Submission: 11

Name of organisation
Austrian Nurses Association (www.oegkv.at)

Stakeholder group
NGO

Country
Austria

Address
Wilhelminenstraße 91/Ia 1160 Wien Austria

Contact Person Name
Franziska Perhab

Role in organisation
strategy/policy function

Number of employees
1 – 9

Annual turnover (in millions EUR)
0 - 10

Your organisation’s geographical area of activities
national

1. Have you or a member of your family had first-hand experience of an adverse event or experienced harm in a healthcare setting in your country?
   Personally  No

4. Have you or a member of your family had first-hand experience of an adverse event or experienced harm in a healthcare setting in another EU Member State?
   Personally :  No
   Family member:  Yes

If you answered ‘yes’ to either option at Question 4, how would you describe that experience?
Error in diagnosis; Surgery-related event

5. If you answered yes to either options in Question 4, was that harm :
treatable over time

7. In general, how do you view the measures being taken to reduce harm to patients in healthcare settings in your country?
   Adequate

8. How important would a national commitment to improving patient safety in your country be?
   Very Important

9. How important would a national patient safety strategy in your country, (perhaps as part
10. How important is it to have an EU strategy for patient safety?
Very Important

11. What types of adverse events do you think competent authorities in your country should be prioritising in their efforts to reduce? In order of importance, please rank the following from 1-7, 1 being the highest priority in your opinion:

- Medication-related event: 3
- Medical device or equipment-related event: 4
- Healthcare-associated infection: 1
- Error in diagnosis: 6
- Surgery-related event: 5
- Communication problems: 2

12. What do you think should be the essential components of a patient safety strategy in your country or the patient safety elements of a healthcare quality strategy? Please rank the following from 1-10, 1 being the most important in your opinion:

- Political leadership and financial support: 1
- A reporting and learning system: 2
- Patient involvement in policy development: 4
- Health professional involvement in policy development: 3
- Patient safety education for health professionals: 5
- Standards and/or external assessment for patient safety: 6
- Patient safety indicators: 7
- A dedicated patient safety research agenda and budget: 8
- A compensation system for those harmed by healthcare (or their families): 9

13. How important is it to have a dedicated national resource commitment for patient safety initiatives in your country?
Very Important

14. How important is it to have resources identified at the healthcare organisation level for patient safety initiatives in your country?
Very Important

15. How important is it to have dedicated resources at the EU level to support Member States in addressing patient safety concerns?
Very Important

16. How important is it that patients should be seen as experts on patient safety in your country?
17. How important is it that patients should not just informed but also empowered to take part in patient safety and quality programmes in your country?
Very Important

18. How important is it to have systems in place at national and local level to involve patient groups?
Very Important

19. How important is it that patients and the public should be informed about potential and actual patient safety incidents and adverse events in your country?
Very Important

20. How important is it that patients (and/or their families) should be suitably supported in the aftermath of a patient safety incident?
Very Important

22. How important is it that patient safety is treated seriously by the management of healthcare organisations in your country?
Very Important

23. How important is it for healthcare providers to have effective and comprehensive communications systems on patient safety issues and concerns in place?
Very Important

24. How important is it for every healthcare provider to have a senior person responsible for the safety of patients?
Very Important

25. How important would further educating health professionals in your country in the area of patient safety be in reducing adverse events?
Very Important

26. How important would including patient safety in the continuing professional development of health professionals in your country be in reducing adverse events?
Very Important

27. How important are systems regulating health professionals, including disciplinary procedures, in efforts to minimise unsafe care in your country?
Not particularly important

28. How important are professional standards and codes of practice for health professionals in efforts to minimise unsafe care in your country?
Important

29. How important is it for health professionals to be suitably supported in the aftermath of a patient safety incident?
Very Important

30. What further action, if any, do you think needs to be taken to improve the knowledge and awareness of patient safety issues and increase the application of safer practice actions among health professionals in your country?
CPD - Structural Funds

31. How important is it for there to be a national reporting and learning system that
collects, analyses and monitors information on adverse events and patient safety incidents in your country?
Very Important

32. How important is it for incident and adverse event data and the results of analyses to be evaluated and shared nationally in your country, without being used to discipline individuals?
Very Important

33. How important is it for there to be a national (or regional) organisation (institute, agency etc) that actively seeks out and tries to spread best practice and learning in your country?
Very Important

34. How important is it for the data from national (or regional) reporting and learning systems to be pooled at the EU level as a common resource for learning?
Very Important

35. How important is it for there to be a common patient safety classification or terminology system in your country?
Very Important

36. How important is it for common classification or terminology system to be developed and used throughout the European Union?
Very Important

37. How important is it for a common set of patient safety indicators to exist in your country?
Very Important

38. How important is it for a common set of patient safety indicators to be developed and used throughout the European Union?
Very Important

39. How important is it for there to be a system of minimum patient safety standards for healthcare organisations in place in your country?
Very Important

40. How important is it for there to be a common set of minimum standards for patient safety for all healthcare organisations within the EU?
Very Important

41. How important is it for there to be a system of external assessment of healthcare organisations in respect of patient safety in your country?
Very Important

42. How important is it for there to be a common system of external assessment for all healthcare organisations in the EU in respect of patient safety?
Very Important

43. If your response to Question 39 is in favour of a system of minimum patient safety standards, which organisation(s) do you think should be responsible for setting and monitoring performance against these standards in your country?
National Office for Health Professional incl. in Nursing

44. If your response to Question 40 is in favour of a system of external assessment for
patient safety, which organisation(s) do you think should be responsible for carrying out such an assessment in your country?

Network at EU-Level - Peer Reviews

45. How important is it for resources to be allocated to patient safety research in your country?
Very Important

46. How important is increased co-operation between EU Member States, supported by the European Community, on the priority-setting, and the commissioning, of patient safety research?
Very Important

47. How important would a database at the EU level be, which would bring together results of patient safety research and other learning and experiences, to be used as a common European resource?
Very Important

48. How important are I.T tools aimed at providing health professionals with relevant, timely and up-to-date information, such as comprehensive electronic health records, decision support systems, e-prescription support and IT-based surgery training, to efforts to reduce harm?
Very Important

49. In which areas of patient safety do you think more research needs to take place, if any? Possible areas include research on the extent of harm, the type of harm, on patient safety interventions, on the economic costs of harm, on harm outside the hospital setting and any others you feel are currently under-researched.
Managing the Health Care Setting - Case and Care - intra - extramural EuNetPaS will organize and provide methodology for network between Member States and focus medication errors at first and than infection Controll

50. If you answered positively to Question 47, what type of information should be held centrally?
Best / good practise - bad practise

51. Again, if you answered positively to question 47, who or which organisation should be responsible for maintaining the central mechanism?
DG Sanco

52. How important is there to be an arbitration system for settling complaints without going to court in your country?
Very Important

53. How important is it for patients to have access to available information on the redress available to them if they (or their families) are harmed by healthcare in your country or in other EU countries?
Very Important

54. How important is it for the system of redress in your country to be based on the ability of the patient to prove an error was made by one or more healthcare professionals?
Very Important

55. How important is it for there to be a national-wide system for calculating compensation payments in your country?
Very Important
56. How important is it for compensation systems in your country to cover not only physical harm but other factors such as loss of income?  
Very Important

57. How important would it be to have an EU-wide system of redress?  
Very Important

58. Adequate steps are being taken in your country to tackle the problem of patient safety.  
Strongly Agree

59. The European Community can play a role in supporting Member States in their efforts to address patient safety concerns.  
Strongly Agree

60. What (further) action needs to take place in your country at the national, regional and/or local levels to improve patient safety?  
Start the dialog between Health Care Professionals and Patients for Patient Safety high on the ranking on the agenda.

61. In which areas of patient safety should the European Community play a role in supporting Member States in their efforts to address patient safety concerns and how should this support work in practice?  
Provide methodologie frame for PaS Find Indicators for good/ best practise.