



## **DELIVERING PATIENT SAFETY**

**A 13 Element Multimedia Resource**

**A Case History**

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**TVC**

international + 44 (0) 7786-194437

[jd@netcontrol.co.uk](mailto:jd@netcontrol.co.uk)

## **DELIVERING PATIENT SAFETY**

### **Unique**

So far as we are aware, TVC is unique in harnessing broadcast television techniques to more than a decade and a half of close involvement in patient safety, human factors and quality care across the globe. Work in the medical field also draws on experience in other areas of activity where major hazards must be managed as part of daily life: aviation, oil exploration, nuclear power railways and space exploration.

### **International Experts**

*Delivering Patient Safety* is an example. It brings together, in a multi-part package of DVD programmes and support materials, the widest-ever range of international experts and front-line professionals to create a thirteen-element resource for clinical teams, managers and support organizations with patient safety responsibilities.

### **Tipping Point**

All over the world there appears to be a tipping point in attitudes to quality and patient safety issues. At international congresses and other gatherings, our experience is that we are repeatedly approached by new appointees with specific full-time responsibilities for quality and safety – a trend that has accelerated over the last year.

### **Secrets of Success**

In recognition of the remarkable global uptake of *Delivering Patient Safety*, it was featured in the *Secrets of Success* theme at the recent international *AMEE Congress in Prague*.

### **World Review**

A world review of patient safety resources, undertaken in Canada, identified *Delivering Patient Safety* as the most novel and useful resource for healthcare practitioners and providers of patient safety education, anywhere in the world.

### **USA**

An American-specific version of the series has recently been completed. This is intended to help facilitate the implementation of the forthcoming NQF Standards for best practice.

### **Dartmouth-Hitchcock**

We have produced a customized version for Dartmouth-Hitchcock, an Ivy League medical centre. This project provides a vehicle for the vision of key leaders across the organization as a new system-wide quality of care initiative is launched. We understand this to be one of the most far-reaching endeavors of its kind in the US and is the product of a culture with a will for profound long-term change.

### **Canada**

The Canadian edition, produced for CPSI (Canadian Patient Safety Institute) in both French and English, is in use by some 1,000 participating groups as a learning tool to meet national accreditation standards; for teaching key safety concepts to hospital leaders and for faculty development of health professional educators.

### **England & Wales – 600 Hospitals**

Through NPSA (National Patient Safety Agency) the series is in more than 600 NHS hospitals and PCTs and is licenced to the Healthcare Commission for use in each of its operating regions. Across the health service, the series is being used to facilitate patient safety initiatives among clinical teams and system managers who are gatekeepers of resources of time and money. It has also been taken up by the country's largest provider of private medicine.

### **Ireland**

*Delivering Patient Safety. Managing Human Error* – for high hazard industries and *Engineering Solutions to Human Problems* – for aviation, have all recently been purchased by The National University of Ireland.

**Australia**

The series is in use in hospitals and medical across, and an Australian version is under discussion with the New South Wales Health Executive in collaboration with the Commission for Clinical Excellence.

**Scotland – Safest in the World?**

*Delivering Patient Safety* is in use as part of Quality Improvement Scotland, the recently launched and much admired national initiative. IHI are closely involved with these developments. Don Berwick CEO has said that they offer the prospect of: “Scotland having the world’s safest healthcare system within five years.” The series is widely distributed in Scotland.

**Sweden**

A version entirely in Swedish, with national examples and locations, is in use across the Swedish Health Service. A second Swedish edition has been produced for use online.

**Denmark**

Discussions are in progress for a translated versions of the series.

**Singapore**

The Singaporean Ministry of Health has the series and discussions are taking place for the production of a Singaporean version for use across SE Asia.

**Iceland - Brasil**

The series is also in use cultural environments as diverse as: Iceland, the Netherlands and Brazil – perhaps a further example of a global tipping point.



## SAFETY & HUMAN FACTORS PROGRAMMING 2010

### Users & Collaborators

#### **Medical – International**

Australian Patient Safety Foundation  
Bond University, Australia  
Canadian Patient Safety Agency  
Brigham & Women's Hospital Boston USA  
Calgary Health Region, Canada  
Dartmouth Hitchcock Medical Centre  
Department of Health Western Australia  
Danish Society for Patient Safety  
Harvard School of Public Health  
Iceland - Landspítali - University Hospital  
Institute for Healthcare Improvement USA  
Kaiser Permanente Health System USA  
Landstingens Ömsesidiga Försäkringsbolag  
Mayo Healthcare System USA  
Partners Healthcare System USA  
Swedish Association of Local Authorities and Regions  
Singapore Ministry of Health  
Texas Medical Institute of Technology  
University of Utrecht

#### **Medical - UK**

NHS England & Wales - 600 Hospitals & PCTs  
National Patient Safety Agency  
Health & Safety Executive UK  
Healthcare Commission  
Northern Ireland Medical & Dental Training Agency  
Medical Protection Society  
Royal College of Surgeons of Edinburgh  
South Central Strategic Health Authority  
Glasgow Caledonian University  
Imperial College  
Quality Improvement NHS Scotland  
Royal College of Nursing  
Health Foundation  
Royal College of Physicians  
Alliance for the Safety of Patients

#### **NHS Trusts**

Royal Bolton NHS Trust  
Addenbrooks Hospital NHS Trust  
Barnet NHS Trust  
Birmingham E&N PCT  
East Anglian Ambulance Trust  
Gt. Ormond Street Hospital for Children  
Greenwich PCT  
Hitchingbrook NHS Trust  
Luton & Dunstable NHS Trust  
North Devon NHS Trust  
Nottinghamshire PCT  
Nilah In Wales  
Papworth NHS Trust  
Royal Berkshire NHS Trust  
Royal Bolton NHS Trust  
Royal Free Hospital  
St George's Hospital London  
St Mary's Hospital London

Sheffield Hallam University  
Tayside NHS Trust  
Tower Hamlets PCT  
Western Isles NHS Trust  
Weston General Hospital NHS Trust

**Energy & Primary Industry**

Air BP  
British Columbia Hydro  
Brunswick Nuclear Power Operations  
BOC  
ExxonMobil  
General Electric  
BG Group  
BHP  
BP  
ChevronTexaco  
Elf Nigeria  
Hazardous Installations Directorate HSE  
Health & Safety Executive - Ireland  
Humber Chemical Focus  
Alfred McAlpine  
Kerr McGee  
Kvaerner Offshore Australia  
Minerals Industry Safety & Health Centre  
Ok Tedi Mining Papua New Guinea  
Pilgrim Nuclear Power USA  
QNI Australia  
Rochester Gas & Electric USA  
Saudi Mining Company  
Shell Aircraft  
Shell Expro  
Shell International  
STEP Change in North Sea Safety  
Tencel  
TotalFinaElf  
Van Den Berg  
Woodside Energy Australia

**Aviation & Aerospace**

NASA - Kennedy Spaceport  
NASA - Jet Propulsion Laboratory  
Federal Aviation Administration USA  
National Transportation Safety Board USA  
US Army  
US Navy  
Civil Aviation Authority UK  
Federal Aviation Information Bureau - Australia  
Civil Aviation Safety Authority – Australia  
Air Transportation Safety Board - Australia  
Civil Aviation Safety Authority - New Zealand  
Lockheed  
Marsh Consulting  
TRW Aerospace  
Westar Aerospace

### **Airlines**

Air New Zealand  
Air UK  
Alaska Airlines  
Amiri Flight  
BedeK Israel  
British Airways  
British European  
BMI  
BWIA  
Continental Airlines  
Cyprus Airways  
Delta Airways

FLS Aerospace  
GE  
IFA  
KLM  
Loganair  
Luxair  
South African Airways  
Titan Airways

### **Institutions**

Cranfield University  
European Helicopter Operators Committee  
International Federation of Airworthiness  
FAS Ireland  
STEP Change in North Sea Safety  
TNO Netherlands  
University of Leiden  
University of Manchester  
University of Queensland

### **Railways**

Canadian Pacific  
Finnish Rail  
HMRI  
Netherlands Rail  
Norway Rail  
Network Rail  
Railway Safety & Standards Board UK