



Rzecznik Praw Pacjenta

The Adverse Events approach of the Polish Commissioner for Patient's Rights

Maria Jessa-Jabłońska

Deputy Commissioner

Marta Puścion

Advisor

Who are we?

1. Key Authority

The Commissioner for Patients' Rights is a key national authority ensuring that patients' rights are respected and protected.

2. Legal Foundation

Operating under the ***Act on Patients' Rights***, the office has been actively safeguarding patients since 2009.

3. Appointment

The Commissioner is appointed directly by the Prime Minister to ensure independent oversight.



Main tasks of the Commissioner



Patients' rights
infringements



Adverse
events (AE)
management



The Medical
Compensation
Fund



Systemic
actions

Polish landscape of adverse events



1

Lack of national system of collecting information about the AEs



2

Each Public Provider obliged to have internal quality & safety system



3

Accreditation standards for hospitals (including AEs)



4

Commissioner competence to collect data, analyse, and make safety recommendations

What have we done so far?

- 1 Development of national classification of AEs
- 2 Collecting information about AEs from patients since 2022
- 3 Surveys about AEs in hospitals (2023, 2024)
- 4 First report about AEs – causes and consequences based on our own data (from the Medical Compensation Fund)

Surveys in hospitals

1

Number of AEs reported in Polish hospitals remains very low and does not reflect the actual scale

2

Need to harmonise reporting rules by developing uniform definitions, standardising the scope of data, and preparing guidelines on the classification

3

Difficulties in reporting AEs are of a psychosocial nature - the fear of legal, disciplinary, and civil consequences, fear of stigmatization and negative judgment in the workplace

4

Broad support within the hospital community for the creation by the Commissioner of a centralized system for collecting information on AEs

5

Voices calling for the implementation of a no-fault system

Report based on our own data



Sample Selection

554 cases analyzed from the 2024 - 2025 period, ensuring high statistical reliability.



In Medical Compensation Fund procedure, hospitals are required to conduct an incident analysis.



Data from patients' complaints and healthcare providers are insufficient to conduct comprehensive analysis of AEs.



Significant hospitals' problems of AEs analyses - various methods to investigate, different reliability level.



Lack of standardised methodology limiting the ability to identify recurring problems and draw systemic conclusions.

Systemic results



**National Registry of
AEs**



**Comprehensive
education about AEs**

New challenge



National Strategy for Patient's Safety