability VS burden

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Fragmented healthcare delivery systems

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Relationship between the primary care provider and the patient



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# Thank you!

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Questions?

