

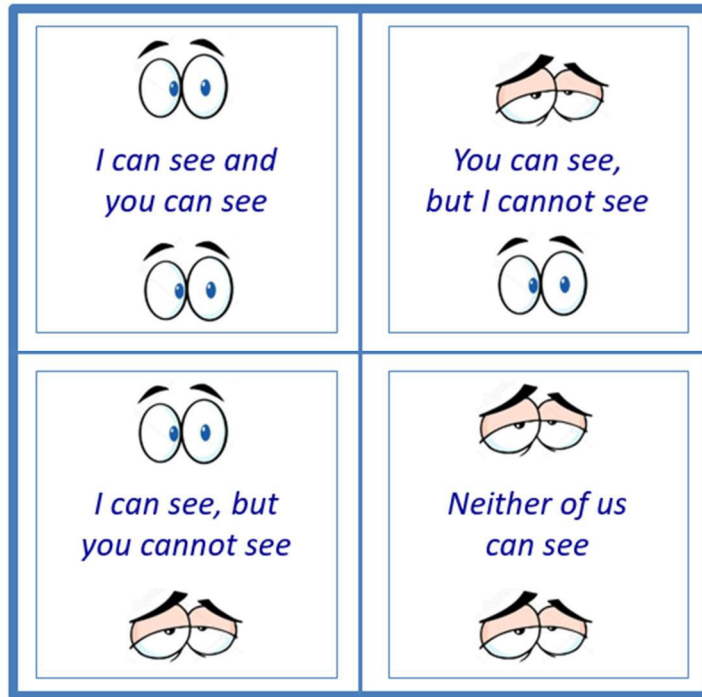
THE ART OF PATIENT SAFETY

Veli-Matti Heinijoki - Petri Pommelin





THE ART OF PATIENT SAFETY



'To lead people towards a new goal, we must first find out where they are now. To really be able to help others, we must know more than they do; but above all, we must understand what they understand. If we fail to recognise this, we may only end up showcasing our own knowledge and seeking their admiration – to no avail. But instead, when we find them, we can walk towards the goal together.'

In this light, we have documented and given an insight on our observations about the current characteristics of healthcare and social welfare.

Those characteristics have a significant impact on management, employees' performance, and consequently, on customer and patient safety. We will also present the means to encourage creating a new organisational culture.

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Cover design by Mira Loponen

Layout of contents by Petri Pommelin

Translation from the Finnish original *Potilasturvallisuustaito* by Sari Pommelin

Proofreading by Niall O'Donoghue

Published by BoD – Books on Demand, Helsinki, Finland

Manufactured by BoD – Books on Demand, Norderstedt, Germany

ISBN: 978-9-5280-5008-7

www.potilasturvallisuustaito.fi

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Patient safety is first and foremost the key value of healthcare. Strengthening patient safety requires a proactive patient safety culture. Reacting to incidents is not enough. Accountable and proactive leadership based on risk management, combined with an up-to-date situational picture, is essential. Operational requirements and systemic development alone have not succeeded in bringing about sufficient change in the desired direction. A radical transformation that includes requirements for behaviour is manifestly necessary. The required change is based on a new way of thinking: **the art of patient safety**. By following and exploring the path presented in this book, you can develop your patient safety skills to complement your knowledge and expertise.

