

2018

Annual report

MAKING PATIENT SAFETY A PRIORITY!

5th anniversary
Quality & Patient Safety



Created late of 2013, the Platform for Continuous Improvement of Quality of Care and Patient Safety (Plateforme pour l'Amélioration continue de la Qualité des soins et de la Sécurité des patients - PAQS ASBL) aims **to promote, support and organise** the development and implementation of initiatives of **continuous quality of care and patient safety improvement** in **Brussels and Walloon** healthcare institutions.

Vision

PAQS's vision is to promote a healthcare sector aiming for excellence in its practices and structural function through the standardization of continuous improvement practices.

Missions



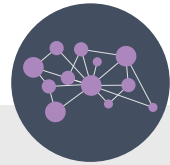
PAQS positions itself as a **Centre for expertise and innovation** recognised for its know-how on **quality** and **patient safety** in the healthcare sector, through the development of knowledge along with general and specific competencies and the widely spread of them to the healthcare sector.



PAQS develops global, consistent and effective services attuned to the sector's needs, based on three principles: **programs, education** and **resources**.

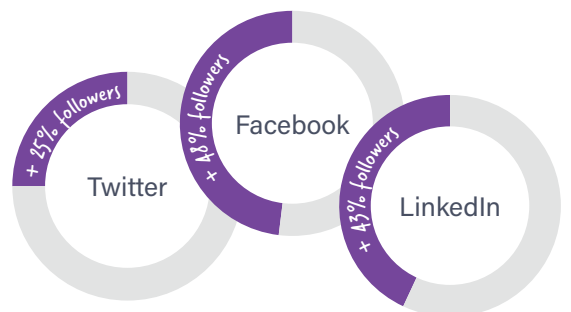
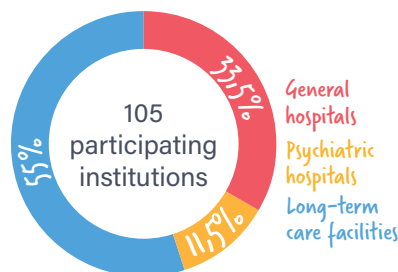


PAQS positions itself as a **privileged interlocuter** to private bodies and the authorities or regional, community, federal and international public organisations regarding the area of quality and patient safety in the healthcare sector.



PAQS develops and maintains a **network** bringing together **stakeholders** active in the field of **quality** and **patient safety** in healthcare, and works to link the various existing (and future) initiatives.

2018 in figures



1 video created and distributed about sharing adverse events

14 external talks

1 campaign

2018 in a nutshell

Inform and Learn

In 2018, PAQS gave **14** talks in healthcare institutions, either as part of courses or at conferences, and took part in **22** seminars and conferences, allowing it to present the most interesting tools and innovations to institutions in Brussels and Wallonia.

Education

Ongoing training for healthcare professionals is absolutely vital to ensure the development and sustainability of continuous improvement initiatives. In 2018, PAQS organised:

2 training courses with experts and **1** in-house developed training course, namely the **Winter School** **3** days dedicated to learning how to improve the system and explore the relevant existing tools.

E-learning modules in French based on the IHI Open School platform will also be available to support professionals.

14 courses are operational



Collaborations and Expertise

PAQS fosters relations with various international organisations, forming a network its members can draw on.

PAQS therefore participates in the *IHI Health Improvement Alliance Europe*. It also collaborates with the *Health Standards Organization (HSO)*. The rollout of an *International Francophone Network* is currently in progress.

PAQS makes its **expertise** available to various bodies and working groups.

Making the shift towards highly reliable healthcare!

In 2018, PAQS continued developing the resources it provides. In addition to the magazine *all teach, all learn*, the database of tools, the shares of adverse events, out newsletters, an awareness campaign was launched. Work on developing a Purple Book (for Patient Safety Improvement) has started and five priority areas have been set out. Also, MyPAQS, an online learning platform for all participants in PAQS projects.

4 magazines

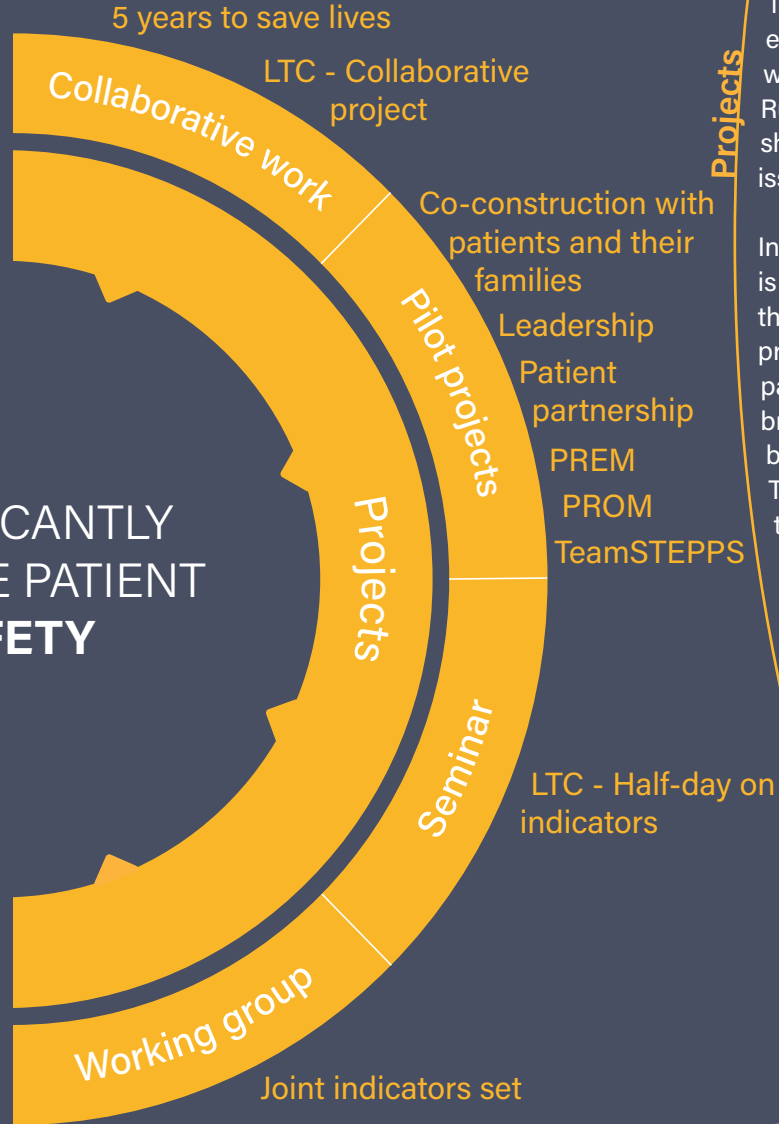
700 tools listed on the website

An average of **4.581** views per month on the website

2.313 participants
10 newsletters

Making patient safety a priority!

RECENTLY
THE PATIENT
SAFETY



Projects

Launched in 2017, PAQS's main project, **5 years to save lives**, brings together **18** institutions, working on **6** themes based on the Patient Safety Solutions of the World Health Organisation (WHO):

- Patient identification
- Safe surgery
- Communication
- Management of High-Risk Medication (HRMs)
- Infection prevention and control
- Violence prevention

In this second year of the project, participants received training in *Design Thinking*, had **5** meetings in which they could exchange views and information and raised their awareness with **3** campaigns (ASK ME 3®, Speak Up and Breaking the Rules for Better Care). The initial results of the project were shared by the Iris Hospitals South and PAQS in the third 2018 issue of the federal magazine *NOSO info*.

In parallel with the main project **5 years to save lives**, PAQS is running **6** pilot projects. These address various themes that play a role in patient safety. Among the outcomes of the project **Co-construction with patients and their families** (**8** participating institutions) are the recruitment procedures and brochures that have been created. **Leadership** was worked on by **3** institutions based on the repository developed by **ACHE**. They were offered training in the culture of excellence. Thanks to the **Patient partnership** project the participating institution has hired **2** patient partners. In all, **6** institutions are using the tool PPE-15 as part of the **PREM** project. This highlights the importance of quality-based feedback from patients. With **6** participating institutions, the **PROM** pilot project aims to improve how strokes are taken care of and treated by using the ICHOM methodology. In total, **6** institutions are involved to improve teamwork with the **TeamSTEPSS** methodology. No fewer than **741** people have now received training about this.

The **long-term sector** is taking part in a **collaborative project on improving the admission and integration process by involving the residents**. In all, **15** institutions are participating in this initiative. A **thematic half-day event** on indicators was also held, bringing together **74** participants from **49** institutions.

Working together to save lives!

Furthermore, the final report about the work on **establishing a shared set of indicators** was handed over to the Brussels and Walloon authorities. **Recommendations for use and interpretation** aimed at offering an understanding of any differences due to particular features of the respective institutions accompany the specific **definitions** of the indicators.

Resources

events and sending for the Regional Strategy for Patient and sharing workspace, has been rolled out

downloads of shares of adverse events

180 posters for the *Breaking the Rules for Better Care* campaign
1.650 stickers distributed for the *Breaking the Rules for Better Care* campaign

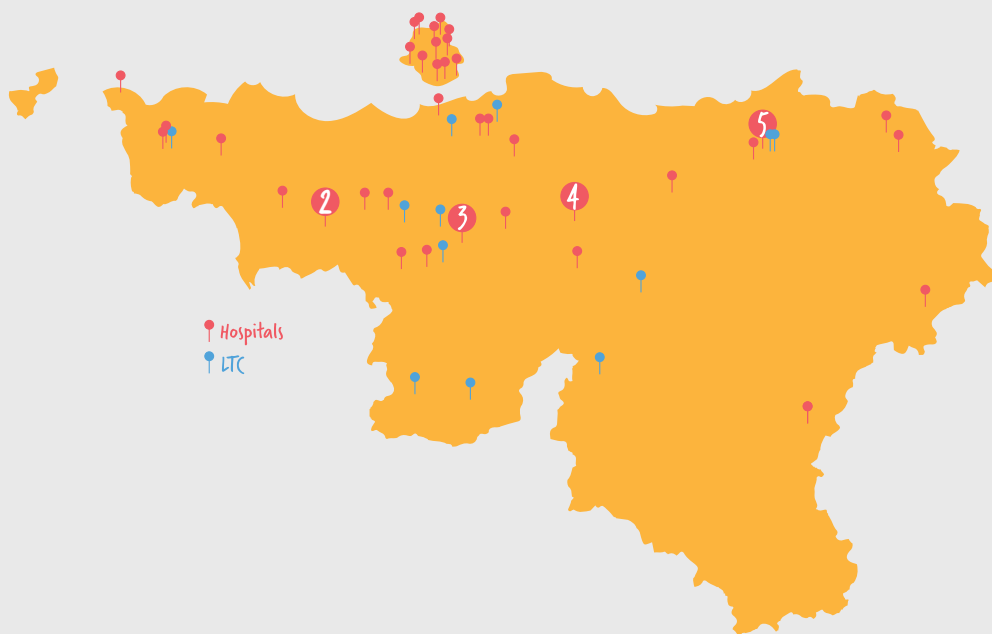
Members



Collaborations



In 2018, you trusted us!



With the support of



5 years of dedication for Quality & Patient Safety with PAQS