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Title: ***Practice-based incident reporting in Dutch general practice.***

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References: Zwart DLM, Steerneman AHM, Rensen ELJ van, Kalkman CJ, Verheij TJM. Feasibility of centre-based incident reporting in primary health care: the SPIEGEL-study. Qual Saf Health Care Feb 2011. Zwart DLM, Rensen ELJ van, Kalkman CJ, Verheij TJM. Local reporting is associated with uncovering more incidents in Dutch GP out-of-hours service. Br J Gen Pract March 2011.

Abstract

Background and aim

Incident reporting is a tool to uncover (near-) misses in daily practice. By registration and analysis of these unintended events, organisational learning from errors and therefore patient safety would be improved. Currently, initiatives to implement incident reporting in Dutch general practice are undertaken in order to improve patient safety management. A prospective, observational study, called SPIEGEL, has evaluated the implementation of a practice-based incident reporting procedure in five general practices and in a GP out-of-hours service. Recent guidelines for starting an incident reporting procedure in general practice as proposed by the Dutch College of GPs have partly been based on the results of SPIEGEL. Also, to support implementation of incident reporting in Dutch general practice educational tools have been developed. This workshop will discuss incident reporting in general practice in view of the results of the SPIEGEL-study.

Organisation of the workshop

With a short, plenary, interactive presentation the findings from the SPIEGEL-study will be introduced. In addition, some educational exercises, either individually or in small groups, will be presented in order to illustrate the challenges for the implementation of practice-based incident reporting.

Learning objectives

By the end of this session, participants able to:

- Discuss the main findings and experiences with Practice-based incident reporting in general practice.
- Apply educational exercises that reflect the challenges of incident reporting.



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management and public trust"**

Conclusion

An incident reporting procedure can have impact on the quality of care of GP- practices. However, the design of the reporting procedure should be tailored to a primary care practice. In addition, attention for enabling the users to discuss their incidents in a balanced way may enhance implementation.