

# Society for Quality in Health Care in Nigeria Newsletter



Issue 2, March 2021

## Aims of Health Care Quality (1)

### Patient Safety

The Institute of Medicine (IOM) identified patient safety as one of the key aims that should be considered and addressed in pursuit of health care quality. Patient safety, simply put by IOM, is the prevention of harm to patients. Patient safety is often referred to as the cornerstone of high-quality health care. According to the WHO *“patient safety aims to prevent and reduce risks, errors and harm that occur to patients during provision of health care”*. Millions of patients around the world suffer preventable harm because of their encounter with the health care system. It is estimated that about 134 million adverse events occur in hospitals in low and middle income countries on a yearly basis.

As is evident, our patients visit our health care facilities because they feel unwell or have some ailment and they want to feel better. It is our responsibility to do everything we can to ensure that our patients do not leave us worse than they were when they came in. Incorporating the **“Do No Harm”** principle in our operations will go a long way in mitigating preventable harm. Patient harm and errors in health care often result from systemic causes (Latent errors) such as poorly designed facility structure, poorly designed processes, poor communication, lack of documented standard operating procedures, lack of adequate staff training, poor staffing and failure to involve the patients in their care. These system ‘failures’ may contribute to individual causes (Active errors) like memory failure and inattentiveness through undue stress, inadequate information and lack of experience. (Waeschle et al, 2015).

We must learn from errors and make our health care facilities error-proof by implementing strategies that promote better communication amongst staff as well as between staff and patients. One recognized strategy for promoting a safe environment for our patients is The Swiss Cheese Model which highlights the need for building successive layers of defense within our hospital system.

**COVID-19 is still out there**  
**Stay Safe! Stay Healthy! Get Vaccinated!**

## Upcoming Trainings

- Customer Service in Health care  
– 8<sup>th</sup> April, 2021.
- Advanced Course on Quality Improvement Tools  
– 13<sup>th</sup> April, 2021.
- *Infection Control Workshop*  
– 16<sup>th</sup> April, 2021.
- Certificate Course in Introduction to Quality and Patient Safety (CIQPS)  
– 22<sup>nd</sup> & 23<sup>rd</sup>, April 2021.

**YOU CAN NOW  
SIGN UP  
YOUR HOSPITAL FOR ACCREDITATION  
WITH SQHN**

**Are you interested in Healthcare  
Quality & Patient Safety**

Become a Standard  
Member of SQHN &   
**Enjoy the membership Benefits**

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on the above:  
[info@sqhn.org](mailto:info@sqhn.org), 08080532925**

*.....Promoting the principles & practices of quality health care*

The Joint Commission International (JCI), a globally recognized hospital accreditation body, identified six (6) International Patient Safety Goals (IPSGs) to assist health care organisations to focus and address specific areas of concern in some of the most problematic areas of patient safety. They include;

- ❖ **Goal One:** Identify patients correctly
- ❖ **Goal Two:** Improve effective communication
- ❖ **Goal Three:** Improve the safety of high-alert medications
- ❖ **Goal Four:** Ensure Safe Surgery
- ❖ **Goal Five:** Reduce the risk of health care-associated infections
- ❖ **Goal Six:** Reduce the risk of patient harm resulting from falls

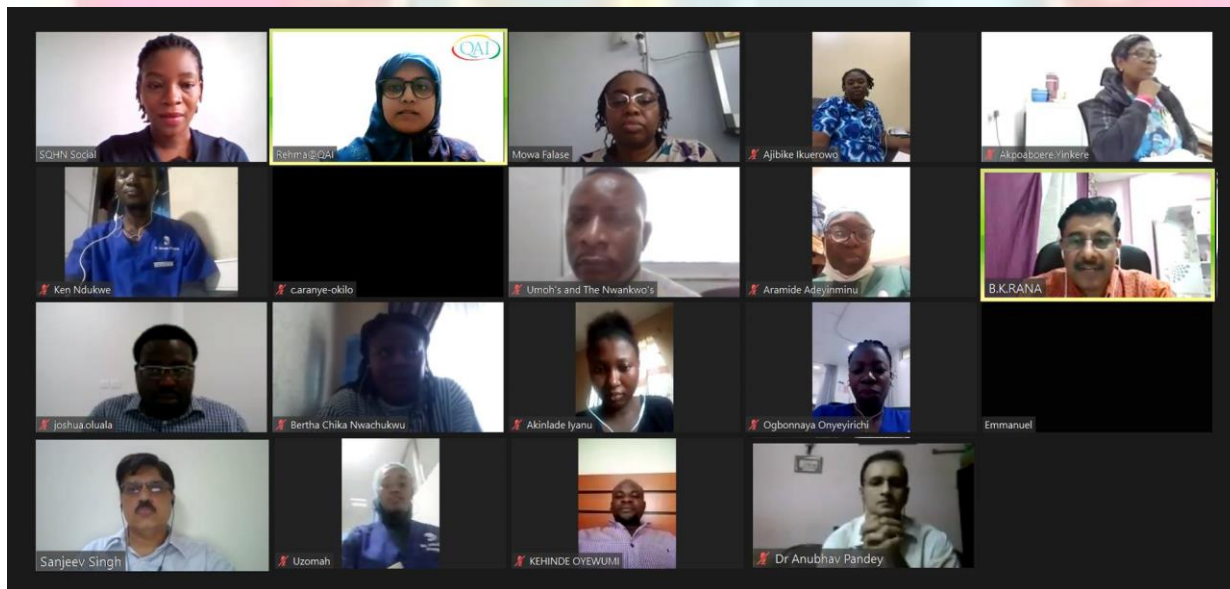


Now you know what patient safety is and how you can minimize patient harm within your health care facility. We will discuss other aims of health care quality in subsequent issues of this newsletter. Do stay TUNED!

**Share your Quality Improvement story with us and be featured in our newsletter.**

## OUR ACTIVITIES

March, 2021



**Infection Prevention and Control Short Certification Course**  
 – 4<sup>th</sup> & 5<sup>th</sup> March



**Contact Us**

E: [info@sqhn.org](mailto:info@sqhn.org) | W: [www.sqhn.org](http://www.sqhn.org) | T: +2348080532925

34 Raymond Njoku, Off Awolowo Road, Ikoyi, Lagos.

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