

LINNEAUS EURO-PC

Patiënt safety in primary care in The Netherlands

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1. Introduction
2. Dutch policy agenda
3. Dutch research agenda



More attention on patiënt safety:

- ✓ To err is human-report
- ✓ Major incidents
- ✓ Ministry of Public Health:
 - Research in secondary care
 - Research on medication incidents (HARM-study)

Incidents in hospital care

- ✓ Main study outcome:
1700 preventable deaths in Dutch hospitals.
- ✓ National program to implement a systematic approach for improving patient safety in hospital care.
- ✓ National slogan: 'You work safe here, or you don't work here.'

Patient safety in primary care

- ✓ Untill 2005 little attention
- ✓ First initiatives
 - Ministry granted research
 - GP cooperatives analysing major incidents
 - Dutch GP organisations were putting patient safety on their accreditation agenda
 - ‘Care for safety’ : a primary care network organisation for improving patient safety in primary care



GP plays central role in Dutch health care system

- ✓ Enlisted patients, average practice population: 2322
- ✓ 100 million contacts a year for about 9.000 GPs
- ✓ 7d 24 h responsibility
- ✓ Manages 95% of all health care problems
- ✓ 'gate-keeper'
- ✓ 'navigator' for referred patients
- ✓ Major changes last decade
 - Group practices
 - GP cooperatives



Dutch Colleges of General Practitioners

1. A guide on reporting and analysing incidents in general practice
2. A webtool to assess patient safety features in practices
3. To be accredited GP practices has to have an incident reporting and analyzing system: a safety management system



‘ Care for safety’

Enhancing awareness on patient safety
among primary care professionals

- Incident reporting
- Addressing risk areas in
primary care

Practical toolkit for PC professionals

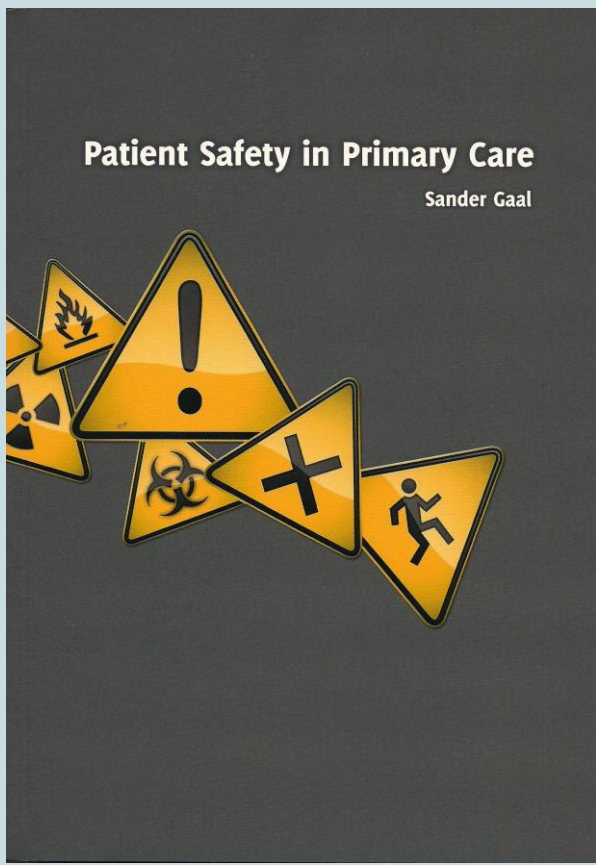
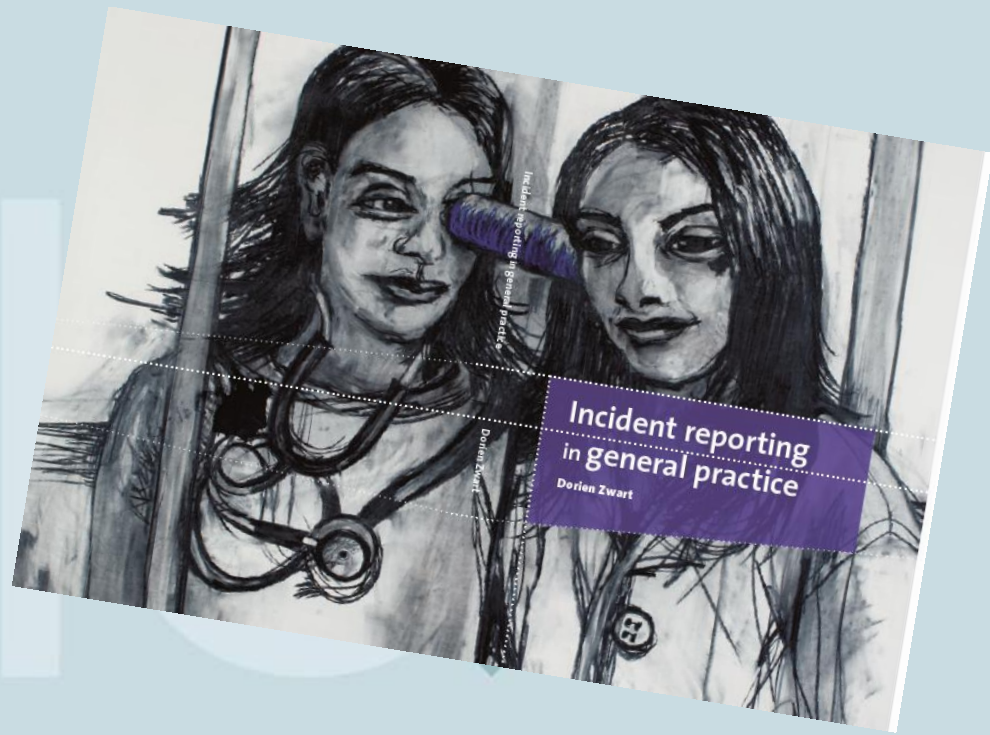
- **Start**
 - Checklist: how safe is my practice?
 - Small posters for waiting room etc
 - Overview on medication
- **Incident reporting**
 - National Incident reporting week 2011 and 2012

Conclusions incident reporting weeks 2011-2012

1. Incidents are reported on a national level and are instructive for preventing incidents
2. Incidents are discussed in the practice
3. Practices take measures to prevent new comparable incidents
4. Most incidents in GP practices on medication errors



Dutch research agenda



Netherlands Organisation for Health Research and Development



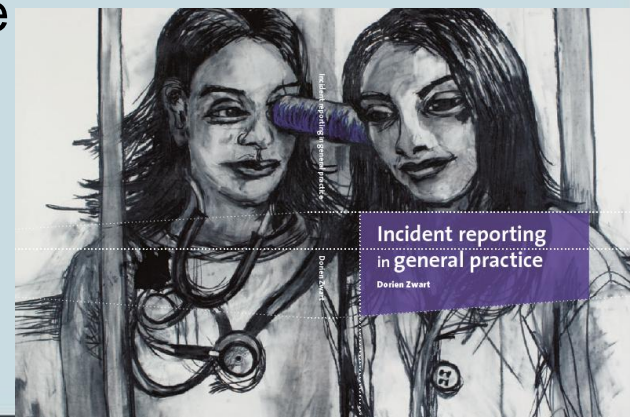
Research projects:

1. Prevalence of incidents in Dutch primary care
2. Safe prescribing of psychopharmaceutica to children
3. Implementation of interventions for preventing adverse drug events in high risk patient populations in primary care and in care and cure institutions
4. Effect of Medication Review and Counselling of Community Pharmacists of Patients discharged from the hospital on Medication safety and compliance
5. National Registration- en Analysesystem for Incidents in Healthcare

Incident reporting in general practice

Central aim

- ✓ Exploring whether the systems approach to medical error can be applied in general practice
- ✓ Operationalized:
 - Investigate the feasibility of incident reporting in general practice
- > Development of an incident reporting procedure
 - Local
 - Voluntary
 - Confidential
 - Reporting weeks



Incident reporting
in general practice

Dorien Zwart

Incident reporting in general practice

- ✓ Mainly reports concerning the work process
- ✓ 85% of reports have no or small consequences for patients but valuable lessons can be learned from the reports
- ✓ Reporting weeks enhance the readiness to report



Incident reporting
in general practice
Dorien Zwart

Incident reporting in out-of-office GP cooperatives

- ✓ Local reporting results in higher numbers of incident reports.
- ✓ Locally initiated improvements seem to be more practical and implemented sooner.
- ✓ A central overview would collate information from several local OHSs which may extend the opportunities for learning



Patient safety in general practice-Thesis

- ✓ What is patient safety?
- ✓ Dutch study on prevalence of incidents in primary care
- ✓ Disciplinary law verdicts?
- ✓ Linneaus partnership: how to learn for patient safety



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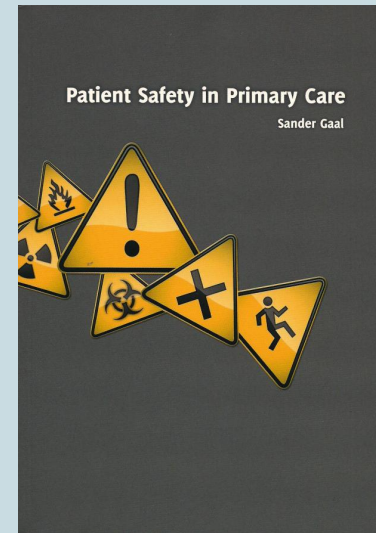
**Patient safety in Dutch
general practice,
a retrospective medical
record review**



Research on patient safety in the Netherlands

Analyses of 1000 patient records years in 20 GP practices.

- ✓ 8401 patient contacts showed 211 incidents (2.5%).
- ✓ 58 (0,7%) with tangible effects.
- ✓ No incident with serious health outcomes.
- ✓ Less serious incidents as in a comparable study in Dutch hospitals.



Conclusions Gaal et al

- ✓ Primary care is a relatively safe environment
- ✓ (Major) incidents do occur
- ➔ Different strategies are used and new innovative strategies are needed to further improving patient safety



Future research domains

- ✓ High risk patients, consultations and procedures in primary care
- ✓ Diagnostic performance in primary care
- ✓ Medication: decision support systems and pharmacist involvement
- ✓ Hygienic conditions in primary care practices and procedures.
- ✓ Patient involvement
- ✓ New innovative methods: prospective risk analysis
- ✓ Role of cultural, financial and organisational factors
- ✓ Dysfunctioning professionals