

患者安全

世界卫生组织的策略与活动

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三条关键信息

1. 人非圣贤孰能无过 - 患者安全是一个全球性问题
2. 患者安全是系统问题 – 有效的系统可以减少错误
3. 可为您提供帮助的世界卫生组织患者安全项目和工具

患者安全



“我们对疾病的认识以及技术创新为提高20世界的人均寿命做出了重要贡献。但是，当今的重要挑战之一不是追赶最新的临床操作或高科技设备，而是在复杂、压力大和快节奏的环境中提供更安全的照顾。在这样的环境中，人们经常会犯错。”

陈冯富珍博士

世界卫生组织

总干事

2011



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

2002 – 世界卫生大会



督促成员国密切关注患者安全问题.....

要求世界卫生组织支持成员国在卫生服务机构中促进安全文化...

患者安全是一个严重的全球公共卫生问题

1/10的患者可能在医院中受到伤害；

- 院内感染被确认影响着超过14%的患者；
- 约20%–40%的卫生支出因低质的服务而被浪费；
- 旅客乘飞机受到伤害的机会为1/百万，而患者在医疗中受到伤害的机会为1/300；
- 每年约44,000 – 98,000的人死于医院的医疗差错

患者安全的发展

2004 – 第57届世界卫生大会支持创建“世界患者安全联盟”，并发起了“患者参与患者安全活动”

2005 – “干净的照护就是安全的照护”推广的策略和工具使卫生服务相关感染减少

2006 – 标准化的患者安全协定帮助患者安全问题的持续减少



患者安全的发展

2007 – “患者安全解决方案”帮助将知识转化为实操办法

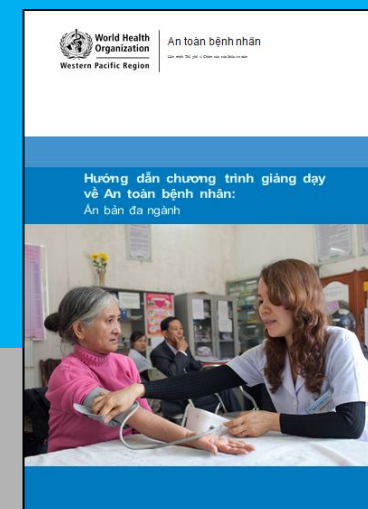


2009 – “安全手术挽救生命核对表”帮助确保遵循安全的手术操作, “国际患者安全分类框架” 有助于明确风险的原因并促进学习, “患者安全课程指南”有助于教育和培训卫生服务工作者的患者安全知识

Surgical Safety Checklist		World Health Organization	Patient Safety
Before induction of anaesthesia (with at least nurse and anaesthetist)	Before skin incision (with nurse, anaesthetist and surgeon)	Before patient leaves operating room (with nurse, anaesthetist and surgeon)	
- Has the patient confirmed his/her identity, site, procedure, and consent? - Yes - No - Not applicable - Is the site marked? - Yes - No - Not applicable - Is the anaesthesia machine and medication checked complete? - Yes - No - Not applicable - Is the pulse oximeter on the patient and functioning? - Yes - No - Not applicable - Does the patient have a: - Known allergy? - Yes - No - Not applicable - Difficult airway or aspiration risk? - Yes - No - Not applicable - Risk of >500ml blood loss (Pre-kg in children)? - Yes - No - Not applicable - Yes, and two (two) central access and fluids planned	- Confirm all team members have introduced themselves by name and role. - Confirm the patient's name, procedure, and where the incision will be made. - Has antibiotic prophylaxis been given within the last 60 minutes? - Yes - No - Not applicable - Anticipated Critical Events - To Surgeon: - What are the critical or non-routine steps? - How long will the case take? - What is the anticipated blood loss? - To Anaesthetist: - Are there any patient specific concerns? - To Nursing Team: - Has timing for blood indicator results been confirmed? - Are there equipment issues or any concerns? - Is essential imaging displayed? - Yes - No - Not applicable	Nurse Verbally Confirms: - The name of the procedure - Completion of instrument, sponge and needle counts - Specimen labelling (read specimen labels aloud, including patient name) - Whether there are any equipment problems to be addressed To Surgeon, Anaesthetist and Nurse: - What are the key concerns for recovery and management of this patient?	

This checklist is not intended to be comprehensive. Additions and modifications to fit local practice are encouraged. Revised 1 / 2009 © WHO, 2009

2013 – “安全分娩核对表” (试行版) 确保在怀孕和分娩期间的安全操作



为更安全的照护，WHO的策略

- 1 干净的照护是更安全的照护.** 减少卫生服务相关感染的策略和工具, 通过手卫生、政府参与和支持全球和国内的手卫生宣传.
- 2 安全手术拯救生命核对表**通过确保遵循安全的手术操作流程, 植入了一个可执行的策略来挽救生命.
- 3 安全分娩核对表**确保了在怀孕和分娩期间的安全操作。(正在研究中)
- 4 非洲患者安全合作伙伴**通过建立非洲和欧洲的联系来帮助提高非洲的患者安全.
- 5 国际患者安全分类框架**用于定义与报告和学习系统的患者安全信息, 来明确风险原因和促进学习.



为更安全的照护，WHO的策略

6 通过确立优先事项、知识管理、制定评估伤害的工具和支持发展中国家的研究，更好的知识来确保更安全的服务。

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7 “患者安全解决方案”将知识转化为实操办法

8 标准化的患者安全协定帮助患者安全问题的持续减少

9 患者安全课程指南教育和培训未来的卫生服务工作者成为患者安全的领导者。

10 患者参与患者安全营造了患者和卫生服务机构之间的良好的合作关系，让患者有了自己的声音。



世界卫生组织的首要全球患者安全挑战

干净的照护是更安全的照护

截止2013年6月，132 个WHO 成员国正式声明将支持实施减少院内感染的行动



挽救生命：清洁双手 – WHO全球呼吁医务人员行动起来

手卫生自我评估框架



JOIN the
Campaign!

Take
Action!

Tools & Resources
for Cleaner Care

<http://www.who.int/gpsc/5may/en/>

核对表提高了服务标准化的依从性，促进了服务提供者之间的沟通，减少了手术并发症。

世界卫生组织的第2个的患者安全挑战 安全的手术挽救生命

Surgical Safety Checklist			 World Health Organization	Patient Safety A World Alliance for Safer Health Care
Before induction of anaesthesia	Before skin incision	Before patient leaves operating room		
(with at least nurse and anaesthetist)	(with nurse, anaesthetist and surgeon)	(with nurse, anaesthetist and surgeon)		
Has the patient confirmed his/her identity, site, procedure, and consent? ☐ Yes	☐ Confirm all team members have introduced themselves by name and role.	Nurse Verbally Confirms:		
Is the site marked? ☐ Yes ☐ Not applicable	☐ Confirm the patient's name, procedure, and where the incision will be made.	☐ The name of the procedure		
Is the anaesthesia machine and medication check complete? ☐ Yes	Has antibiotic prophylaxis been given within the last 60 minutes? ☐ Yes ☐ Not applicable	☐ Completion of instrument, sponge and needle counts		
Is the pulse oximeter on the patient and functioning? ☐ Yes	Anticipated Critical Events	☐ Specimen labelling (read specimen labels aloud, including patient name)		
Does the patient have a:	To Surgeon:	☐ Whether there are any equipment problems to be addressed		
Known allergy? ☐ No ☐ Yes	☐ What are the critical or non-routine steps? ☐ How long will the case take? ☐ What is the anticipated blood loss?	To Surgeon, Anaesthetist and Nurse:		
Difficult airway or aspiration risk? ☐ No ☐ Yes, and equipment/assistance available	To Anaesthetist: ☐ Are there any patient-specific concerns?	☐ What are the key concerns for recovery and management of this patient?		
Risk of >500ml blood loss (7ml/kg in children)? ☐ No ☐ Yes, and two IVs/central access and fluids planned	To Nursing Team: ☐ Has sterility (including indicator results) been confirmed? ☐ Are there equipment issues or any concerns?			
	Is essential imaging displayed? ☐ Yes ☐ Not applicable			

中国的患者安全



安全外科核对表

清洁双手运动

世界卫生组织西太区 – 中国的197所医院（总数为23170）

安全分娩核对表

这是一个旨在辅助分娩团队完成所有必要的临床操作的简单工具。

- 在包括中国在内的一些国家得到了验证
- 初步结果表明一些关键因素能带来明显的改进：
 - 手卫生和在检查时带手套
 - 在产后1分钟管理催产素
 - 每位生产的妇女都使用图谱
- WHO的研究还在开展中.....

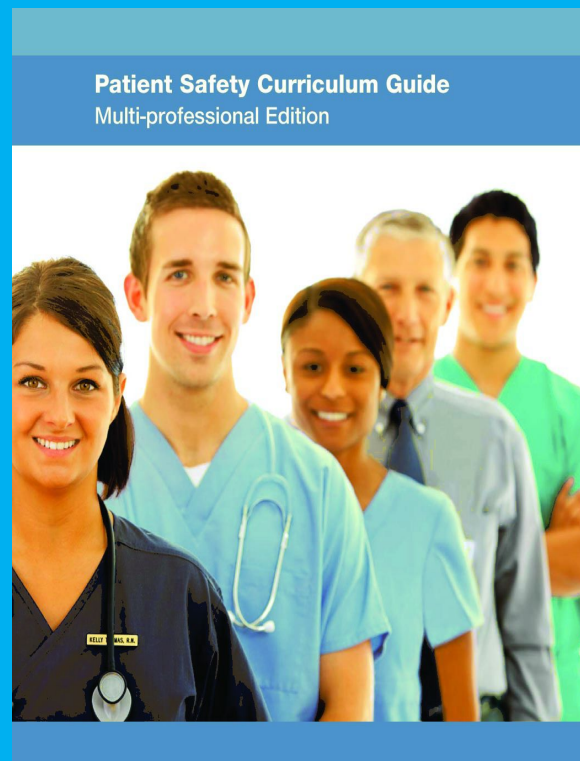


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1. 什么是患者安全？
2. 为何运用人为因素工程学知识对患者安全很重要？
3. 理解系统及其复杂性对患者医疗服务的影响。
4. 做一名高效的团队合作者
5. 从错误中学习，防范伤害
6. 了解和管理临床风险
6. 采用质量改进方法，提高医疗服务水平
8. 加强患者和照护者的交流
9. 感染防控
10. 患者安全和侵入性医疗操作。
11. 提高用药安全。



世界卫生组织和中国的患者安全



患者安全教程指导多学科综合版中文版于2012年7月，在北京发布

中国的患者安全

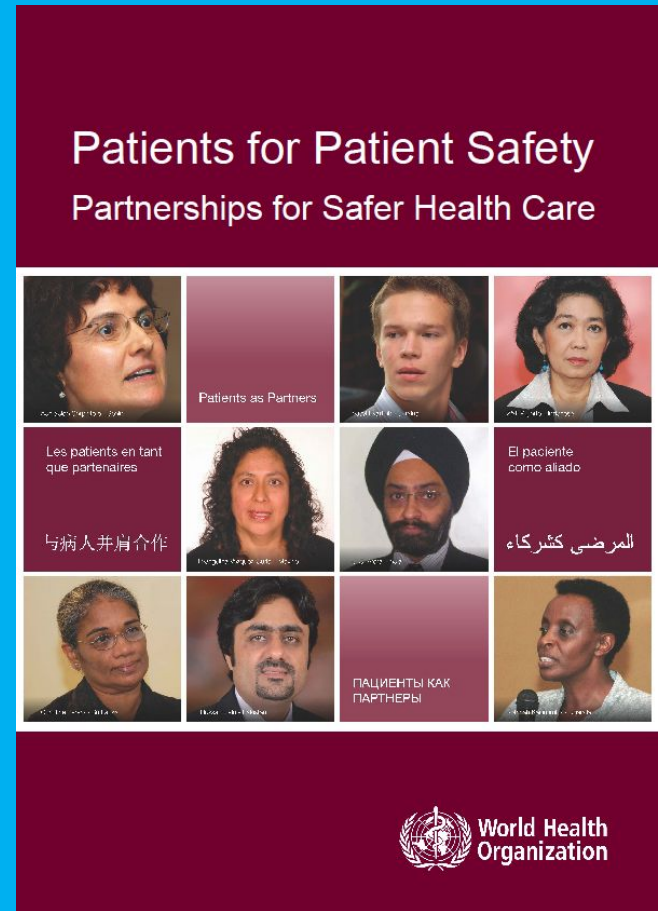


教育与研究

患者安全项目和国家级
师资培训

患者参与患者安全 (PFPS)

- 认识到患者参与的重要作用及价值是改变的催化剂
- 强调以患者为中心来改进医疗服务质量和安全
- 让消费者和患者作为伙伴参与卫生服务
- PFPS是一个全球的患者、消费者、服务提供者和消费者组织的网络，旨在支持患者参与国内和国际的患者安全项目 (全球有230 个宣传活动)
- 宣传活动在提高意识方面很成功



“孰能无错,掩盖事实虽不可原谅,但是不去学习是无法原谅的。”

*Sir Liam Donaldson,
WHO Envoy for Patient Safety*



UNSAFE MEDICINES

UNSAFE CARE

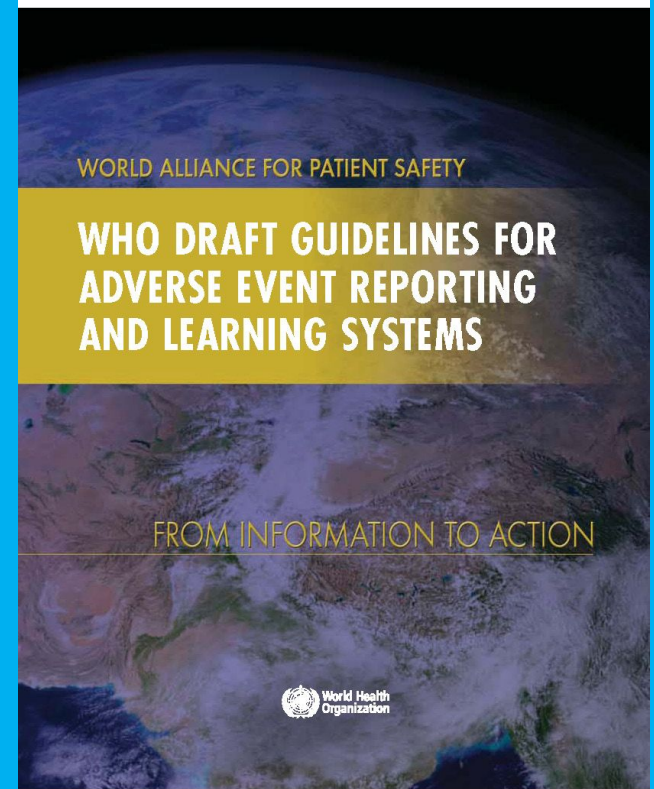
WRONG SITE SURGERY



HOSPITAL

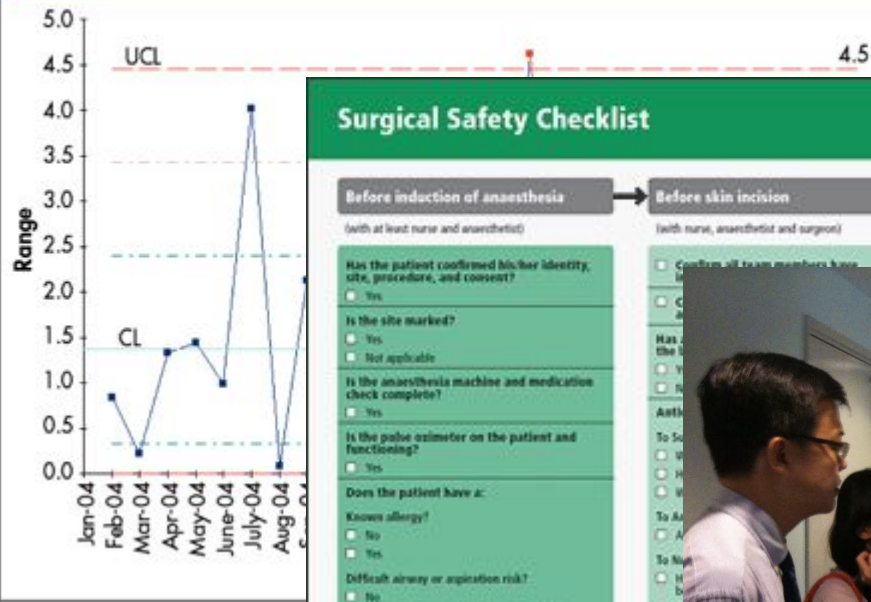
INFECTION CONTROL

患者安全@ 国家层面



患者安全@ 机构层面

Figure 3: Falls per 1,000 Patient Days



Surgical Safety Checklist

World Health Organization | Patient Safety

Before induction of anaesthesia (with at least nurse and anaesthetist) → **Before skin incision** (with nurse, anaesthetist and surgeon) → **Before patient leaves operating room** (with nurse, anaesthetist and surgeon)

Has the patient confirmed his/her identity, site, procedure, and consent?

☐ Yes

Is the site marked?

☐ Yes

☐ Not applicable

Is the anaesthesia machine and medication check complete?

☐ Yes

Is the pulse oximeter on the patient and functioning?

☐ Yes

Does the patient have a:

Known allergy?

☐ No

☐ Yes

Difficult airway or aspiration risk?

☐ No

☐ Yes, and equipment/assistance available

Risk of >500ml blood loss (Test/kg in children)?

☐ No

☐ Yes, and two IV/catheter access and fluids planned

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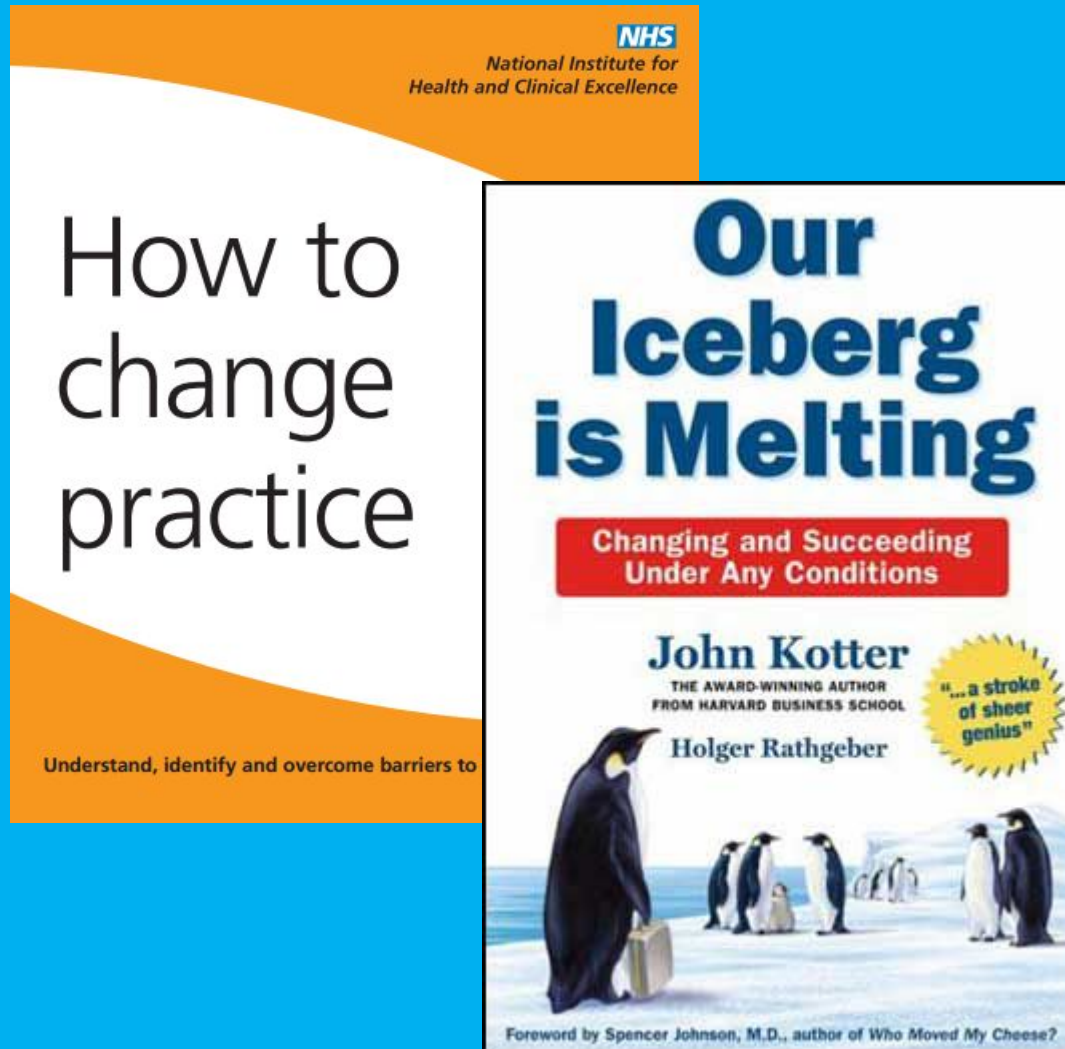


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患者安全@ 团队层面



- 改变行为需要专业的有力领导者.
- 你不能改变你的未来, 但是你可以改变你的习惯.....将改变你的未来 – *Dr Abdul Kalam*

患者安全的关键元素

- 领导力和承诺: 在区域、国家范围内解决患者安全和质量问题
- 倡导和提高患者安全带来的挑战、费用和改进措施的意识: 政治家、卫生服务提供者、学者、媒体和公众等
- 构建支持者的网络和合作关系(地区、全国和国际); **患者参与与认可**
- 实施地区和国家的关于安全话题的宣传活动
- 能力建设: 患者安全操作、指南、标准和原则; 基于国际标准的当地指导; 培训和**激励**卫生服务提供者; 法规体系、**报告**体系等
- 应用已有的患者安全最佳实践. 通过示范医院(国内、国际)作为典型来复制。**借鉴他人的经验来学习/适应当地的环境**
- 构建**安全文化/非指责**

三条关键信息

1. 人非圣贤孰能无过 - 患者安全是一个全球性问题
2. 患者安全是系统问题 – 有效的系统可以减少错误
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谢谢!



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