The Global Language of Business

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NHS Patient Champion, UK

The Global Language of Business

The New Era of Healthcare

@patientchampion

Ashley Brooks, NHS National Patient Champion
Thursday 27th October 2016

5 x ?
New Era of Global Healthcare

1. Myself, me, I'm unique
2. Safety
3. Efficient
4. Quality
5. Love, wellbeing & mindfulness

One

- 1. Myself, me I'm unique

What does this number mean to you

5775

The Point To Healthcare Globally

On Our Watch For Their Future

Two

- 2.Safety

The Real Cost of Unsafe Practice

2010	**219,579 deaths** (Levinson, 2010. Extrapolation calculated in Makary & Daniel, 2016)	
2010	**134,581 deaths** (Landrigan, 2010. Extrapolation calculated in Makary & Daniel, 2016)	
2007	**22,924 deaths** (Based on adverse events rate of 8.7% published in Sari, 2007)	
2004	**9,2750-23,750 deaths** (*Canadian Adverse Events Study* – Baker, 2004)	
2004	**251,454 deaths** (Health Grades Quality Study, 2004. Extrapolation calculated in Makary & Daniel, 2016)	
2003	**32,591 deaths** (Zhan & Miller, 2003)	
2001	**34,000 deaths** (Based on 425,000 preventable adverse events reported in Vincent, 2001)	
1999	**44,000-98,000 deaths** (Institute of Medicine Report: *"To Err is Human"*)	

Safety

Preventable deaths due to adverse events

USA: 2016 – 251,454 (Makray & Daniel)

UK: 2013 - 11,859 (Hogan)

Canada: 2004 – 22,924 (Sari)

286,237 people like you and me ?

The Actual Cost of Unsafe Care

$17-$29 billion

"It is estimated that preventable errors cost the United States $17–$29 billion per year in healthcare expenses, lost worker productivity and disability."
(National Quality Forum, 2016)

£1-£2.5 billion

"This report suggests a cost of preventable adverse events that is likely to be more than £1 billion but could be up to £2.5 billion annually to the NHS."
(Exploring the costs of unsafe care in the NHS, 2014)

$397 million

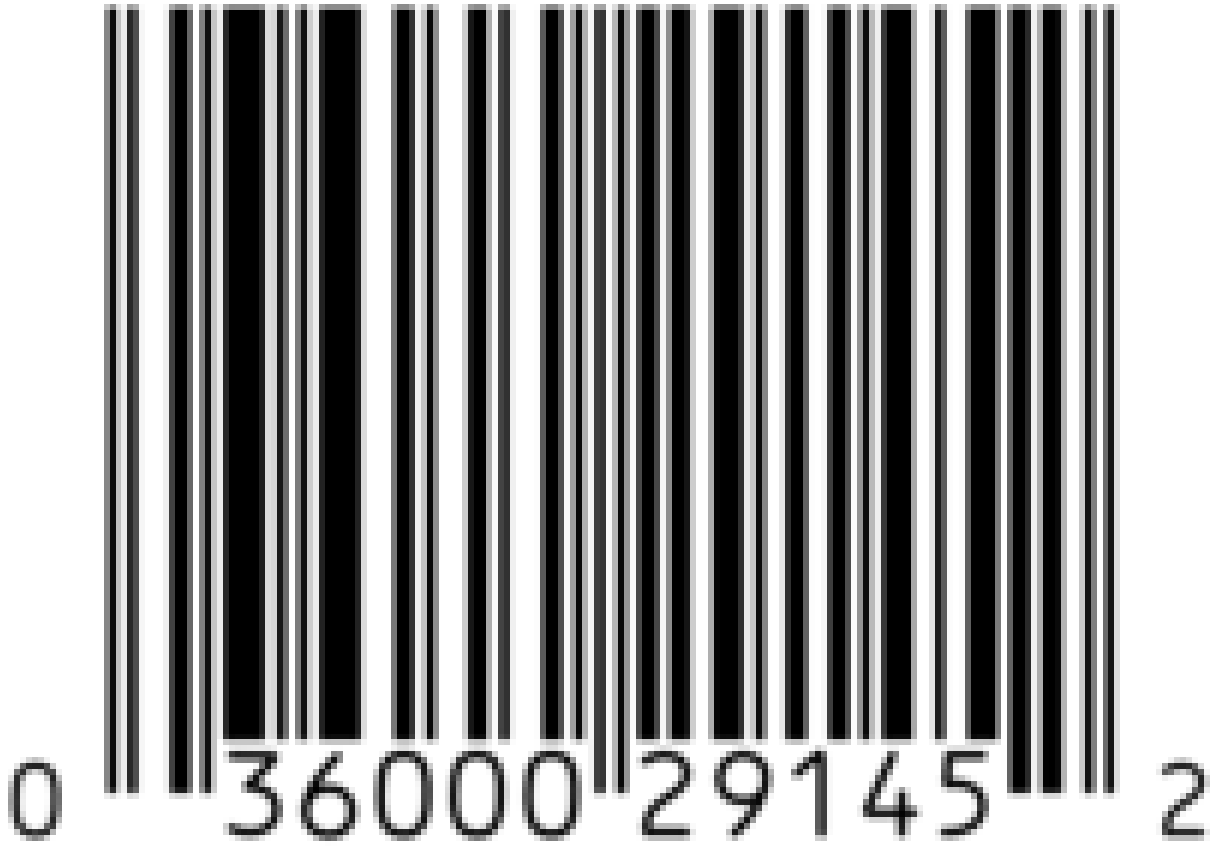
"The economic burden of adverse events in Canada in 2009–2010 was $1.1 billion, including $397 million for preventable adverse events."
(The economics of patient safety, 2015)

Three

- 3.Efficient

Efficient

- Barcoding
- Scan for Safety
- Saving lives
- Cost savings
- Better quality data
- Advanced processes
- Reliable checking
- Productivity
- Information
- Higher quality healthcare



STANDARDISTATION

Global

But on a global scale.

There is one of me , there should be one barcode per product or item. We should have standardisation globally.

Lets not duplicate again.

Four

- 4.Quality

Is This Quality Healthcare?

1. Surgery on the wrong body part or the wrong patient, or conducting wrong procedure
2. Wrong tissue, biological implant or blood product given to a patient
3. Unintended foreign object left in a patient following a procedure
4. Patient death or serious harm arising from the use of improperly sterilized instruments or equipment provided by the healthcare facility
5. Patient death or serious harm due to a failure to inquire whether a patient has a known allergy to medication, or due to administration of a medication where a patient's allergy had been identified
6. Patient death or serious harm due to the administration of the wrong inhalation or insufflation gas
7. Patient death or serious harm as a result of one of five pharmaceutical events
8. Patient death or serious harm as a result of failure to identify and treat metabolic disturbances
9. Any stage III or stage IV pressure ulcer acquired after admission to hospital
10. Patient death or serious harm due to uncontrolled movement of a ferromagnetic object in an MRI area
11. Patient death or serious harm due to an accidental burn
12. Patient under the highest level of observation leaves a secured facility or ward without the knowledge of staff
13. Patient suicide, or attempted suicide that resulted in serious harm, in instances where suicide prevention protocols were to be applied to patients under the highest level of observation
14. Infant abducted, or discharged to the wrong person
15. Patient death or serious harm as a result of transport of a frail patient, or patient with dementia, where protocols were not followed to ensure the patient was left in a safe environment

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Five

- 5.Love, wellbeing and mindfullness

Love, Wellbeing and Mindfulness

Michael West

- Nurture team learning, improvement & innovation
- Offer an inspiring vision and clear direction
- Encourage positive , supportive relationships

Love

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Love