

# Types of incidents managed at two different medical levels in a large multinational renal services provider network

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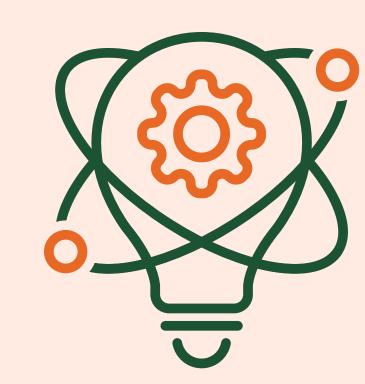
# Patient safety programs need a well-structured organization to facilitate:

- proactive and fair reporting
- prompt evaluation analysis
- timely feedback followed by measured implementation
- and auditing



### Objectives:

To analyze **all types of incidents** in our network **(2019)** by two different levels **(Corporate and Country)** of medical management alert.



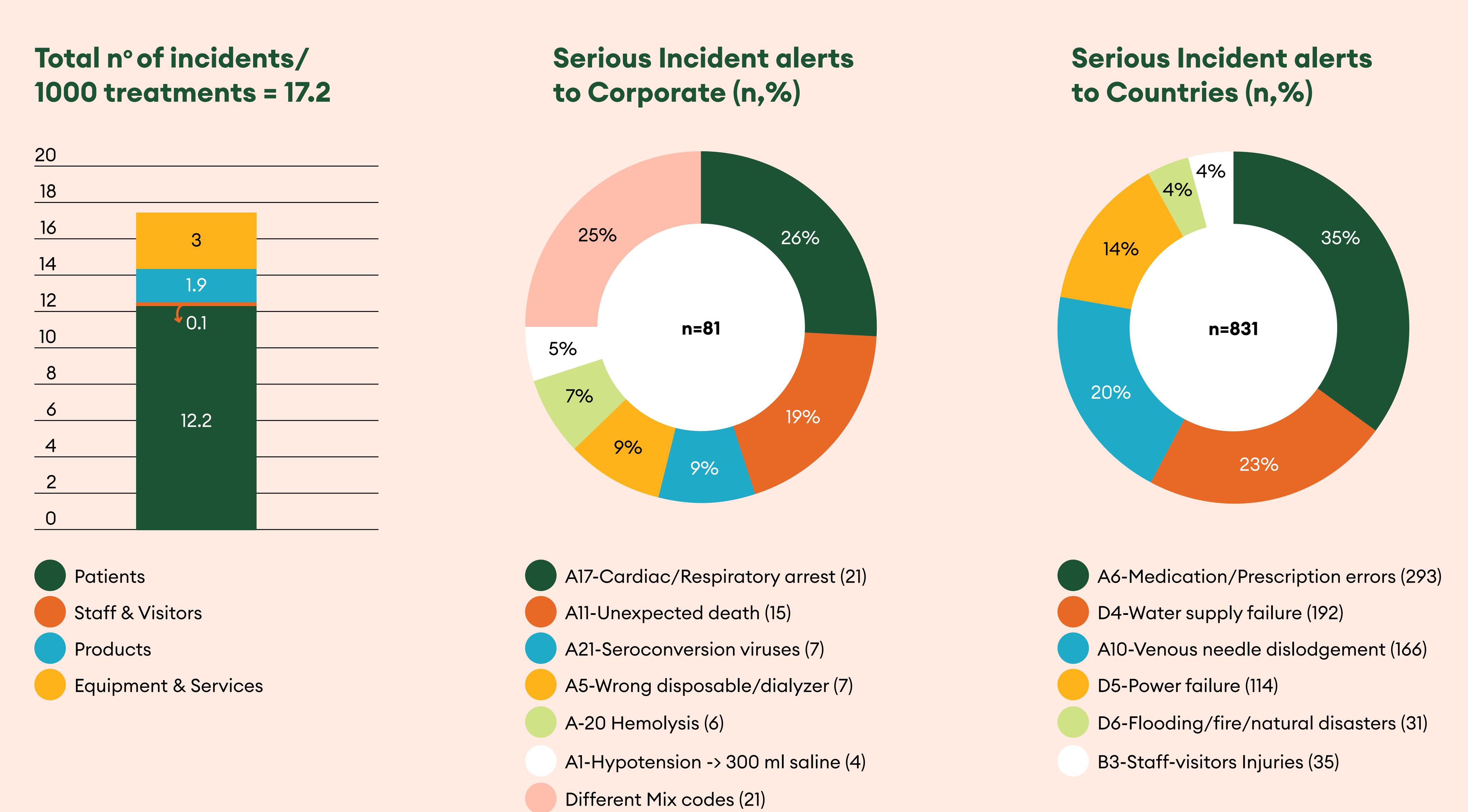
## Methods:

- 1. Our institution has tracked all incidents under a structured process program for the last 10 years, according to 4 incident types (54 subcodes)
- 2. Incidents are considered as serious:
- when they may be life-threatening
- or result in death
- cause impaired body function/structure
- and are deemed serious based on appropriate medical judgment
- 3. Communication to Health Authorities applies in accordance with local country regulations
- 4. "Serious incidents" are immediately notified to the Corporate Office and to each Country Medical lead whilst different codes may generate alerts into Corporate or Country



### Results:

A total of 92923 incidents (2.7 incidents/patient/year) have been reported during 2019 (higher than in 2018: 2.2).





# CONCLUSION:

Despite continuous efforts to get better results, there is **room for improvement** on better staff compliance with our standard operating procedures especially at the country level regarding **medications and venous needle dislodgement** risk assessment.