Innovative practices for training in healthcare: impact on patient safety and patients’ involvement

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1. Introduction
Training in healthcare is especially relevant for promoting patient safety for doctors, nurses and all the health professionals. The WHO organization has issued a specific curriculum for developing competences on patient safety inside the basics of clinicians’ training program (WHO, 2011). It is important for each country to develop curricula to find ways to deliver training which are sustainable and appreciated by clinicians.

In 6 European Member States the patient safety topic is part of the basic curriculum for the healthcare professionals, while in Italy it is object only of specific courses inside the accredited training programs. In the majority of the member States training on patient safety is considered part of the training on the job (Eurobarometer, 2014).

In the Tuscany Region, the Centre for Patient Safety elaborated a multimedia product which, through the use of realistic daily working scenarios, presents all the strategic knowledge and competencies for patient safety.

Through the analysis of the most relevant topics for training on patient safety at the international level, some strategic scenarios have been identified and described (Manser T., 2009; Sevdalis, 2013):
- Teamwork and safety in surgery
- Interprofessional communication
- Communication of adverse events
- Reporting e Learning System
- Patient safety practices – (preventing drug adverse events, infections, patient falls and promoting surgical check list) (Leape at al., 2002)

2. Practice innovation
The designed multimedia product of the Centre of Patient Safety of the Tuscany Region product has been designed with an innovative approach, strongly based on ergonomic methodology. Main characters of the product are the real clinicians, the content and also the interface of the product has been designed and tested with healthcare operators, the final users. Also the Centre for Patient Safety produced some cartoons, that have been designed together with representatives of citizens. The cartoons are focused on diffusing among citizens the key messages about patient safety in the healthcare organizations. They will be projected in the public areas of the healthcare settings, in order
to inform and share major risks in the hospitals with patients and their relatives/people who take care of them.

The represented daily life scenarios describe the organizational complexity, the opportunities for improvement and the conditions of risk which characterize the healthcare activities. The interface allows the trainer and also the end user to build her own training track, by exploring the different attitudes and reactions of the operators in the daily life contexts. Creativity in practice has been the main stream of this experience in developing training solutions for both clinicians and citizens.

The objective of the learning processes is to understand and facilitate the attitudes and actions which promote patient safety and resilience. As an additional material to scenarios there are presentations, articles and links to related website. Every topic section has a technical chart which contextualise the context to the adequate training setting, by referring to the Patient Safety Practices.

The training tools associated to the multimedia products have been designed as practical tools for clinical risk managers for promoting patient safety culture and they can be used both in face to face training and in the activities for training on the job.

Figure 1. Example of the multimedia product interface. Figure 2. Extract from the cartoon on patient safety practice preventing drug adverse events.

Results

The multimedia products have been formally inserted as training tools for patient safety programs in the Tuscany Region. They have been distributed to the entire regional public healthcare system (13 healthcare local trusts and 4 Teaching hospitals). The products are the main tool for the training of patient safety facilitators and clinical risk managers of each hospital, about 5000 healthcare operators. Furthermore the products have been adopted by the 36 private clinics which operate inside the Region. At the national level, five regions formally requested and adopted the multimedia product as part of their training tools for their healthcare organizations, while more than 20 different institutions (teaching hospitals, scientific societies, local trusts) from all over Italy established courses on patient safety where the multimedia products where used for face to face training sessions. Cartoons have been approved, citizens from the most important regional associations of citizens, as strategic tools for
promoting patient safety among in the public areas of the healthcare sites and they will be projected, by the end of this year, in all the public areas of the public hospitals.

References

Eurobarometer, Patient Safety and Quality of Care


