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## COMMUNIQUÉ FROM THE 2010 1<sup>ST</sup> QUARTERLY SEMINAR.

### QUESTIONS FROM THE LECTURE ON HUMAN FACTOR AND PATIENT SAFETY.

#### 1. What to do when patients insist on particular treatments

As a medical practitioner, the best you can do in such a situation is to document his/her insistence. Inform the patient of the positive and negative aspects of the medication he is requesting for so as to enable him make an informed decision. If he still doesn't budge, document his insistence as well as your advice and give him what he requests for.

The patient's rights should be considered, and medication should never be given against his will. Doctors only get in trouble because they don't document enough to protect their choices.

#### 2. How to stop unpredictable outcomes in patient care

All doctors are human beings and are therefore prone to making mistakes. They can only try their best in all they do. The best thing however, is for doctors to try to properly document all that transpires between them and their patients, as all outcomes are unpredictable, and can't be stopped.

Also, a **"trigger list"** of all possible errors and their preventions should be made and updated regularly as a learning process for all medical personnel.

#### 3. What elements are established to conclude that something is a medical error?

Medical errors always occur, however for such errors should be classified as real errors and not avoidable errors, regulatory bodies should be aware and in charge of the regulation, to yearly certify and accredit all medical practitioners, and ensure that the necessary checks and balances are in place.

Also, a patient safety department should be put in place to take care of all patient safety issues.

#### 4. What statistic on patient safety outcomes are available to the public?

A lot of medical errors and accidents occur in daily dealings with patients, however, not much is recorded, hence statistics is hardly, or almost never available for the public to work with. To remedy this, every healthcare sector should be controlled by a regulatory body to enable them work within limits and boundaries.

for all medical personnel.

errors) should be reported and presented to these regulatory documented issues will then be used for trainings and briefings

It would also serve to make all medical personnel accountable for all their practices.

5. How can patient safety be addressed?

Patient safety can be addressed right from the inception and the building up of the healthcare system, when the human factor is considered. Attention should always be paid to the human factor variable such as: the number of nurses, auxiliary nurses, skills required, number of hours to be used up, effective medical equipments to be used, to mention a few.

Also, all hospitals and medical staff should act as learning organizations by reporting all incidences, investigating all issues, being open to positive change, as well as encourage all other personnel to do the same.

6. How do we drive awareness concerning patient safety and quality in healthcare?

To drive awareness on patient safety issues and quality in healthcare in Nigeria, we need to get the Government involved via a legislation as well as encourage group practices by all medical organizations.

Widespread workshops and awareness and sensitization programmes should also be encouraged to build up the interest of the public who are beneficiaries of the healthcare industry.

#### QUESTIONS FROM INTRODUCING THE WHO GOOD GOVERNANCE IN MEDICINES PROGRAMME.

1. The major difference between gifts and incentives for healthcare personnel

A gift is given to a person usually to show gratitude for an act done, while an incentive on the other hand is anything that encourages or motivates a person to do something. All gifts/incentives must be properly documented, and must be able to stand up to scrutiny when the need arises. If all personnel are adequately paid for the work they do which must be transparent, then, there really will be no damage done when such a person is given an incentive, as they will not have a motive.

2. How to change situations in the Nigerian Healthcare.

This can be done through promoting and selling Nigeria, through our works and practices. Our organizations should reach out to international agencies such as the WHO and the UN, to promote good governance in our medicines programme, and in our healthcare industry in general.

Also, compliance to all healthcare regulatory bodies must be strictly enforced to ensure that all involved healthcare institutions operate within their boundaries only.

are of the right practices?

Provide training support for all medical personnel and ensure that all their services to the beneficiaries are appropriately conducted. Also, all healthcare rules, should be complied with, no matter the individual involved.

#### 4. Translating quality in healthcare issue.

Provision of healthcare information at all times to healthcare beneficiaries is very necessary, and should not be overlooked.

Also Quality in healthcare should never be overlooked. Most times, cost is considered rather than the quality, and this should not be the case, as quality, not cost should be the focus. In fact, the importance of quality is actually the outcome.

#### RECOMMENDATIONS:

1. The society should go out of its way to invite representatives from all hospitals in Lagos for seminars, briefings and conferences to make them aware and participate.
2. Follow up should be done for all members of the society who are healthcare givers to ensure that they try to deliver quality to all her beneficiaries.
3. The Society should try and partner with the necessary medical associations that govern healthcare in Nigeria, to make compliance to all healthcare rules easily enforced.
4. Every healthcare giver should always remember the importance of quality as it relates to patient outcomes and safety.