

# NIL NOCERE - SAVING PATIENTS FROM HARM

2009 - 2012



## Improving patient safety in Czech Healthcare institutions

In 2009, Project HOPE - Czech Republic in partnership with Johnson & Johnson launched a new training program “Nil Nocere – Saving Patients from Harm”, which is a 3-year continuing professional development program designed to improve patient safety in the Czech Health System. **The goal of the program is to develop a system for identifying, reporting, addressing and learning from adverse events that arise and to stop them from happening again.** The underlying purpose of the program is to increase the quality of care as well as patients and staff satisfaction.

The program covers all important issues related to adverse events: adverse events reporting, medication failures, communication failures, hospital acquired infections, falls and injuries arising from falls, clinical failures, patient misidentification. Project HOPE cooperated with the Czech experts and with consultants from the Sheffield Hallam University.

## Program Design

In the **8-module** program **64 healthcare** professionals from **16 hospitals** from the Czech Republic were trained. Each hospital team **developed a project** to improve one of the weak patient safety areas in their institutions, area that was identified by the participants themselves. Project HOPE provides a financial support to each team for the projects' implementation.

## Main program outputs



**64 health care professionals trained** in the risk management, identification and prevention of adverse events, and adverse events reporting;

**16 projects** aiming to improve patient safety in the Czech hospitals developed;

**Guidelines for best practice** in the areas of adverse events developed by the program participants. The document brings together international sources of

information for patient safety, along with information provided by the participants, enabling the participants to develop the optimal recommendations which are relevant to the local context and evidence based. Guidelines will be given to the Ministry of Health;

**Functioning network** of managers who work to improve patient safety in the Czech Republic;

**Curriculum and website** for training health care managers in patient safety created.



## Quotations from the Nil Nocere program participants' surveys:

**Rita Vilaskova,**  
*Chief Nursing Officer in Hospital and Health Centre Karvina-Raj*

“..... the program met all our expectations, we made a lot of new friends, we exchanged our experience, gained new knowledge but, primarily, we realized that in all hospitals in the country we are all “somehow trying” to achieve the same thing – namely to assure the highest possible level of safety of our patients and to clearly define the area of adverse events.”

**Alena Koukalova, MA**  
*Head Nurse of the Transfusion Unit, University Hospital in Olomouc*

“...I appreciate most that I learnt how to find new information and how to work jointly in a pleasant environment. .... Togetherness and friendly relations created are, and will remain to be, the Programme's important effect for all members of our team.”

**MUDr. Martin Kotrc,**  
*Physician at the Cardiology Clinic, Institute of Clinical and Experimental Medicine (IKEM), Prague*

“...I participated in the project as I am convinced that quality of the patient care can be increased and that healthcare staff can feel safer

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Malcolm Whitfield, professor from Sheffield Hallam University, cooperated on the program from the very beginning and was the main foreign speaker.

On April 23 and 24, 2012 final conference was held in Prague. Program participants, faculty, sponsor, representatives from the MOH, and many other guests participated in the conference.



without the omnipresent threat of being sued for harm to the patient. Nil Nocere program has fulfilled my expectations – it dealt with all key problems related to the patient care in the Czech health care system....No doubt that the interdisciplinary cooperation has shown various approaches to problems and their solutions. And it was very beneficial.”

## David Reznicek, MA

CEO, Hospital in Havlickuv Brod

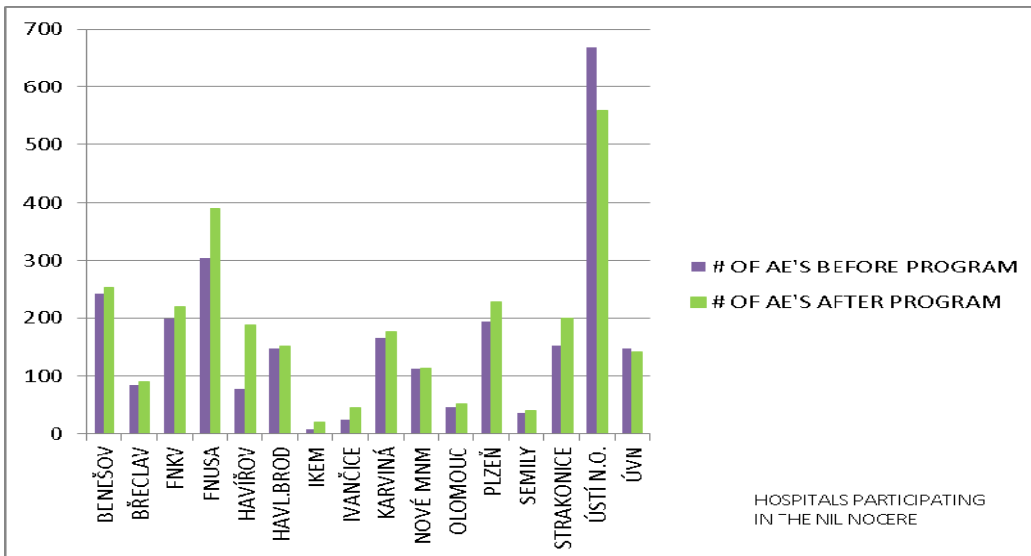
“...I was pleasantly surprised by the fruitful cooperation of the project participants when we were dealing with quality and safety issues in individual hospitals... and also by the possibility to tackle individual problems with experts in the given field not only from the Czech Republic but also from the UK. “



Mariam Sianozova, Regional Director for Europe & Eurasia, Project HOPE, handed certificates to the program participants.

## Main program outcomes

### Number of reported AEs BEFORE and AFTER implementation of Nil Nocere program



Participation of hospital teams in the program contributed in development of effective system for identifying and reporting adverse events, and to development of efficient learning systems, which are cornerstone of safe practice and, within a hospital or other health-care organization, a measure of progress towards achieving a safety culture.

Project HOPE – Czech Republic

[www.projecthope.cz](http://www.projecthope.cz)

Total number of adverse events reported in 16 participating hospitals during six months before the startup of the Nil Nocere program was 3218. Program targeted to reach 10% increase in number of reported AEs due to better identification and reporting by the end of the program. However, as data presented by the participating hospitals indicate the program target was already achieved in second semester of 2011 reaching 3540. Higher number of reported Adverse Events was shown in hospitals with less developed reporting system prior to the participation of their teams in the Nil Nocere program. The increase in number of reported AEs indicates that the program has contributed in development of effective system for identifying and reporting adverse events, which are cornerstone of safe practice and, within a hospital or other health-care organization, a measure of progress towards achieving a safety culture. This is a short term outcome of the project and it is expected that in a long run the program will result in decrease in number of AEs due to better prevention.