Content Overview

This self-directed E-learning course gives general understanding on patient safety and an integrated approach to patient safety programmes by focusing on different dimensions: governance and legislation, quality improvement, human resources, organisation, management, culture and financial impact. After introduction to systems perspective of patient safety and patient safety risks and risk management, the last module will invite you to enter a virtual hospital and look out for any type of potential patient safety issue in different stations, so-called “hotspots”. The course provides check lists and tools in risk management in 9 hotspots, including: central patient reception area, intensive care unit, operating theatre, central sterilization, ward management station (admission, documentation in patient file, implementation of expert nursing standards, use of SOPs, management of medications, patient information and confidentiality, communication in the ward, continual medical education and on-job trainings, discharge planning, transfusion management), pharmacy and supply, infection prevention and hospital hygiene management, obstetric care, management of human resources. Once you clicked on the relevant hotspot, an explanation will pop up on the following: (i) what is the patient safety issue or topic; (ii) what are preventive measures and follow up measures; (iii) additional information and materials are available for download on each hotspot.

Learning Objectives

The course will enable the students to:

− Use system engineering as a model for an integrated approach in patient safety
− Critically analyze the importance of risk management, related to provider organisations and processes, including diagnostic and medication management and comprehensive care.
− Develop patient safety measures in clinical setting.