RISK-BASED CORRECTIVE ACTION: for routine endoscopy

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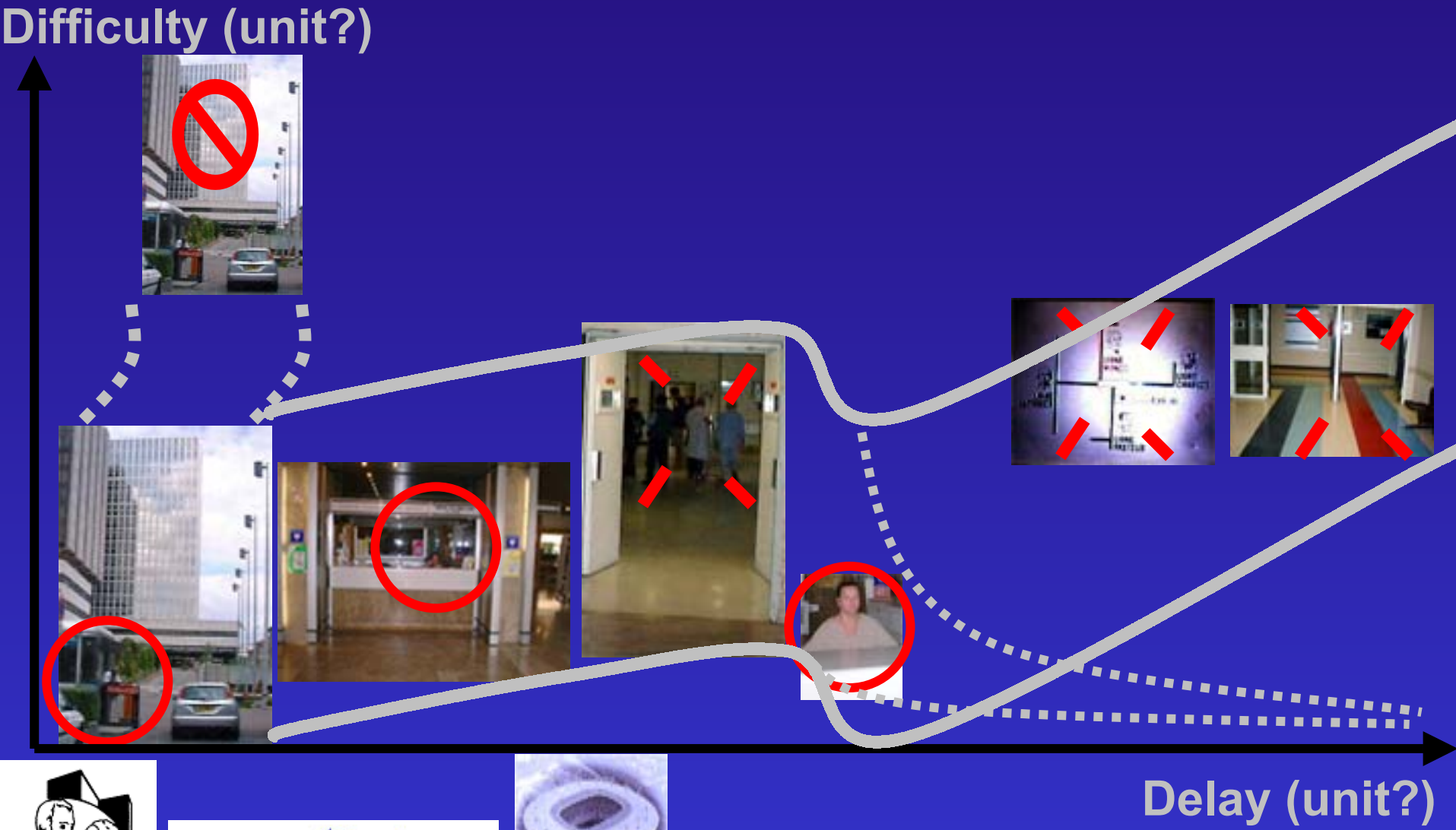
RISK-BASED CORRECTIVE ACTION for routine endoscopy

ACCESSIBILITY



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WORLD HEALTH ORGANIZATION

FIFTY-FIFTH WORLD HEALTH ASSEMBLY **A55/13**
Provisional agenda item 13.9 **23 March 2002**

Quality of care: patient safety

Report by the Secretariat

1. Health care interventions are intended to benefit patients, but they can also cause harm. The complex combination of processes, technologies and human interactions that constitutes the modern health care delivery system can bring significant benefits. However, it also involves an inevitable risk of adverse events that can – and too often do – happen.

RISK-BASED CORRECTIVE ACTION FOR ROUTINE ENDOSCOPY

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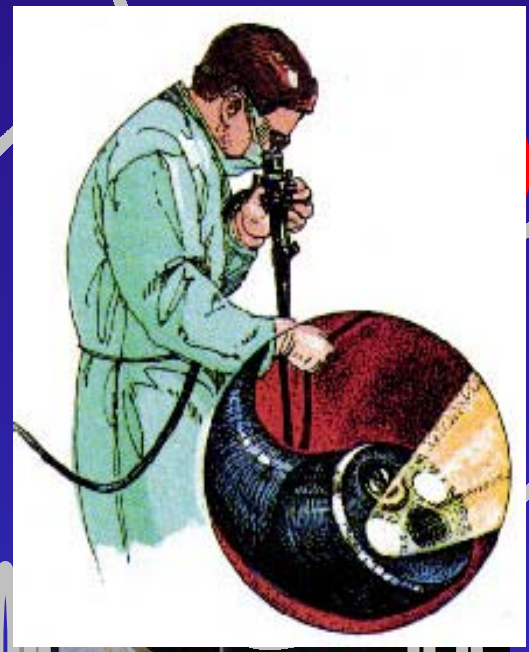
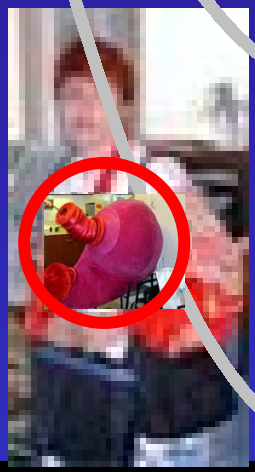
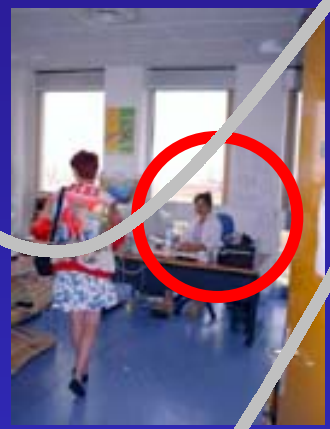
RISK-BASED CORRECTIVE ACTION for routine endoscopy

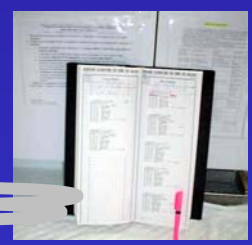
CONFIDENCE

Serenity / Skill & Care (unit?)









Delay (unit?)

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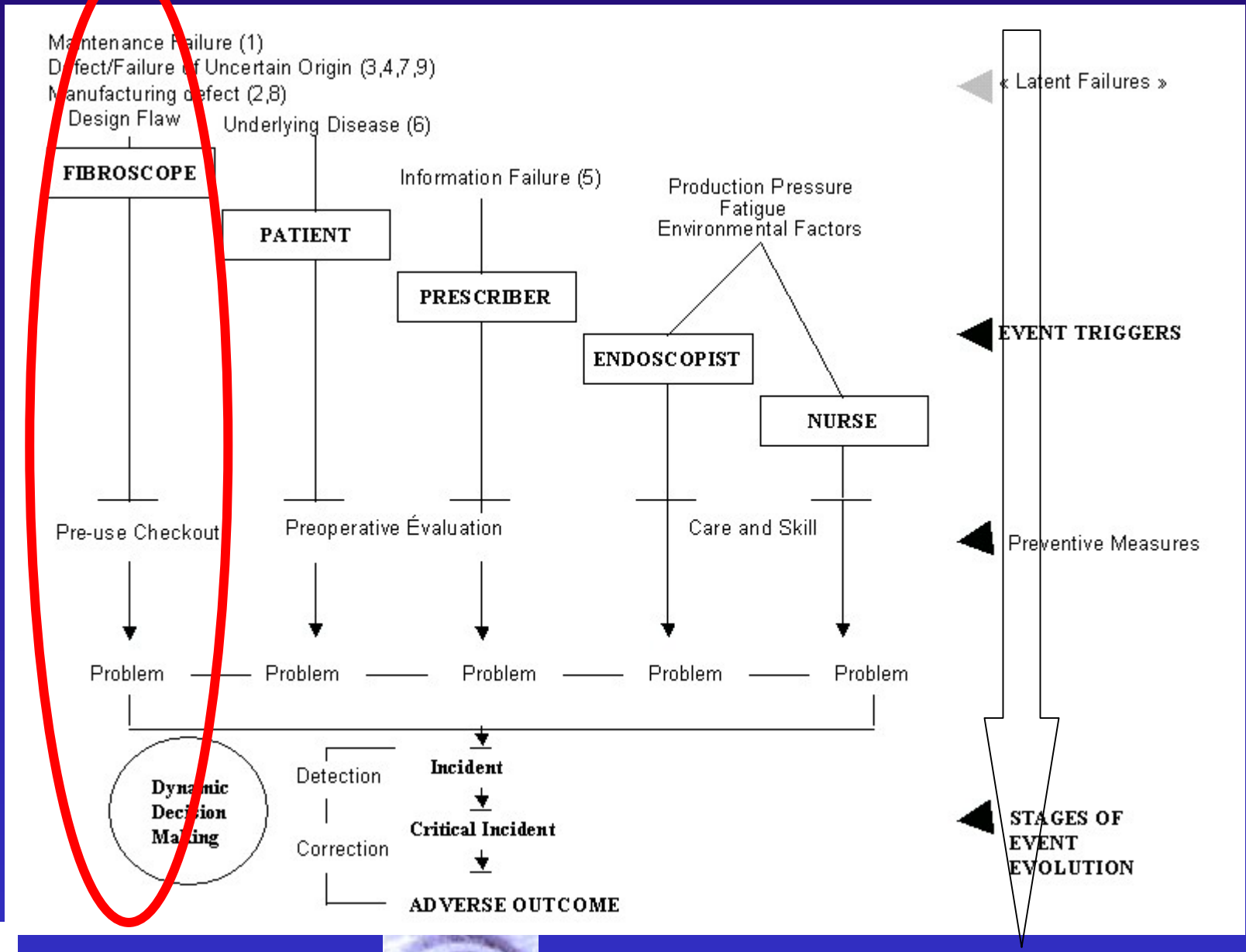

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Routine endoscopy (1) : material critical paths

Endoscope	Biopsy ports caps Biopsy channel
Equipment	Biopsy forceps
Environment	Screen position

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Proactive corrective action (1) : aimed at material

Endoscope	Biopsy ports caps	Recall
	Biopsy channel	Exchange
Equipment	Biopsy forceps	Disposable equipment
Environment	Screen position	Ergonomic architecture

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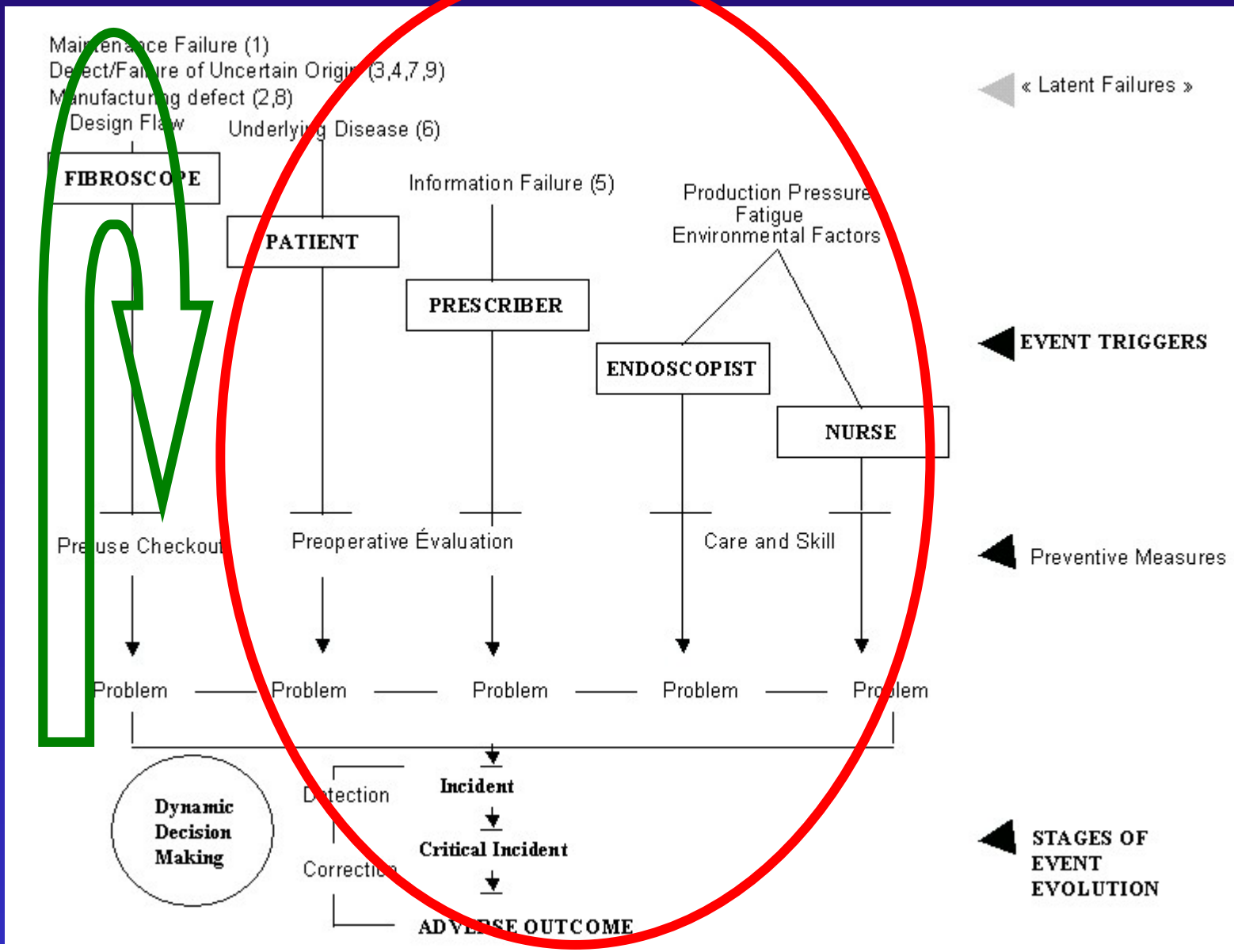
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Defect/Failure of Uncertain Origin (3,4,7,9)
Manufacturing defect (2,8)
Design Flaw
Underlying Disease (6)
FIBROSCOPE
PATIENT
Information Failure (5)
PRESCRIBER
Production Pressure
Fatigue
Environmental Factors
ENDOSCOPIST
NURSE
« Latent Failures »
EVENT TRIGGERS
Preuse Checkout
Preoperative Évaluation
Care and Skill
Preventive Measures
Problem
Problem
Problem
Problem
Problem
Dynamic Decision Making
Detection
Correction
Incident
Critical Incident
ADVERSE OUTCOME
STAGES OF EVENT EVOLUTION

Routine endoscopy (2) : human critical paths

Patient	Hypoxemia Hypocoagulability
Prescriber	Improper Knowledge
Practitioner	Production Pressure Fatigue

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Proactive corrective action (2) : aimed at human

Patient	Hypoxemia	Monitoring
	Hypocoagulability	Awarness
Prescriber	Improper Knowledge	Evaluation Awarness
Practitioner	Production Pressure	Economics
	Fatigue	Care

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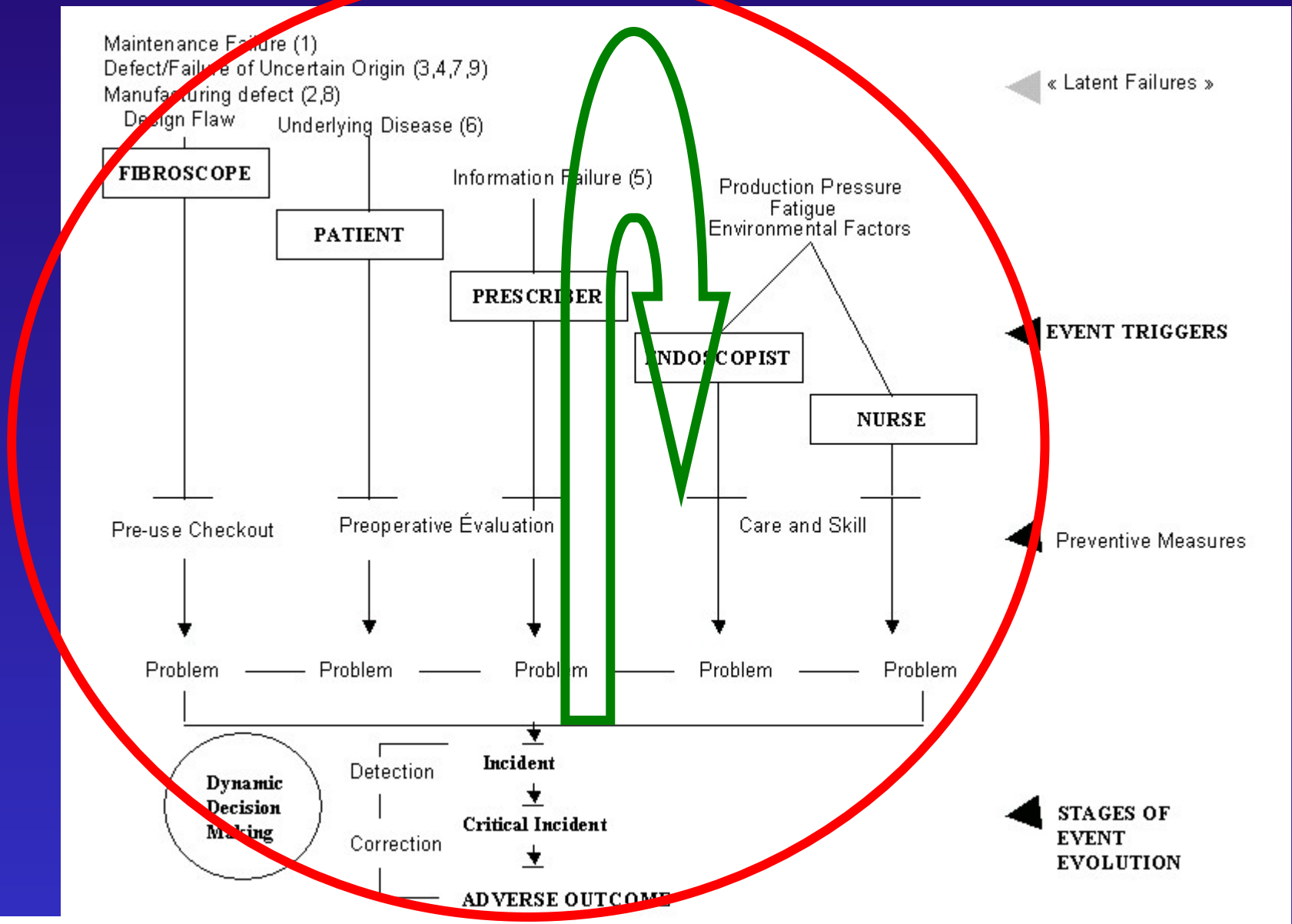

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routine endoscopy (3) :

complex maintenance paths :

material x human x hazard

=> Guidelines

=> Statements

=> Rules

=> Failures Reports

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Proactive corrective action aimed at (3) : complex maintenance paths

=> Guidelines: respect of patient selection

=> Statements: respect of warning

=> Rules: organisation for execution in the real word

=> Failures Reports: Editorial stimulation

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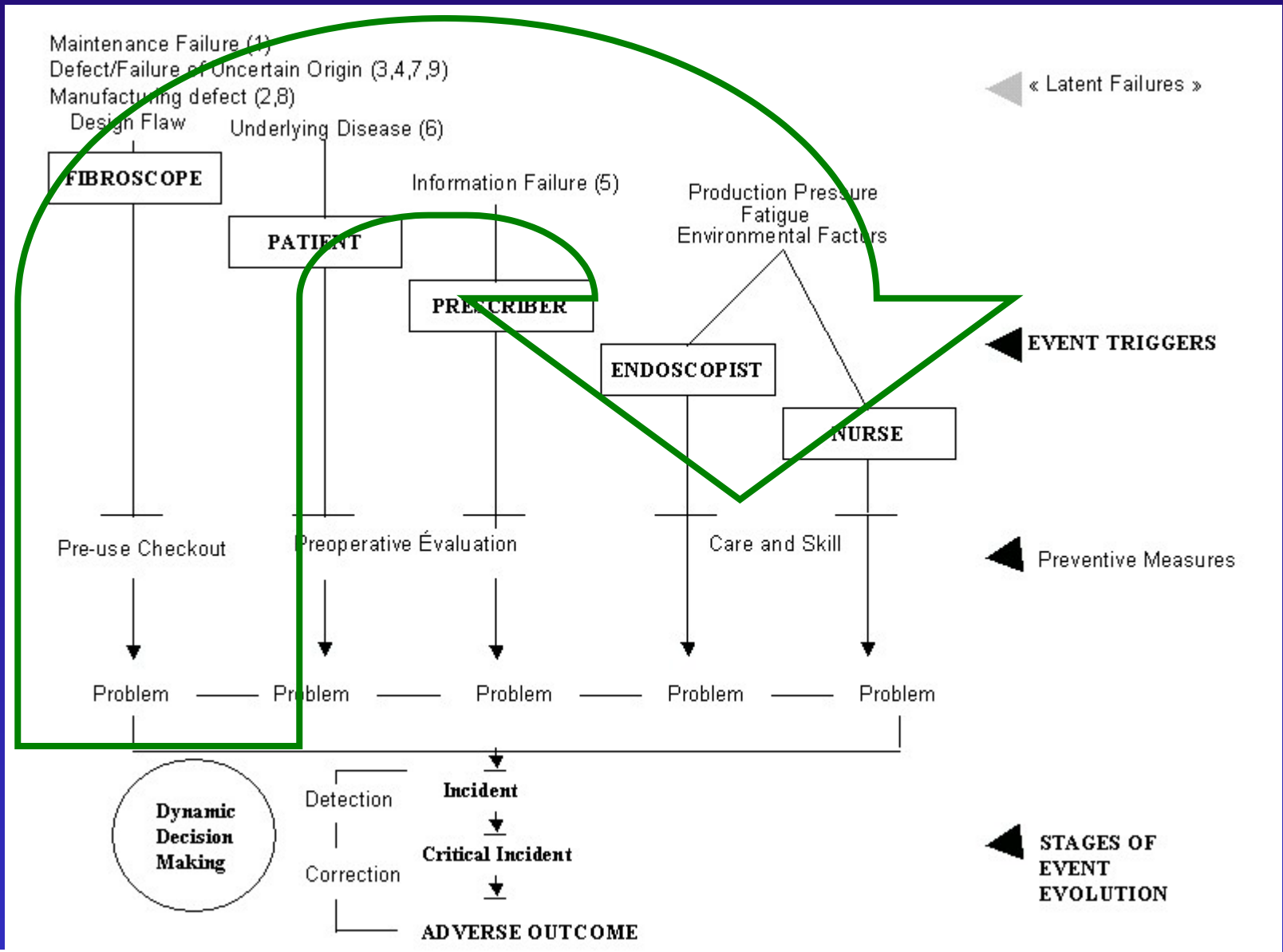
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SUMMARY

SFEF & aims to reduce adverse events :

1. Both focus proactive efforts
2. Neither assesses the adverse events reduction
3. Adverse events reduction is still in debate:
   - Claimed
   - Under-evaluation
   - Suspected
4. Industrial/Governmental decisions exist

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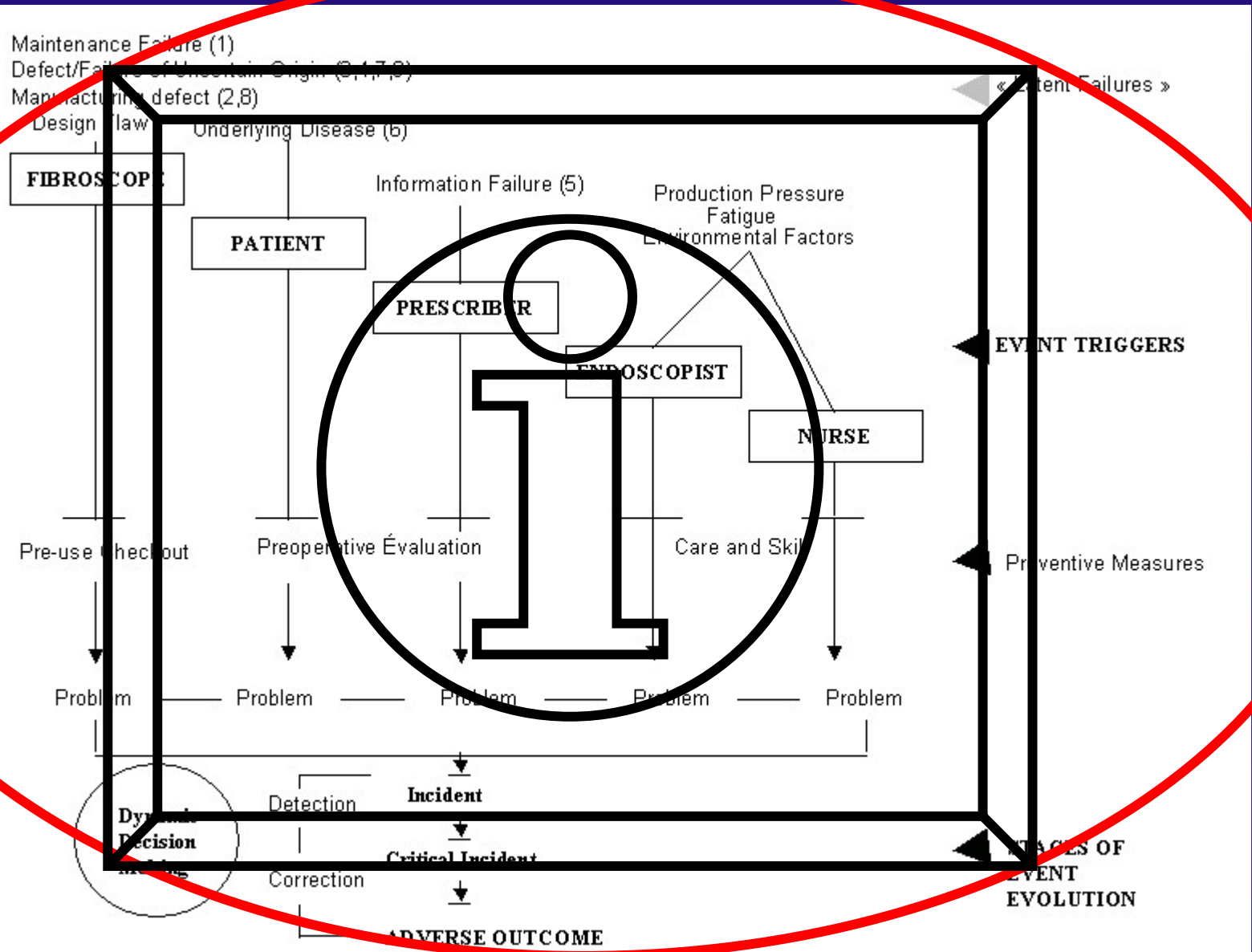
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Future developpements

=> Tracability

=> Sincere application & reports

=> Local Hierachisation of Efforts

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CONCLUSION (1)

Santardized Fibroscopic Events' Flowchart

Analyse the care of routine scoping procedures

According to the « Cause Tree Method » model

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CONCLUSION (2)

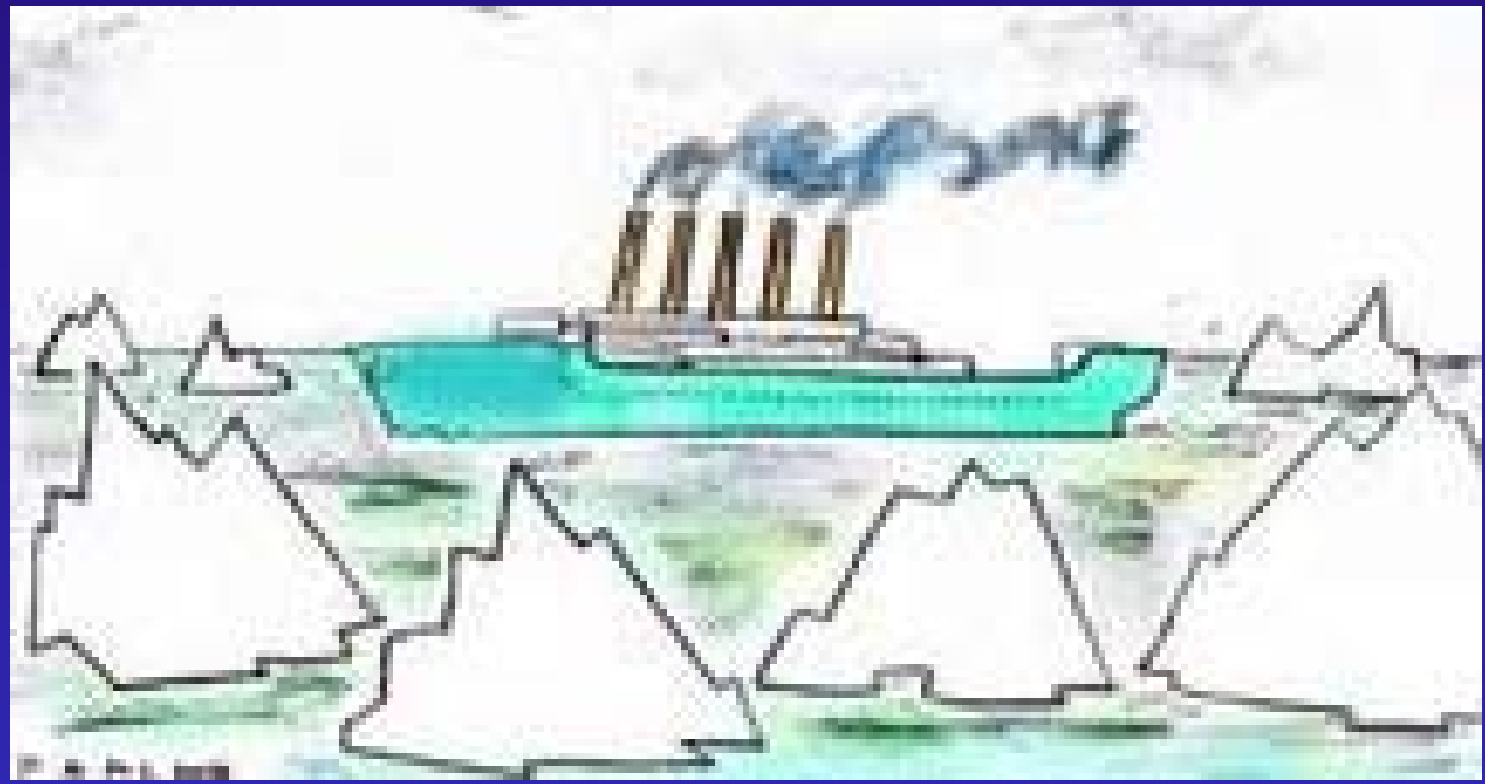
Catch pertinent details

Routine

Disturbance

Within the whole process

No panic, aren't we guys, the ones…



…who made those icebergs affordable?

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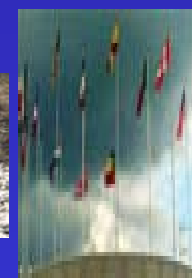

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