



European Partnership for  
Supervisory Organisations  
in Health Services and Social Care

# Risk Working Group Meeting

## 26th EPSO Conference in Sofia, Bulgaria

Chaired by: Birgitte Drewes, DPSA, Denmark

**EPSO Risk Working Group Meeting**

October 10th 2018

# Meeting agenda

- 13:00-13:15 - Introduction
- 13:15-14:00 - Discussion on key definitions of risk and patient safety
- 14:00-14:10 - Coffee break
- 14:10-15:10 - Using data from patient complaints to identify risk
- 15:10-15:20 - Conclusion and evaluation
- 15:20-15:30 - Next meeting

# Introduction

- Discussion on key definitions
  - To identify risk to patient safety there needs to be an understanding of what constitutes “risk” and what constitutes “patient safety”.
    - A common definition of risk is a probability of damage that may be avoided through pre-emptive action, whereby a risk score probability multiplied by consequence.
    - The simplest definition of patient safety by WHO is “prevention of errors and adverse effects to patients associated with healthcare”
    - Both definitions are rather high level and needs translating when calculating risk to patient safety.
  - We suggest a tour de table in small, where we share our experiences in defining “risk and patient safety”.
- Using data from patient complaints to identify risk
  - It is our impression that many of us use data from registered patient complaints to identify risk, and have established or are working to establish dash-boards where data regarding complaints are translated into a colour-code.
  - We will present-how DPSA use data from patient complaints and how the algorithm for “colour-coding” is constructed.

# Discussion on key definitions

- Discussion where we share our experiences in defining “risk to patient safety” and using this to identify risks.

## Assignment

1. Gather into designated groups.  
*A group representative has been chosen in each group.*
2. Discuss and capture areas where the group is in agreement and where the group is not in agreement.  
*Each group has a wallpaper with the questions and is kindly asked to capture the discussion there.*
3. Return for plenum presentation.  
*Bring your wallpaper.*
4. Each group representative gives a short 5 min summary of the group discussion.



# Coffee break

10 min – see you at 14:10

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# Using data from patient complaints to identify risk

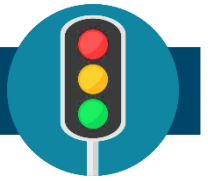
- It was our impression at the last meeting that...
  - many of us use data from registered patient complaints to identify risk.
  - many of us have established or are working to establish dashboards where data regarding complaints are translated into a colour-code.



# Using data from patient complaints to identify risk






- Use of data from patient complaints at DPSA
  - How the algorithm for “colour-coding” is constructed
  - How data is presented to our end users

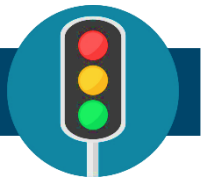




# Using data from patient complaints to identify risk






## *How the algorithm for “colour-coding” is constructed*

- Patient complaints
  - Criticality of open complaint cases
    - Green 
    - Yellow 
    - Orange 
    - Red 
    - None 
  - Criticality of closed complaint cases
- Other parameters
  - Results from previous audit visits
  - Newly started treatment facility
  - Years since last audit visit
  - Frequent changes in healthcare facility responsible doctor/dentist
  - Healthcare facility type
  - Geolocation of healthcare facility

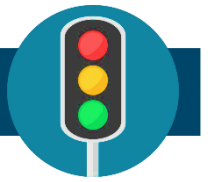


# Using data from patient complaints to identify risk

*How the algorithm for “colour-coding” is constructed*

- Patient complaints
  - Criticality of open complaint cases
    - Green  Number of cases X 2 points
    - Yellow  Number of cases X 4 points
    - Orange  Number of cases X 6 points
    - Red  Number of cases X 8 points
    - None  Number of cases X 1 point
  - Criticality of closed complaint cases

Cases	Points
0	0
2	8
0	0
0	0
1	1
Score	9

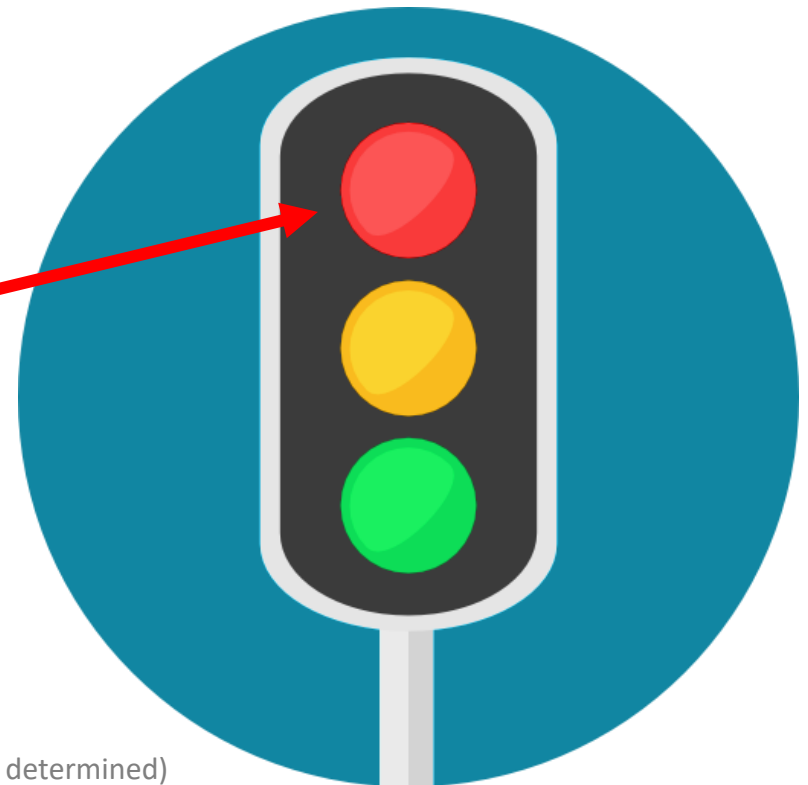


# Using data from patient complaints to identify risk

*How the algorithm for “colour-coding” is constructed*

Cases	Points
0	0
2	8
0	0
0	0
1	1
Score	9

>5 = Red  
3-5 = Yellow  
0-2 = Green



(\*Actual points given and colour thresholds are still being determined)



# Using data from patient complaints to identify risk

## *How data is presented to end users*

- Our end users requirements for a dashboard
  - An overview of all healthcare facilities
    - Information needed to identify healthcare facilities in need of a visit
      - Information that identifies the healthcare facility and the owning organisation
      - Calculated risk score
      - Facility type and category
      - Latest and next planned audit visit
  - A detailed view of an individual healthcare facility
    - Information needed to prepare for an audit visit
      - Details on the parameters that lead to the calculated risk score
      - Information from and links to open and closed patient complaint cases, as well as open and closed audit visit cases.
      - Contact information, specialities, volunteer work only
      - Links to owning organization profile in other databases

# Using data from patient complaints to identify risk

## *How data is presented to end users*

Healthcare facilities STYRELSEN FOR PATIENTSikkerhed

Risk	CVR-number	Organisation	SOR-ID	Healthcare facility	Facility type	Facility category	Supervision office	Latest audit visit	Next audit visit	Complaints received
9	30303030	Region Christiania	88399873110280020	Regional Emergency medical services	Emergency medical services	3	East	26-10-2017	20-11-2018	0
9	34343434	Osteopath Niels Test Vendelboe	88936410574760020	Osteopath Niels Test Vendelboe	Osteopathy clinic	2	South	05-08-2017	24-11-2018	3
8	11111111	Pharmacy Group Test A/S	85851320154000030	Vesterbro Pharmacy	Vaccination clinic	2	North	01-01-2017	01-11-2018	1
8	20202020	Oresund Midwives Aps	87192663815199980	Oresund Midwives Zeeland	Midwife clinic	4	East	06-07-2018	11-11-2018	4
6	19191919	PhysioTestFit	86924395082960030	PhysioTestFit Hvidovrevej	Physiotherapy clinic	3	South	13-11-2010	09-11-2018	0
6	37373737	Medical Consult Aps	89338813673119980	Medical consult / Magnus Test Lauridsen	Consulting firm	5	South	18-07-2016	-	3
5	13131313	Doctor Nancy Ann Test Berggren Aps	8611958886239980	Doctors at City Hall	General practitioners office	3	South	08-04-2018	03-11-2018	4
5	15151515	Municipality of Nymark Test	86387857618479980	Felldmark retirement home	Retirement home	2	East	25-03-2016	-	4
5	32323232	Hospice Care A/S	88802276208640000	Hospice Dallund	Hospice	3	East	02-03-2018	-	4
5	38383838	Physiotherapist Anders Test Jensen	89472948039240000	Physiotherapist Anders Test Jensen	Physiotherapy clinic	4	North	08-08-2015	28-11-2018	3
5	14141414	Mosebryggsgersen Test Aps	86253723252359980	Dentist Knut Odvar Test Mosebryggsgersen	Dental practice	1	North	10-05-2017	-	3
4	30303030	Region Christiania	88534007476400020	The doctors on Vesterbro	General practitioners office	4	South	16-05-2016	-	1
4	27272727	Municipality of Hylland Test	87997470011920000	Elverod Rehabilitation	Rehabilitation clinic	5	East	07-06-2017	-	4
4	15151515	Municipality of Nymark Test	86521991984600020	Oremark school dentistry	Dentistry clinic	4	South	02-05-2018	06-11-2018	2
4	11111111	Pharmacy Group Test A/S	85985454520119980	Sydbroen Pharmacy	Vaccination clinic	5	East	05-05-2015	-	5
3	35353535	Sightseers Opticians Aps	89070544940880020	Sightseers Opticians Bornholm	Optometry clinic	1	North	05-09-2015	-	3
3	25252525	Danish Prison and Probation Service	87729201279680000	Vesterø Prison	Prison or probation clinic	2	South	05-04-2016	-	2
3	27272727	Municipality of Hylland Test	88131604378040020	Normeldal Rehabilitation	Rehabilitation clinic	1	South	05-08-2018	18-11-2018	3
2	22222222	Government Army Reserves	87326798181320000	Army Medical Clinic Skrydstrup	Army Medical Clinic	4	South	04-08-2016	-	5
2	32323232	Hospice Care A/S	88668141842520000	Hospice Kallund	Hospice	2	North	17-09-2017	22-11-2018	2
2	18181818	Feetcare 4 All Aps	86790260716840020	Feetcare 4 All	Podiatry clinic	4	East	24-12-2017	08-11-2018	1
2	20202020	Oresund Midwives Aps	87058529449000020	Oresund Midwives Jutland	Midwife clinic	3	North	25-10-2015	-	1
2	27272727	Municipality of Hylland Test	88265738744160000	Hylland school dentistry	Dentistry clinic	5	North	02-05-2017	19-11-2018	4
2	36363636	Clinical dietitian Kaja Test Hansen	89204679307000020	Clinical dietitian Kaja Test Hansen	Clinical dietitian clinic	1	East	06-07-2018	26-11-2018	2
1	22222222	Government Army Reserves	87460932547440000	Army Medical Clinic Oksbol	Army Medical Clinic	2	North	02-04-2017	-	2
1	22222222	Government Army Reserves	87595066913560020	Army Medical Clinic Dannerhoj	Army Medical Clinic	3	East	01-08-2015	14-11-2018	1
0	26262626	Danish Prison and Probation Service	87863335645800000	Østerø Prison	Prison or probation clinic	4	North	04-04-2018	16-11-2018	1

(All data displayed in the demonstrated dashboard are test data)

# Using data from patient complaints to identify risk

## *Questions?*

- Algorithm for “colour-coding”
  - Experiences and possible pitfalls?
- Data presentation to end users
  - Experiences and possible pitfalls?



# Conclusion and evaluation

- Summary and conclusion
- Evaluation of meeting form



# Next meeting

*Spring 2019 in Scotland*

- Suggestions for meeting topics
- AOB





DANISH PATIENT  
SAFETY AUTHORITY

# Thank you !

## See you in Scotland

EPSO Risk Working Group Meeting

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