

Patient Safety in Hospital Care: A Review of the Patient's Perspective

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Abstract

We explain the history of ideas about patients' safety and provide a clear definition, description, and example of what patient safety means. Keeping patient safe is now a main focus for health care organization. Patient safety is a field in healthcare that uses safety techniques to create a reliable system for delivering medical care. Patient safety means making sure that health care systems reducing confusion that can happen and lessen their effects. Improving patient safety environment in hospitals can greatly enhance the quality, performance, and productivity of the healthcare industry. Our description covers why patient safety is important, which is due to the common occurrence of preventable mistakes that can harm patient. Hospital can greatly lower medical mistakes and harmful incidents by using the program and training staff focuses on keeping patient safe. This will help patients get better results and make the processes faster and more effective. Building culture of safety of patients in hospital lead better care and overall performance in healthcare. Hospitals can find and fix ongoing issues by making space where healthcare workers feel safe to report mistakes. This helps them take steps to avoid problems in the future.

Keywords: Significance of patient safety, infection prevention education and training program, quality enhance, challenges of patient safety, taken action against patient harm

Introduction:

Patient safety involves taking actions to minimize avoid harm to patients during their healthcare treatment. This involves building a safe environment in healthcare facilities and putting in place plans to lower chances of medical mistakes, infections and other negative events that could endanger patients' health. The first of the six issues that the IOM has identified for the 21st century for improving the health system is "Safe health care", i.e. patient safety. One important realization from the 1990s was that even though modern medicine can treat and improve many illnesses, hospitals were not always safe environments for recovery ^[1].

A major challenge to improving safety is the lack of high-quality information to allow healthcare organizations, teams, and individuals to evaluate how they are performing, and where there are deficits and risks ^[2]. Instead, they were areas filled with dangerous that could harm patients. One significant reaction to this understanding is the increased focus on keeping patient safe. Patient safety is now recognized as a serious field of study. It includes a collection of knowledge and skills that can significantly change healthcare. Many countries now understand the importance of patient safety, thanks to world health organization's world alliance for patient safety, which has helped raise global awareness. There are still many important difficulties in putting patient safety rules and practices into action. It's important to clearly explain what it is and how it works. Experts have shared ideas about patient safety offered different model explain it. We start by highlighting important ideas in the history of patient safety ^[2].

Aims and objectives:

1. Keep patients safe: Minimize mistake in medical care, harmful incidents, and infections linked to healthcare.
2. Enhance the standard of care: Make sure that healthcare is provided in a way that is effective, quick and focus on the needs of patients.

3. Use safety rules based on proven facts: Use methods such as surgical safety check list, handwashing rules, and checking medicine lists

Methods:

Patient safety review methods are organized ways used in healthcare to find, examine and reduce risk to patients. These methods identify the main reasons for mistakes and enhance systems to similar problems from happening in the future. Here's a summary of important methods often used in reviews of patient. In order to perform a thorough literature review, we utilize the following databases: PubMed, Google Scholar, research gate. For this review, we employ the search terms: "hospital safety," "healthcare quality," and "safety improvement," "patient safety culture" and "improvement". The review encompasses articles that concentrate on the enhancement of patient safety culture to improve patient safety management, elevate healthcare quality, and ensure patient safety, resulting in few articles being included in the study. The types of articles consist of systematic overview, cross-sectional research, qualitative research, and descriptive research^[3].

Needs of Patient safety in healthcare :

According to Yeditepe University Hospital, Healthcare has become much more complex today with new medicines, advanced treatment methods, digital health applications and advancing technology. Although studies on patient safety came to the agenda with the patient rights studies, the increased attention to this issue was due to the report published by the Institute of Medicine (IOM) in 1999. According to this report, 44,000-98,000 people die annually in the United States due to medical errors. According to the World Health Organization (WHO), millions of patients are harmed by unsafe healthcare services every year. In developed countries, 5-10% of hospitalized patients contract nosocomial infections and 7.5-10.4% are exposed to side effects of medications each year. In developing countries, 5-15% of patients are infected with HIV due to unsafe blood transfusions^[4].

Ensuring patient safety and quality healthcare is essential for the well-being of individuals seeking medical assistance. Disregarding safety can lead to serious injuries or even death. Clinical safety is extremely important. It is important because when it works properly, a patient does not experience any extra problems. This is why procedure are carried out correctly, and medicines are administered properly. If do not take these precautions, small mistakes might turn into major health problems. Hospitals and clinics must focus on patient safety by prompting openness, enhancing communication and strictly avoiding any form of carelessness. This protects both the patients and health care workers^[5].

The significance of patient safety:

1. **Providing excellent medical care:** Raising the bar for clinical care is one of the main advantages of patient safety initiatives. Protections against misdiagnosis, for instance, guarantee that patients receive treatment for the appropriate underlying ailment, they assist healthcare professionals in making sure they are treating the underlying disease rather than merely a symptom or side effect. Furthermore, even if patients' treatment necessities a lengthy stay in a medical institution, patient safety program can assist in making sure that all of patient's physical and mental needs are meet^[6].
2. **The Correct Work Environment:** The major focus of *the IOM's report, Keeping Patients Safe: Transforming the Work Environment of Nurses*, was to emphasize the dominant role of the work environment within health care organizations and the importance of the work environment in which nurses provide care to patients. Research reviewed by the IOM committee reported that nurses were dissatisfied with their work and wanted better working conditions and greater autonomy in meeting the needs of patients. The significance of these and many other findings led to the committee recommending significant changes in the way all health care organizations were structured, including a. management and leadership, workforce deployment, c. work processes, and d. organizational cultures" After the release of that report, the *American Association of Critical-Care Nurses (AACN)* expanded upon these concepts and put forth the following standards for establishing and sustaining healthy work environments: a. effective, skilled communication; b. true collaboration that is fostered continuously; c. effective decision making that values the contributions of nurses; (d) appropriate staffing that

matches skill mix to patient needs; (e) meaningful recognition of the value of all staff; and (f) authentic leadership where nurse leaders are committed to a healthy work environment and engage everyone^[6].

3. Care Focus on the patient: In Crossing the Quality Chasm, *the IOM recommended that* “all health care organizations, professional groups, and private and public purchasers should adopt as their explicit purpose to continually reduce the burden of illness, injury, and disability, and to improve the health and functioning of the people of the United States”. For this recommendation to be realized, the IOM asserted that health care would have to achieve six aims: to be safe, effective, patient centered, timely, efficient, and equitable. Patient-centered care is considered to be interrelated with both quality and safety. The role of patients as part of the “team” can influence the quality of care they receive and their outcomes. The IOM recommended that clinician’s partner with patients (and the patient’s family and friends, when appropriate)^[6].

4. Effective management and availability of an equipped and compassionate body of worker is a prerequisite for the availability of safe care. Patient protection ideas and principles must end up a crucial part of scientific tanning, tanning and continuous professional development for all categories healthcare expert. Patient safety requires care strategies to be redesigned and standardized techniques implemented in any respect ranges of the fitness care machine so that susceptible to human errors^[6].

The way of spreads infection:

- There are other ways to explain how commonly used bacteria spread. Bacteria can be distributed through sexual contact. This is usually done by sperm and vaginal discharge(body fluid), but it can also occur through contact with the mucous membrane. Bacteria can spread through food and water^[7].
- The bacteria can spread up the sneezing, coughing, or rubbing eyes, then it can be transferred to other family members. Proper washing the hands can help prevent diseases such as cold infections or usual eyes^[7].
- Typically, germs are transmitted from hands to food by person who prepares infected food, who does not wash their hands to food by a person who prepares infected food, even who does not clean their hand after using toilets^[7].
- Communicable diseases spread in hospital from one person to another: Coughing, sneezing and even touching can distribute viruses and bacteria from one person to another. In the pandemic in 2020, how many covid19 spread quickly person to person in the hospital^[7].
- Indirect Contact: When patient suffers cough or sneeze with that condition if they touch doorhandle, light switch, any staff member or patient who later comes into contact with that surface may acquire the pathogens. If these individual then touch their nose, mouth, eyes they risk introducing the pathogens into their bloodstream^[7].
- Communicable diseases can spread through contaminated eating food or drinking. CAUTI Catheter-associated-urinary tract infection for example of common hospital acquired infection^[7].

The education of training and patient safety:

to organised endeavours to prepare healthcare expert, staff, and in some cases of patients with the information, aptitude, and the state of mind avoid hurt and progress the safety in healthcare. The main goal is to diminish the risk, improve communication and high-quality healthcare delivery. The process includes hypothetical learning and empathetic which workout strengthen squire standards in real world situation^[8].

Awareness of risk recognition	training helps staff to recognize frequent patient safety risk, such as medical error, infections.
Communication skill	: Effective communication is crucial for patient safety. Training methods include effectively communicating with patients, families and health team including methods such as 'SBAR' (Situation, background, assessment, recommendation)
Clinical guidelines and protocol	Healthcare staff are trained in evidence-based guidelines, protocol and security standards ensure that best practices are followed when providing them.
Getting patient involved	Engaging patient in their own healthcare decision, teaching patients about their safety plan and advice, Motivating patient to ask questions.

Steps taken by Government of India for ensuring Patient Safety especially in Public Hospitals and National Health Program:

1. Government of India has recently launched National Quality Assurance Program for Public Health Facilities. For ensuring quality of services National Quality assurance standards have been published, which incorporate all essential requirements regarding patient safety - physical safety, drug safety and infection control as mentioned above. There are a total of eight 'areas of concern' in the recently launched Quality Standards, and Infection control forms an 'Area of Concern' under the quality standards, giving the infection due importance. In the area of 'Clinical Services', we have a designated standard for Drug safety (Standard no E-7), which states that "The facility has defined procedure for safe drug administration". This standard would be measured by five measurable elements^[9]. Physical Infrastructure including preparedness for the fire safety in each department would be measured under the Departmental check list. While doing the quality assessment of health facilities, there is assessment at three levels – a) Facility level (continuous internal assessment) b) Periodical Assessment by the State team c) External Assessment by the Government of India (MoHFW) Thus, in the new Quality System, it is the endeavor of MoHFW to give due importance to patient safety, so that public health facilities are safe for the patients. Public Health Facilities providing quality of services according to these standards will be provided certification and financial incentives by government of India.
2. Indian Public Health Standards (IPHS) also provide the norms for the Infrastructure and Disaster preparedness^[10].
3. For better implementation of infection prevention practices, and also for bio-medical waste management, the Government of India has published Infection management and environment plan (IMEP) guidelines for public health facilities. All states are provided requisite financial support under the NRHM to implement these guidelines.

4. For safety under National Immunization program me, the Government of India has published AEFI (Adverse Event following Immunization) guidelines. AEFI committees have been constituted at district, state and national level that monitor and take appropriate actions vaccine safety under immunization programme^[10].

5. For safe care of pregnant women, especially in labor room and maternity wards, Government of India has published MNH tool kit, which includes WHO Safe Birthing Checklist to ensure adherence to clinical protocols and prompt identification of danger sign and prompt referral^[10].

WHO's initiative towards worldwide patient safety

- **Worldwide efforts to improve patient safety :** Recognizing patient safety as a global health priority, and as an essential component of strengthening health systems for moving towards universal health coverage, the Seventy-second World Health Assembly adopted resolution WHA72.6 on “Global action on patient safety” in May 2019^[11].
- **Global Patient Safety Action Plan 2021–2030 :** The Global Patient Safety Action Plan 2021–2030 outlines a strategy for various stakeholders to collaborate and carry out patient safety initiatives in a holistic way. Its objective is “to minimize avoidable harm stemming from unsafe healthcare worldwide,” with a vision of “a world where no one experiences harm from healthcare, and every patient receives safe and dignified care consistently, in every location.” ^[11].
- **World Patient Safety Day :** Since 2019, World Patient Safety Day is recognized globally each year on September 17, urging nations and international partners to come together in efforts to enhance patient safety. This worldwide initiative, with its annual focus, seeks to raise awareness and foster a deeper understanding of patient safety while driving stakeholders to take action to prevent preventable harm in healthcare, ultimately improving safety for patients^[11].
- **WHO Flagship initiative “A Decade of Patient Safety 2021–2030”** The WHO has initiated the Patient Safety Flagship as a groundbreaking effort aimed at directing and assisting strategic actions for patient safety on global, regional, and national scales. Its primary focus includes aiding in the execution of the Global Patient Safety Action Plan for the years 2021 to 2030^[11].

Challenges:

Healthcare challenges and various issues regarding patient safety partially stem from the accomplishments of contemporary medicine in fighting illnesses. Due to advancements in nutrition, medicine, dietary habits, and environmental factors, many individuals are not only living longer but are also managing one or more chronic ailments, including diabetes, heart disease, and cancer. Illnesses that were once deadly are now evolving into chronic conditions.

The survival rate for cancers, infections and AIDS, strokes, cardiovascular disease and many other previously fatal diseases have improved significantly even in the last decade. For instance a recent French study of 427,000 new adult cancer cases diagnosed between 1989 and 2004, showed significant improvements in 5-year survival for most cancers, especially prostate cancer (Grosclaude et al. 2013).

A traditional hospital cannot remain the main provider of care and the backbone of the health system simply because it is not affordable. Hospitals are Having, essential to any future vision of health care, but they will increasingly be focused on examinations and procedures requiring a very high level of expertise and sophisticated technology. The share of the beds for high dependency and intensive care will increase while the total number of beds will decrease (Ackroyd-Stolarz and Others 2011).

Most people treated for chronic conditions return to work, family and home with a personal ambition to lead the best possible life. This development poses enormous challenges for health systems in providing care that is affordable and accessible.

The leadership style and dedication to patient safety play vital role in shaping the hospital environment. When leaders fail to emphasize or nurture a culture of safety, it can adversely influence staff involvement and dedication to safety practices concerning patients. Effective and encouraging leadership is essential for establishing and sustaining a culture that prioritizes the safety of patients.

Conclusion:

Training plays key the part in actualization patient safety. Healthcare expert have to be follow a precise approach as daily workforce in the healthy environment. Hospitals can improve patient satisfaction and safety results by creating an atmosphere that promotes patient involvement, effective communication, and response to concerns. Developing thorough and successful patient safety measures requires integrating patient viewpoints into safety procedures. The education and training of the healthcare practitioners serve as the fundamental elements in strengthening systems, providing them with the abilities and attitudes necessary to making sure patient safety by fostering collaboration and the open communication.

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