

KEY MESSAGES

Patient Safety Collaborative Manual

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Policy context

Hospitals have made efforts to prevent iatrogenic harm by measuring and monitoring adverse events, learning from them and from morbidity and mortality meetings and implementing solutions in a systematic and structured way. In primary care this does not happen. There is an urgent need for Australian general practice to improve patient safety as we cope with increasing complexity of chronic disease management, multimorbidity and polypharmacy. Everyday general practice provides 345,000 patient encounters and writes over 287,000 prescriptions. Already, it is estimated that over 5,000 patients a day will experience an adverse event (1.5% of all consultations) and over 31,000 (11%) of patients a day will experience an adverse event from all prescriptions. At least half, if not more are preventable.

Patient safety is a major theme in Australian Safety and Quality Framework for Health Care, Australian Commission on Safety and Quality in Healthcare recommendations and the Royal Australian College of General Practitioners Standards. Now is the time for action in a journey towards safer care. This manual provides a template to achieve Australian Safety and Quality Framework for Health Care which was endorsed by Health Ministers in 2010 and Royal Australian College of General Practitioners Standards.

Key messages

- > This is the first evidence-based patient safety collaborative manual for general practice with a systematic mechanism to analyse, report and prevent adverse events.
- > It is based on input from a broad range of national and international experts, researchers, practitioners and policy makers providing a foundation for a national patient safety register with a bank of ideas for improvements in patient safety.
- > This manual will enable primary care to meet the Australian Safety and Quality Framework for Health Care which has been endorsed by Health Ministers in 2010.
- > The Australian Primary Care Collaboratives is an effective program to improve quality in primary care. This is the first Collaborative to develop change ideas and outcome measures on patient safety.
- > We now know the scale of the problem, we understand many of the causes and this manual provides the knowledge to start improving it.

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