Patient Safety - Health Manager Perspective

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Context: Are the patients resorting to health facilities receiving safe health service? Are they assured of competent, ethical health workforce rendering service—be it paid or unpaid?

Health is fundamental right of the country. It is the right of the patient to receive safe health services be in terms of quality doctors, medicines, equipment, nursing care, in hospital service or service in the community.

It is imperative that the Health Care Provider should be giving safe care and making care person/patient-centered. It is the responsibility of the Government, through health departments-Medical colleges, National Training Institutions, Vaidya Vidhaan Parishad, etc to deliver quality health service through competent health work force.

Do the doctors coming out of the medical institutions possess skills like empathy, compassion, personal attention, interaction, addressing the needs of the patient, attendents, instills confidence.

Literature says that around 90% of healthcare interactions take place in primary care, but 90% of all the incidents reported are in secondary care – it’s hard to believe that this accurately reflects the spread of reported harm at what level of health care delivery.

Need for Innovation: Lack of accountability: The literature search shows that only one third of the patients are happy with services rendered in tertiary care, middle level and primay care settings. The majority has no option but to resort to private sector, which is invariable a huge drain on their economy, lack of transparency, inaccessibility of the "doctors", --so who is assuring the safety of the patient for 2/3rds of the patient population that is resorting the private sector. Now, the basic point arises-who is the Health manager, who does the patient resort too. Stake holding has deviated far from service to commercial gains. Here the attending doctor's role is limited to curative aspect and rest in corporate style mechanism of safety provision.

The Role of Health Manager: This might sound like a old wine in a new bottle. We as health care providers are supposed to extend their services far beyond the realms mere curative component. They are preventive, promotive, social, mental and spiritual services, depending on the nature of the patient. They need to gain the confidence of the patient with respect to pharmaceutical, using of right appropriate equipment, conducting only the needed investigations, nursing care, non medical support, ensuring safe physical environs in the hospital or community.

Description of innovation:

Developing a patient satisfaction assessment tool: Inclusive of all elements from entry to exit from hospital,. This questionnaire is comprehensively designed and administered to the patients that attend the hospital, and unbiased analysis of their formal and non formal information is documented, for better the services in the hospital to with

Responsibility: It is the responsibility of the doctor to ensure that the individual patient feels safe, family feels safe and community feels assured. Percolating responsibility from the system, Medical Council of India, state, and district to the doctors, to produce competent workforce that will cater safe health. As
propounded by Prof. Amartya Sen, Health is a fundamental right of the country’s citizens. It is the responsibility of the Government to produce such Health Managers.

The doctors in the formation stage in the institutions are introduced to Humanities, medical sociology, ethics, communication skills, empathy etc. They are also evaluated for the same in respective disciplines during their study. Here, again the formative assessment of the student needs to be given due weightage, for they are under the supervision of the faculty, who can mentor and coach them in those domains.

The duties of a Medical manager: are Curative work, Preventive work, Promotive work, Training and Administrative tasks and as a doctor: Diagnose and treat, Prescribe, Follow up treatment, Any other form of treatment. Preventive and promotive services. Providing information and educating the patient about the causes of diseases, how to prevent them.

The role of medico social workers, public health nurses, health care personnel from the national Health programs, non medical personnel, community stakeholders, family representatives, beneficiaries of various National health Programs do look up to their doctor in the vicinity to guide them and bestow their faith in the health care provider.

**Lessons Learnt:**

**Patient/Family:** It is found in the current scenario, that the patient comes informed, and hence aware of both their own safety and the safety of others. The family could involve and take the opportunity for family care of a loved one, and called on healthcare professionals to think about the part they can play in facilitating this.

‘The individual patient is the one common denominator across all their care experiences, making them a natural source for information across healthcare boundaries, health professionals, services and care settings.’

**Patient Perspective On Safety:** we should introduce the importance of patient safety early on in the training of health professionals.