

Term Paper

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Author Note

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Patient safety can be defined as the process of preventing and decreasing hazards, mistakes, and damage that affect the patient's physical and psychological well-being throughout the delivery of health care. The aspect of patient safety appeared due to complications in healthcare organizations and the subsequent increase of damage and harm to the patients while providing them with complex healthcare services. According to WHO, the incidence of negative healthcare occurrences because of improper care is one of the world's top ten contributors to mortality and disability (Organization, 2017). Moreover, it is also reported that one out of every ten patients in high-income states experiences harm while seeking healthcare services. This harm is caused by a wide variety of potential medical errors, with almost 50 percent being completely avoidable. Significant causes of these healthcare errors resulting in patient safety issues include lack of advanced healthcare opportunities, lack of communication, increased workload, interdepartmental conflicts, medication errors, diagnostic errors, etc. The paper focuses on the issue of patient safety in health care management and discusses interventions that could be utilized to correct the patient safety issue.

The issue of patient safety is mostly attributed to a lack of communication among health care staff. Interdepartmental disagreements are also to blame for certain patient safety incidents. Moreover, medication mistakes are also among the most common causes of patient complications seen at a healthcare institution. According to the Agency for Healthcare Research and Quality, medication mistakes harm more than 5% of patients in healthcare facilities (*Patient Safety and Quality Improvement*, n.d.). In addition, some medical errors may occur due to inadequate communication and consultation because the caregivers might not always communicate properly with the physicians, and they may fail to provide the patient with

the correct medication as prescribed by the doctor (Ayuso-Murillo et al., 2017). The other patient safety concern is diagnostic mistakes, which have been linked to nearly 10% of hospital fatalities, according to a report by the Agency for Healthcare Research and Quality (*Patient Safety and Quality Improvement*, n.d.).

Additionally, hospital equipment safety is another important patient safety concern that must be addressed. According to studies from the Agency for Healthcare Research and Quality, nearly ten percent of hospital deaths were attributed to a lack of safety in the equipment utilized in healthcare facilities for patient treatment. Furthermore, according to statistics, about 20,000 individuals die in the United States each year due to an infection contracted while in a hospital (*Patient Safety and Quality Improvement*, n.d.). Hence, patient safety is a primary organizational challenge faced by healthcare facilities, resulting in monetary and life loss.

Implementing a performance improvement plan is a significant intervention for improving patient safety issues in healthcare systems. The plan must focus on improving patients' safety in the healthcare setting. The healthcare professionals at the healthcare organization must be informed about all the things regarding patient safety that the administration of the healthcare organization expects of them, i.e., a reduction in complaints of fatalities and other consequences of poor patient safety. The medical workers must also be required to take good care of the sick. To limit the possibility of misdiagnosis, patients' diagnoses must be performed with care (Giardina et al., 2018).

Moreover, the organization must give training to health professionals to assist them in having a better understanding of patient safety problems. The management organization must also provide training classes to assist healthcare staff in becoming trained. Health staff must also be required to ensure the safety of patients as the failure of the staff to maintain patient safety could result in

severe consequences. The improvement plan must also include rules like any healthcare practitioner found disregarding the patient safety would be liable for the consequences of their conduct, which may result in termination of the workers, i.e., depriving them of their responsibilities at the healthcare organization or even police intervention.

The plan must also focus on improving interdepartmental communication.

Interdepartmental communication is critical in healthcare to deliver high-quality and safe patient care. Communication between different healthcare departments is essential to enhancing patient care (Spath & Kelly, 2017). Particularly, the nursing department and the physicians must communicate well to work together and reduce the risks of making mistakes with the patient's diagnosis. Nursing staff, physicians, and pharmacists must also maintain open lines of communication to limit the possibility of incorrect medicine being administered to a patient. This interdepartmental communication is critical since it will aid in the enhancement of the services given to patients. The patient's information will be appropriately recorded and preserved, the prescription will be administered correctly, and this will assist in minimizing the number of deaths caused by the incorrect drug.

This intervention can be evaluated by collecting responses from patients and doctors about patient safety and measuring the decrease in the rate of patient safety issues. The success of this performance improvement plan would save the lives of numerous patients as well as it would provide the healthcare systems with financial benefits. By implementing this plan, the patient's information will be appropriately recorded, allowing the organization to save money that would otherwise be spent on correcting the data recording of the patient's information. In addition, the expense of serving legal suits to the health institution due to incorrect diagnoses or other patient safety concerns will be spared (Chegini et al., 2020). Improvement of

communication between departments in the health institution would also assist in controlling interdepartmental disputes, hence improving patient safety.

Conclusively, patient safety is critical and must be a top concern for all healthcare facilities. When patients visit healthcare institutions, they must be certain of their safety. Moreover, the health facility's administration must be able to recognize threats that might jeopardize patient safety, and the workers in the healthcare institution must be able to maintain the safety of patients at the healthcare institution to decrease

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