

The Hospital of Psychiatry of Southern Denmark



Region Syddanmark



Using FRAM to identify possible interventions for improving patient safety

Sira Skibsholt

Riskmanager, The Hospital of Psychiatry of Southern Denmark



The hospital of Psychiatry of Southern Denmark



Learning from adverse events

- Analysis within 1 week of a deadly or serious adverse events
- Methods to conduct the analysis (Root Cause Analysis, FRAM)
- Organizational learning and understanding how adverse events can occur
- No legal og disciplinary actions

The event

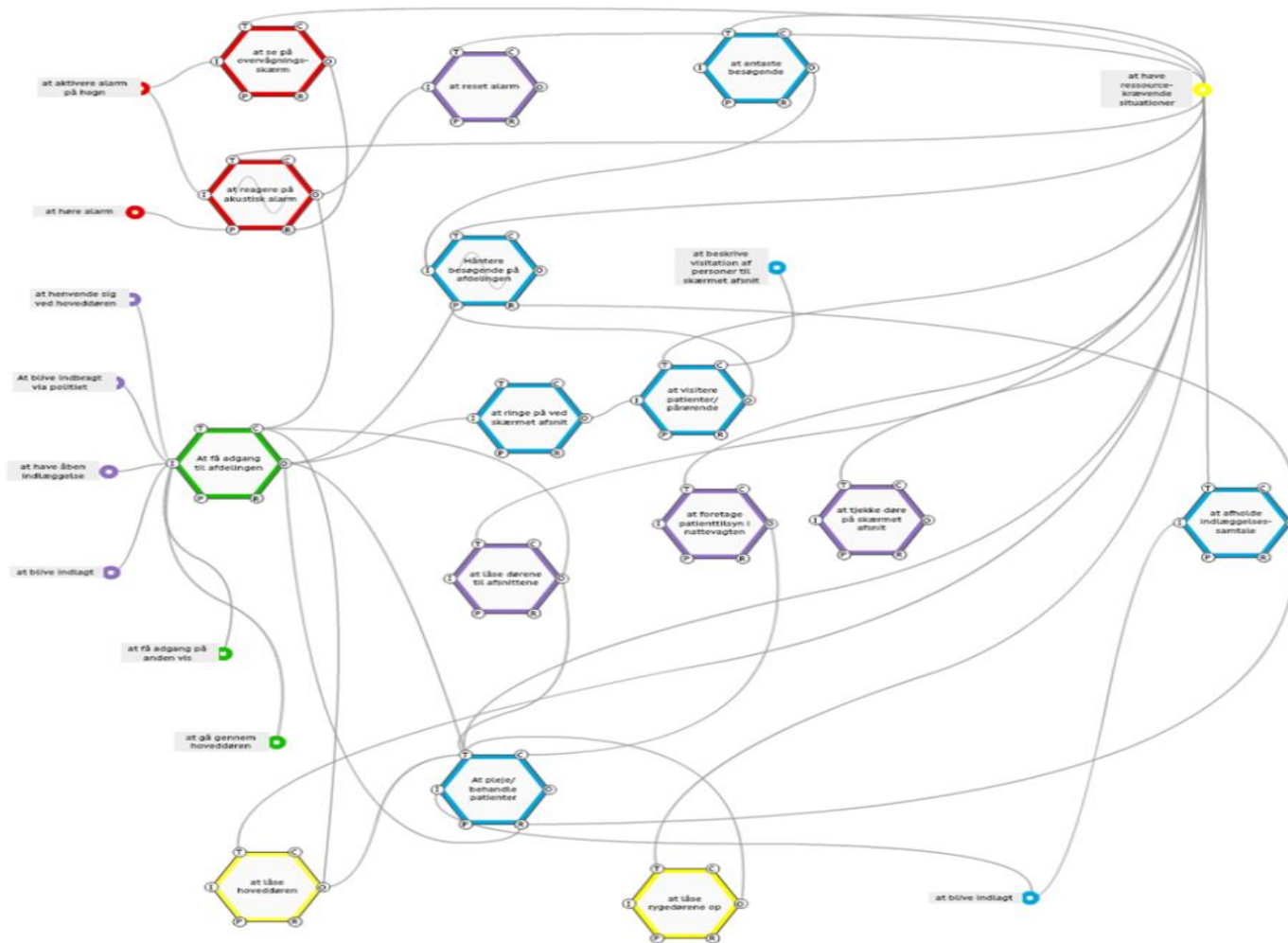


- Unknow man climbs over fence and sexual violates 3 different female inpatients during the night.

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FRAM

- Daily routines for accessing the ward
- Daily routines for use of the fence and surveillance camera as safety measures
- Daily routines for approaching visitors/unknown persons in the ward



Accessing the ward

- Free access to the ward from 8am to 9pm
- Visiting hours between 3pm and 9pm
- The staff locks doors at 9pm
- Door to smokingareas, patio doors unlocked

The fence and surveillance camera

- Outer fence 4 meters surrounds the yard
- Acoustic alarm reacts to motions including surveillance camera – the alarm is often turned off
- One unit has the surveillance camera and the alarm
- The alarm resets itself after 5-10 minutes
- Police can be contacted if necessary

Approaching visitors/unknown persons

- Visitors can access and walk around at the ward including the yard, cafe etc.
- Encouraged to follow visiting hours between 3pm and 9pm
- Visitors to inpatients in the lockdown units checks in with the staff
- Patients do not consistently wear identification bracelet
- No systematic procedure among staff for approaching visitors

Recommendations for patient safety improvements

- Reevaluate the purpose of the fence and alarm/surveillance camera
- Automatic doorlocks to the units/ward
- Procedure for checking doors to yard, patio etc.
- Smoking areas
- Focus on approaching unknown persons in the ward, patients wear identification bracelets

Suggestions for how to learn from incidents

- Dare to talk about underlying values
 - Why do we have the fence, alarm?
 - Barriers – why do we have them (alarm is turned off?)
- Using adverse events to identify areas for FRAM
 - Risk Manager focus on adverse events/things that goes wrong
 - Using daily routines to understand how adverse events can occur