

## RESEARCH TOPIC: DEVELOPING A CONCEPTUAL FRAMEWORK FOR PATIENT SAFETY INDICATORS IN PRIMARY CARE

**LEAD:** Ministry of Health of the  
Government of Catalonia.  
Service promoting  
Patient Safety. Spain



Generalitat de Catalunya  
**Departament de Salut**



# OBJECTIVES

- To provide an operational definition and a set of characteristics for patient safety indicators applicable to the context of the Primary Care in Europe.
- To identify those aspects or characteristics relevant to patient safety in European primary care settings.
- To identify those areas/aspects for which indicators have not yet been developed.

# METHODS

- To uptake the Spanish (Catalan) experience as a starting point.
- To conduct an extensive literature review.
- To conduct a Delphi survey, with external experts from each participating country.

# DEFINITION (draft)

## ➤ Patient Safety Indicator

Patient safety indicators are measuring tools to identify, to monitor, to evaluate any unintended event or hazardous condition in the process of care, rather than due to the patient's underlying disease, that led or could have led to unintended health consequences for the patient.

# Characteristics of PS indicators (draft)

Learning from the Spanish experience and literature review:

- Metric properties (acceptability, sensitivity, appropriateness...)
- Leadership (impact of the management in clinical practice and patient outcomes)
- Policy and strategy (how GP practices implement policies, plans; accreditations, regulations...)
- People (PS culture, training plan, GPs involvement...)
- Partnerships & Resources (management of external partnerships, suppliers, infrastructures, medical technology, IT..)

# Characteristics of PS indicators (draft)

- Clinical Processes (working towards process management, decisions tools, referrals, delays, prof absenteeism, out of hours care, patient records system, prevention, chronic conditions, pharmacy...)
- Customer Results (customer perceptions...)
- Results in primary care professionals (professionals needs...)
- Results in the society (community perception of GP practice, environment activity...)

# How this can be useful for you?

- Uptake the definition provided and validate its applicability in your country by using key clinical leads and policy makers.
- Uptake the set of characteristics and validate if covers all aspects of primary care in your setting.
- You can use the list of indicators provided as a first approach to implement a patient safety agenda in primary care in your country.
- If you already have an agenda drafted or implemented you can consider to use the framework we provide as an external validation in order to increase national uptake.

## CONTACT DETAILS:



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# Spanish (Catalan) experience

## Spanish Context.

- Study on Patient Safety in Primary Care (APEAS 2008)  
Prevalence of adverse events: 1 adverse event every 100 Primary Care contacts.
- To encourage each regional government to develop and implement regional policies in Q&S.
- Development of the Catalan regional accreditation model in Q&S for primary care (2009)



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# Spanish (Catalan) experience

2011 - 2012

- Recruitment of a multidisciplinary group of regional experts.
- To identify standards on PS from the Q&S accreditation model (> 70% agreement).
- To identify SINE QUA NON standards on PS from the Q&S accreditation model (>80% agreement).
- To pilot the SINE QUA NON standards to 41 PC practices.
- To develop indicators for the SINE QUA NON standards.