Cultura siguranței începe cu o poveste

Ioana Cristina Popescu, MBA
Presedinte I.C. Popescu Consulting

Octombrie 5, 2024 - Brasov, Romania

De ce povesti?

- Sistemul medical e social, complex, si dinamic
- Marshall Ganz: narativa comuna = schimbare sociala
  - Povestea mea
  - **Povestea noastra**
  - Povestea momentului acesta

http://marshallganz.usmblogs.com/files/2012/08/Public-Narrative-Worksheet-Fall-2013-.pdf
https://www.nourishleadership.ca/blog/2018/11/13/telling-the-story-of-self-us-and-now-seeing-environmental-nutrition-in-health-care-in-new-ways-nourish-wasan-retreat-october-2018

A fost odata…

Stories have wings: they fly from mountaintop to mountaintop.

— Romanian proverb

https://friendsofblueridge.org/category/blue-ridge-stories/ &
https://thebanffblog.com/moraine-lake/

Ce contribuie la siguranta

“The Journey: All the Way Home to my Self” by Dominique Hurley from HeART of HealthCARE

Intelege natura umana (biases)

Cnofrom uuni sduitu al ueni uivrestţiăni egenzle, nu cntzeaoă în ce ornide se alfă lirtelee întnr-un cunvât, sgnruiul lcuru ipotmanrt e ca pirma şi utlmiă ltieră să fie la lcuol lor. Rsteul ptoae fi o vrzaă colpemtă şi tot o vei petua ctii frăă prlboeme.

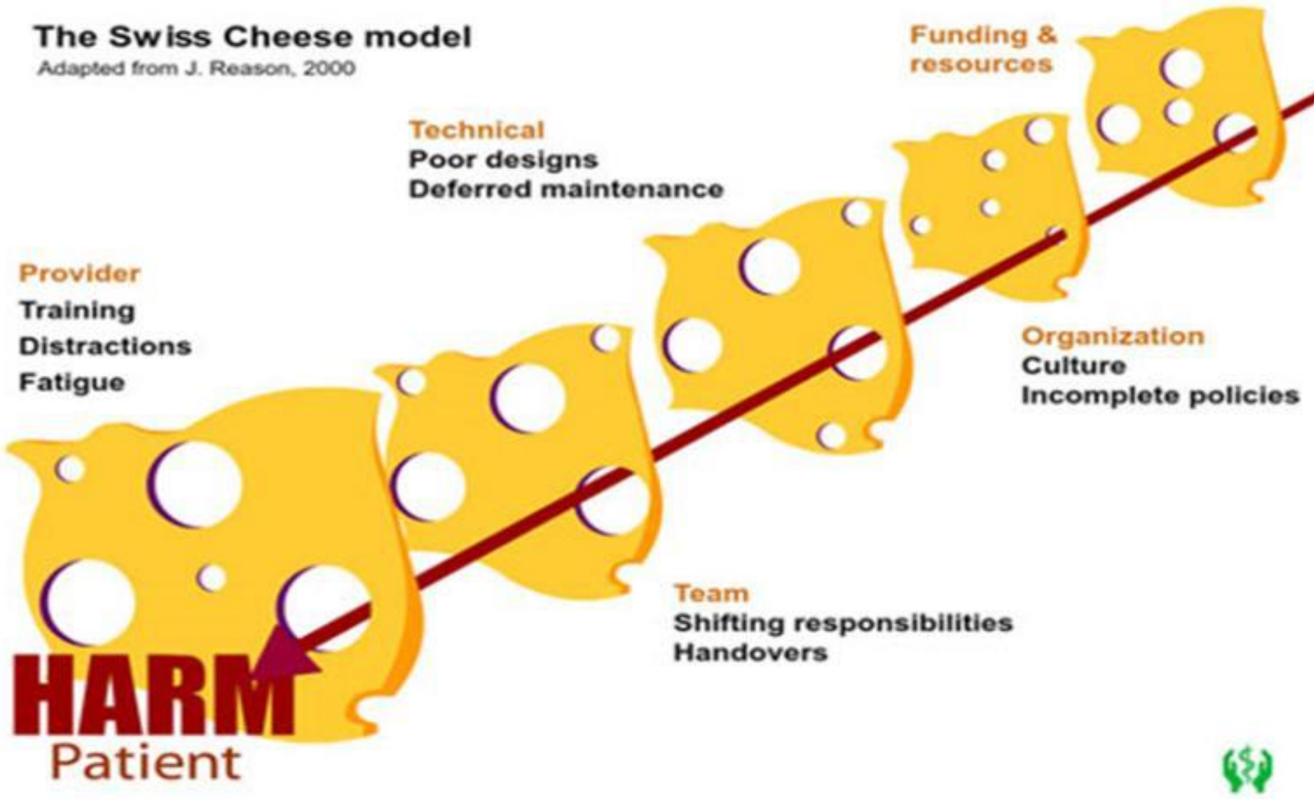
https://www.dictie.ro/curiozitati-lingvistice-test-de-citire/

https://www.youtube.com/watch?v=IGQmdoK_ZfY

Intelege sistemul

- Examineaza toti factorii mai ales cei mai departe de persoana

https://www.linkedin.com/company/joint-commission-resources/posts?lipi=urn:li:page:d_flagship3_detail_base;8MggqhoxSNOoznIh4CC8BQ==



Prevenire

- Anticipati unde sunt riscurile cele mai mari
- Aflatil cum le-au adresat altii
- Testati solutii local

https://ismpcanada.ca/resource/do-not-use-list/

Do Not Use

Dangerous Abbreviations, Symbols and Dose Designations

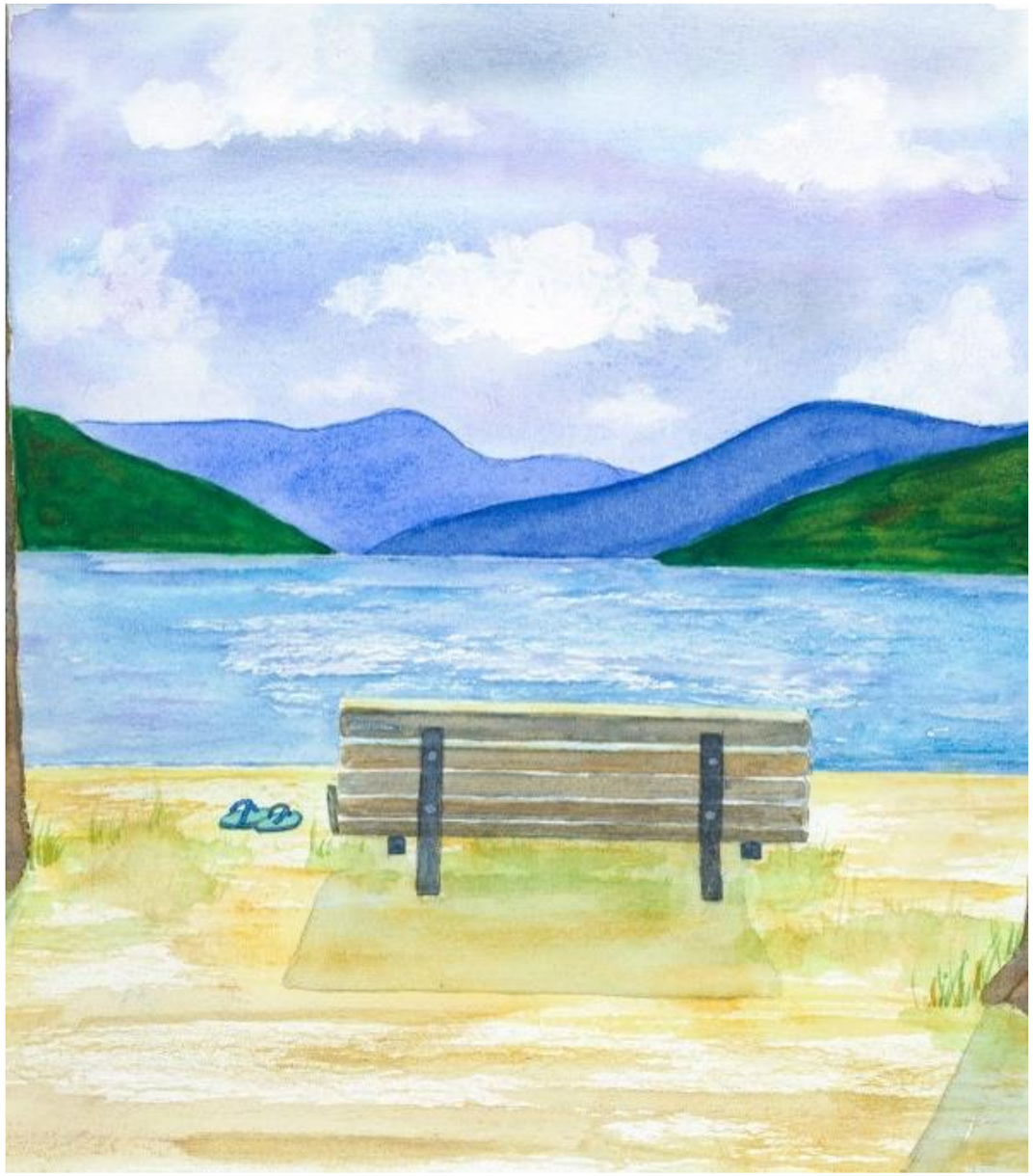
The abbreviations, symbols, and dose designations found in this table have been reported as being frequently misinterpreted and involved in harmful medication errors. They should NEVER be used when communicating medication information.

Abbreviation	Intended Meaning	Problem	Correction
U	unit	Mistaken for “0” (zero), “4” (four), or cc.	Use “unit”.
IU	international unit	Mistaken for “IV” (intravenous) or “10” (ten).	Use “unit”.
Abbreviations for drug names		Misinterpreted because of similar abbreviations for multiple drugs; e.g., MS, MSO_4 (morphine sulphate), $MgSO_4$ (magnesium sulphate) may be confused for one another.	Do not abbreviate drug names.
QD QOD	Every day Every other day	QD and QOD have been mistaken for each other, or as ‘qid’. The Q has also been misinterpreted as “2” (two).	Use “daily” and “every other day”.
OD	Every day	Mistaken for “right eye” (OD = oculus dexter).	Use “daily”.
OS, OD, OU	Left eye, right eye, both eyes	May be confused with one another.	Use “left eye”, “right eye” or “both eyes”.
D/C	Discharge	Interpreted as “discontinue whatever medications follow” (typically discharge medications).	Use “discharge”.
cc	cubic centimetre	Mistaken for “u” (units).	Use “mL” or “millilitre”.
µg	microgram	Mistaken for “mg” (milligram) resulting in one thousand-fold overdose.	Use “mcg”.
Symbol	**Intended Meaning**	**Potential Problem**	**Correction**
@	at	Mistaken for “2” (two) or “5” (five).	Use “at”.
> <	Greater than Less than	Mistaken for “7”(seven) or the letter “L” . Confused with each other.	Use “greater than”/”more than” or “less than”/”lower than”.
Dose Designation	**Intended Meaning**	**Potential Problem**	**Correction**
Trailing zero	*x*.0 mg	Decimal point is overlooked resulting in 10-fold dose error.	Never use a zero by itself after a decimal point. Use “***x* mg**”.
Lack of leading zero	. *x* mg	Decimal point is overlooked resulting in 10-fold dose error.	Always use a zero before a decimal point. Use “**0.***x* mg”.

Adapted from ISMP's List of *Error-Prone Abbreviations, Symbols,* and *Dose Designations 2006*

Cultura sigurantei

Obiectiv: imbunatatire

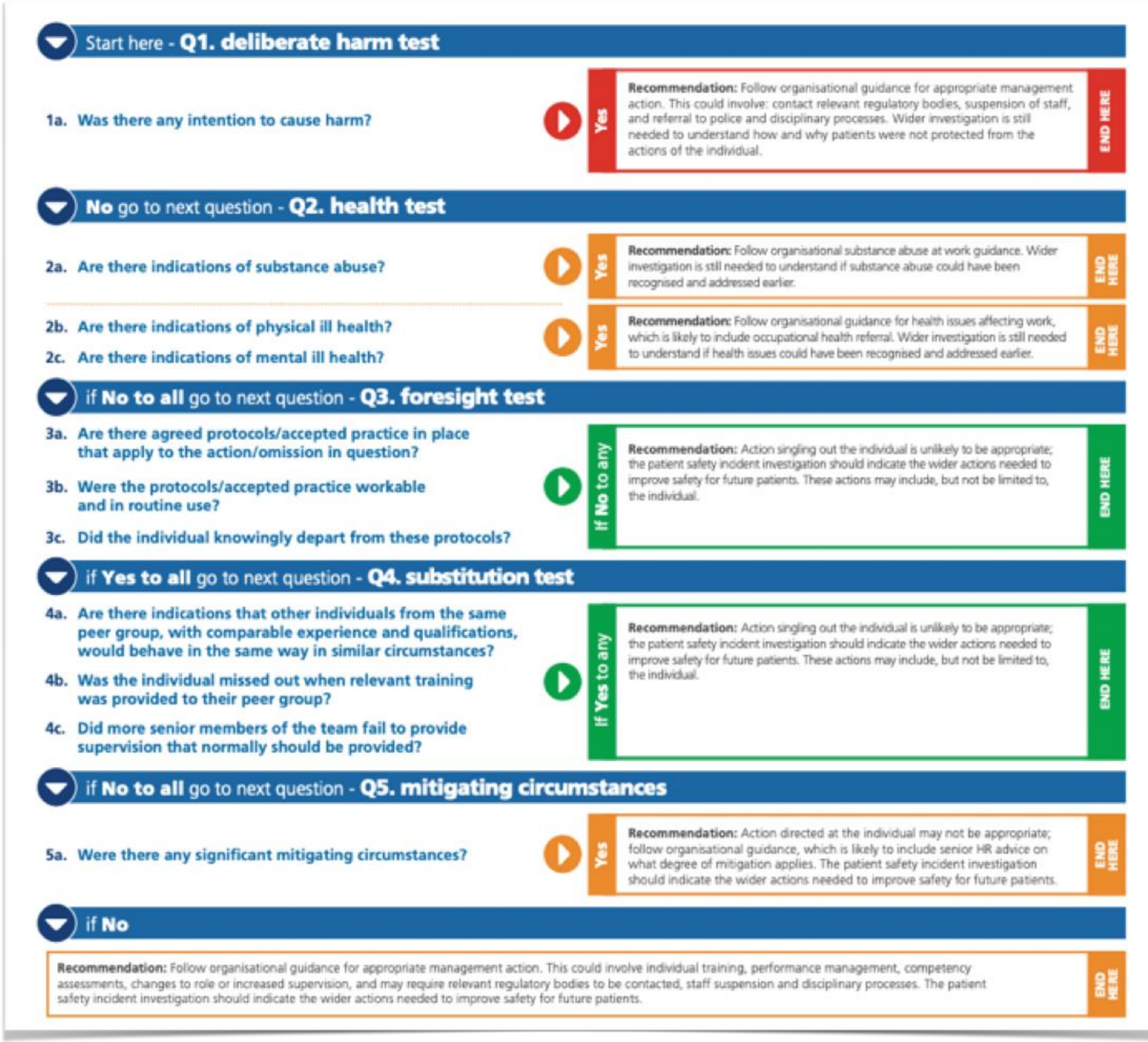


Left Behind by Kim Neudorf from HeART of HealthCARE Gallery 2: Healing

Justa

- Nu esti pedepsit pe nedrept
- Factori externi au condus la actiune
- Exemplu: etichete asemanatoare stocate impreuna

https://www.england.nhs.uk/wp-content/uploads/2021/02/NHS_0932_JC_Poster_A3.pdf



Echitabila

- Oricine e tratat la fel, indiferent de rol sau pozitie
- Procesul e transparent

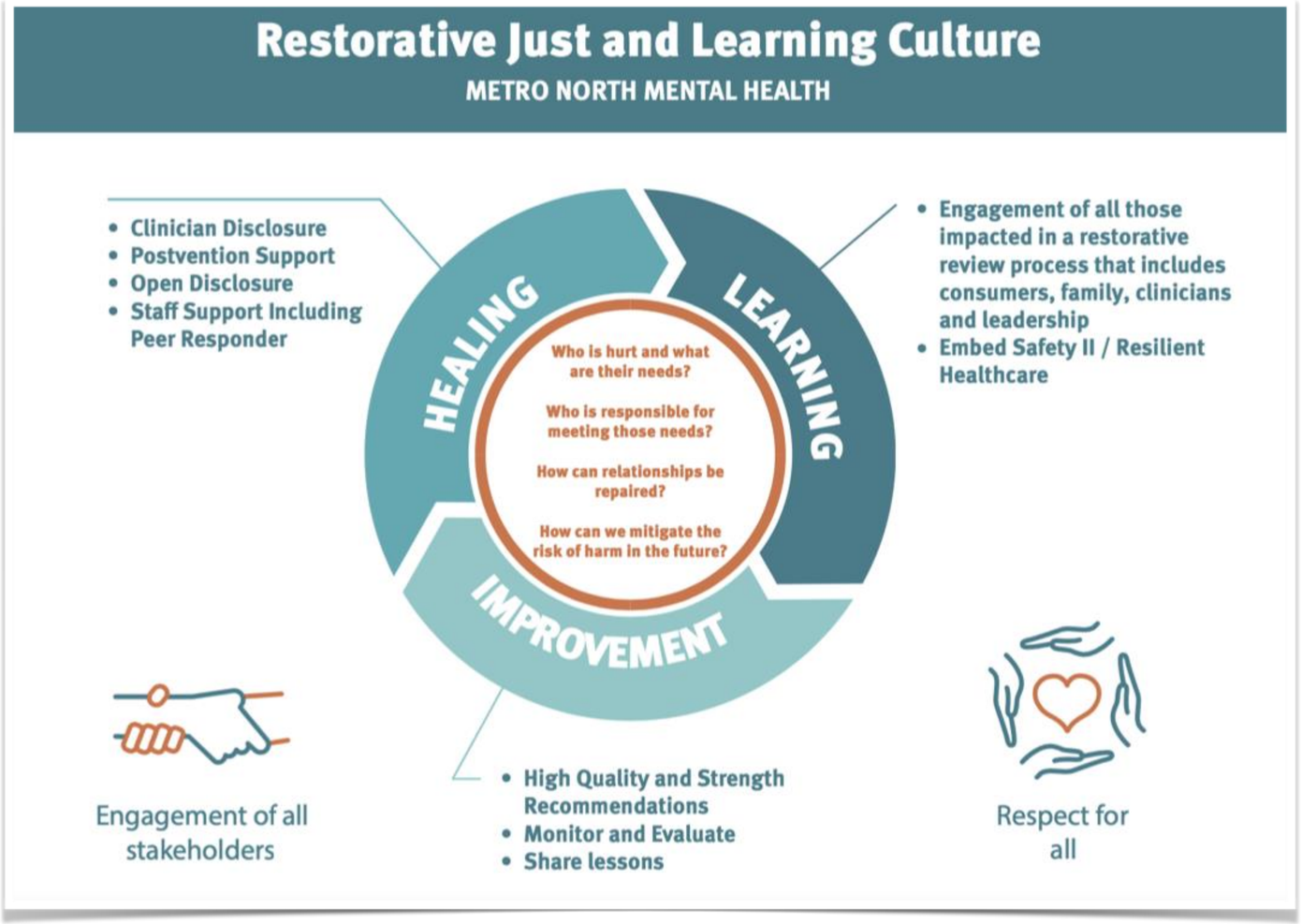
Canadian incident analysis framework: https://www.healthcareexcellence.ca/media/gilnw3uy/canadian-incident-analysis-framework-final-ua.pdf

Restaureaza

- Cine e afectat si de ce au nevoie?
- Cine e responsabil sa raspunda?
- Cum pot fi relatiile reparate?
- Cum putem reduce riscul in viitor?

https://www.safetydifferently.com/wp-content/uploads/2018/12/RestorativeJustCultureChecklist-1.pdf

https://internationalforum.bmj.com/london/wp-content/uploads/sites/20/2024/04/D3.pdf



Din Canada

7 Feathers b Marcie Dolce from HeART of HealthCARE

Salutari de la

Infection Prevention and Control (IPAC) Canada

2025 Bursa Internationala

https://ipac-canada.org/international-attendee-award

info@ipac-canada.org: www.ipac-canada.org

Gerry Hansen
Director Executiv

Resources / Publications

- National Infection Control Week
- Guidelines & Standards
- Position Statements and Practice Recommendations
- Canadian Journal of Infection Control
- Industry Innovations
- Infectious Disease Resources
- Coronavirus (COVID-19)
- Antibiotic-Resistant Organism (ARO) Resources
- Infection Prevention and Control Resources
- CNISP Protocols & Publications
- Hand Hygiene E-Learning Tool
- IPAC Canada Products
- IPAC Canada Recipe Book
- IPAC Canada Publications
- Infection Prevention Websites and Associated Organizations

Pacientii/ familia = parteneri

- Perspectiva pacientilor/ famillior (P/F) e vitala:
  - Au curajul sa ridice probleme pe care noi nu putem
  - Ajuta sa gaseasca solutii inovative si ieftine
  - Stiu cum sa comunice cu publicul
  - Pot ajuta alti pacienti/ familii

- Implicarea P/F: la momentul potrivit cu oamenii potriviti

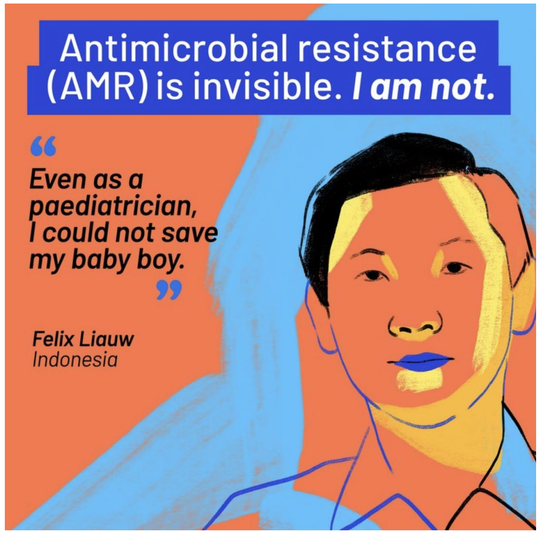
NIMIC DESPRE NOI FARA NOI

https://www.canadiansepsisfoundation.ca/our-sepsis-stories
https://www.saskhealthquality.ca/blog/from-a-patient-family-advisor-5-ways-to-create-a-culture-of-safety-on-world-patient-safety-day-and-beyond/
https://pubmed.ncbi.nlm.nih.gov/32049622/

Kim Neudorf
Reprezinta publicul la IPAC Canad Bord
Membra in comissi de standarde de dezinfectie
Co-conduce campanii resistenta antimicrobiala
Membra Patients for Patient Safety Canada

O poveste mondiala

- Ziua mondiala de prevenirea sepsisulu - 13 septembrie
- Ziua mondiala pentru siguranta pacientilor - 17 septembrie
- Saptamana Canadiana pentru siguranta pacientilor - ultima din octombrie
- **Saptamana mondiala pentru rezistenta antimicrobiala - 1-24 noiembrie 2024**
  - https://www.who.int/campaigns/world-amr-awareness-week/2024/amr-is-invisible-i-am-not
- Ziua mondiala a igienei mainilor - 5 mai

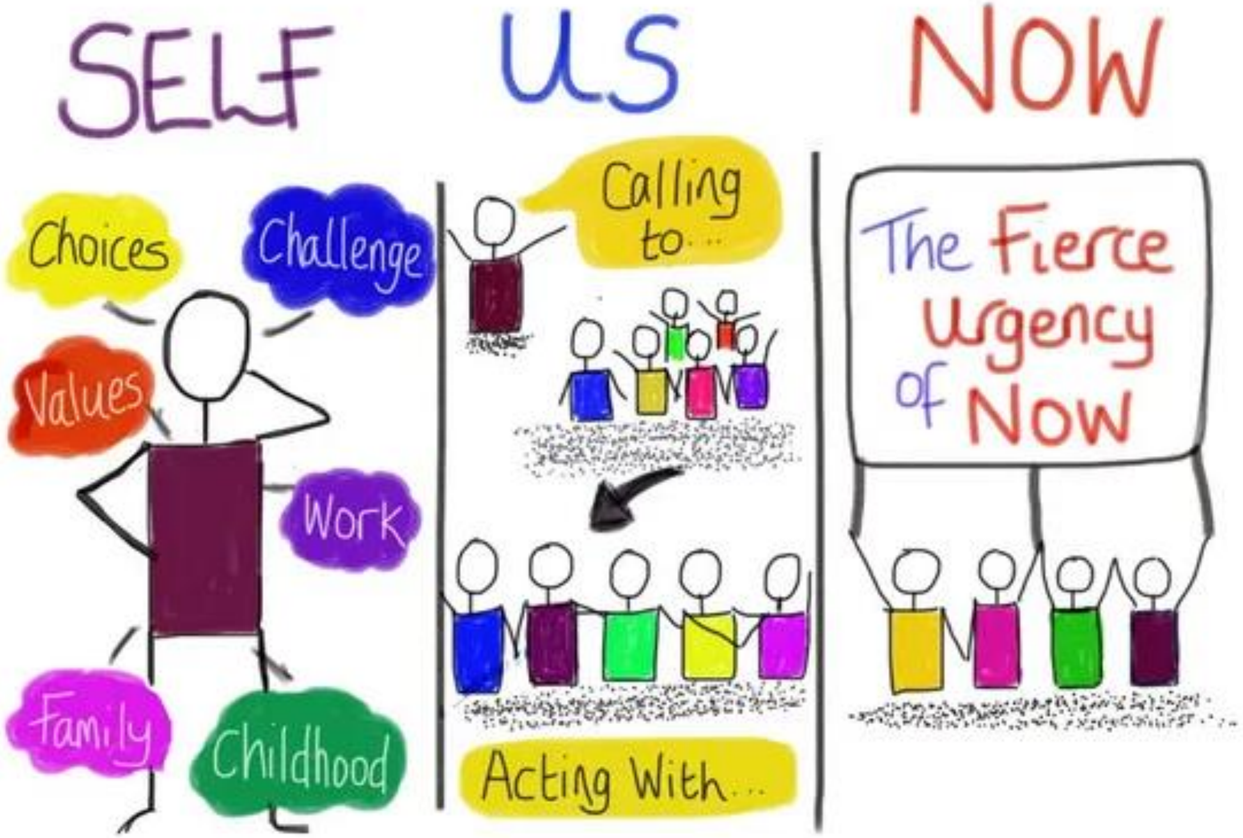


https://who.canto.global/v/K8JF8QNR43/folder/J6VL8?viewIndex=0

Povestea noastra

Marshall Ganz: povestile ne invata sa facem alegeri. Prin povesti invatam sa accesam resursele morale si emotionale de care avem nevoie in fata incertitudilor, a necunoscutului, si surprizelor.

https://horizonsnhs.com/the-power-of-storytelling-and-public-narrative/



Va multumesc

i.c_popescu@icloud.com

Our Journey by Gaia Orion
From HeART of HealthCARE virtual art gallery
https://sway.cloud.microsoft/deo9HqOtf8iouJFd?ref=Link&loc=play