

### Having fun and learning in Patient Safety – consequences of an educational programme in Verona

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- 471.000 inhabitants
- 38 Municipalities
- 2 Hospitals (470 beds)
- 4 Districts
- 1.081 hospital professionals

**What:** educational programme in patient safety for all workers (930 professionals – 86%)

**Who:** the Hospital Board, enriched by the continuous dialogue with the participants


**How:** having fun and learning (comics, photos, films and high-profile cases)

**Why:** creating an “Universal language”

**When:** 20 September - 12 December 2008 (9 editions)

**Results:**

- 1 • “easy to attend and learn”
- 2 • spontaneous “birth” of the incident reporting
- 3 • extension to the territorial healthcare field (Department of Substance Abuse, Mental Health Department, Social Welfare Services and Primary Care)
- 4 • second level of course dedicated to the use of risk management tools (FMEA/FMECA/HFMEA, Root Cause Analysis, Patient Safety Walkarounds and the definition of an Incident Reporting form for the Verona Trust)



### Conclusions

- The experience showed that patient safety can be learned easily, with a different approach (fun and enthusiasm);
- The course was targeted to be useful to all professionals
- The incidental birth of the incident reporting showed the maturity level of the organisation
- The extension of the programme to the territorial professionals has allowed to connect all the structures around patient safety
- The educational programme is a journey to meet each other and to share and an occasion to discuss, enjoy and create patient safety

