

①-1 “医療安全なくして先進医療なし”

名大病院では、日本最高水準の先進医療が行われています。しかし、医療は本来不確実で、大きなリスクを伴うものです。私たちは少しでもこれらのリスクを軽減し、全力で患者さんの安全確保に努めます。

①-2 "No advanced medicine without safe medicine"

Nagoya University Hospital practices the highest-level advanced medicine in Japan. However, medical practice by its nature is uncertain and risky. We make every effort to minimize these risks and to ensure patient safety.



業務目標

1. 医療に伴って患者さんに発生する、さまざまな有害な出来事を迅速にキャッチし、病院をあげての救命・治療に取り組みます。
2. 事故情報やインシデント情報を調査、分析して患者さんに正確な事実をお知らせするとともに、スタッフ教育やシステム改善に力を注ぎ、再発防止に努めます。
3. 品質管理の手法を導入し、医療の質がどの程度向上しているかを数値化し、測定しながら、よりよい医療の提供をめざします。

業務体制

教授(1名)、医師(2名)、看護師(3名)、薬剤師(1名)、弁護士(1名)、事務職員(7名)の計15名のスタッフと、院内全部門に配置されている約150名のクオリティ&セーフティマネジャーが一丸となって患者さんの安全を護ります。

業務内容

患者さんにより安全で質の高い医療を提供できるよう、私たちは以下のような業務に取り組んでいます。

1. 治療中の不測のトラブル等に対し、病院全体で対応できる治療体制の構築
2. 全部門からのインシデント情報の集積と分析、事故予防策の検討
3. 医療事故等に対する第三者による客観的事例調査、原因究明と再発防止策の指導
4. 院内の各種安全マニュアル、標準対応指針などの策定、各部門との連携
5. 院内研修、学生教育による安全意識の高い医療者の育成と、安全文化の醸成
6. 品質管理の手法を導入した業務の質向上とアウトカム評価

—患者さんが安心して、納得のいく治療を受けられますように—

Objectives

1. Promptly detect various adverse events related to medical practice and make a collective effort to treat patients and save lives.
2. Research and analyze accident and incident reporting and provide patients with accurate information. Provide training for the staff and improve the operating system to prevent the recurrence of accidents and incidents.
3. As adopting the quality management method, aiming to provide the best possible medical services by qualifying and measuring the quality of care. Seek the better medical system using improvement science methods.

Operation System

The department consists of a total of 15 members: one professor, two doctors, three nurses, one pharmacist, one lawyer and seven staff members, in addition to about 150 quality and safety managers in all departments of the hospital. All these people work together for patient safety.

Scope of Medical Services

To provide patients with safe, high-quality medical services, we do the following:

1. Establish a hospital-wide system to deal with any matters arising during medical practice.
2. Gather and analyze incident reporting from all the departments and improve medical quality.
3. Give guidance on third-party objective research into adverse events and on measures to identify the causes and prevent recurrence.
4. Compile safety manuals for practice and equipment in the hospital, guides to standards and other necessary literature, and facilitate coordination between departments.
5. Provide training to the hospital staff and students to foster safety-conscious medical professionals and create a safety culture.
6. Improve the quality of care and service by adapting the quality management method and evaluate the outcome.

—Ensure that patients can receive satisfying care with a sense of security—