

「安全かつ最高水準の医療を提供する」

これは、当院の基本方針の第一項です。医療が高度で複雑になれば、ヒューマンエラー、コミュニケーションエラー、システムエラーなどのほころびが生まれ、それは時に不幸な医療事故につながります。これらのリスクに全力で向き合い、患者さんの安全確保に努めるのが、私たちの使命です。現在名大病院はJCI(国際病院評価機構)に沿った、世界標準の患者安全体制の導入に取り組んでいます。私たちは、日本一安全で、質の高い国立大学附属病院を目指します。

Provide high-quality, safe, state-of-the-art medical care

This is the most important policy in Nagoya University Hospital. Patient safety is one of the core elements of quality in health and medical care. Progress in medical and allied science and technology has transformed modern medicine into an advanced and complex health system. Inherent risks have always existed in clinical medicine. Developments in modern medicine have resulted in new and sometimes greater risks. We must attempt to foresee these risks and manage them in the treatment of patients. In the future, we hope to work towards globalization of medical care. To achieve this goal, we must prove that our quality of medical care and assurance of patient safety meets the international standards of care. We are currently preparing to be accredited from Joint Commission International (JCI). We aim to be the safest and the highest quality Hospital in Japan.



業務目標

1. JCI(国際病院評価機構)が基準とする患者安全体制を導入し、「国際患者安全目標」に沿った安全確認行動を完全に遵守します。
2. 品質管理手法を用いて院内の多様な課題を視覚化し、改善効果を測定しながら、より質の高い医療の提供を目指します。
3. インシデント・アクシデント情報を分析し、スタッフ教育やシステム改善に反映させ、医療事故の未然防止に努めます。
4. 万一、医療事故が発生した場合は、患者さんに正確な事実をお伝えし、病院をあげた治療連携と、被害の最小化に全力を尽くします。
5. 医療事故調査制度に則り、医療事故の事実究明、プロセスの評価、再発防止策の立案を行います。
6. 患者の権利と安全確保を第一とし、透明性高く、足腰の強い、堅牢な安全文化を確立します。

業務体制

専任教授1名、専従医師1名、専任医師1名、専従薬剤師1名、専従看護師3名、専従弁護士1名、専従事務7名の計15名のスタッフと、院内全部門に任命されている約150名のクオリティ&セーフティマネジャーが一丸となつて、患者さんの安全を守ります。

業務内容

1. JCI基準に準拠した方針・手順書の作成と、遵守状況のモニタリング
2. 品質管理手法を用いた改善効果の測定
3. 全部門からのインシデント・アクシデント情報の集積と分析
4. 院内の伝達会議、安全研修、学生教育等による周知、啓発
5. 重大アクシデントに対し、病院全体で対応できる治療連携体制の起動
6. 医療事故に対する第三者による事例検証(医療事故調査)
7. 適切なインフォームド・コンセント体制の整備

—すべての患者さんが、安心して、納得のいく治療を受けられますように—

Objective

1. Adopt the medical safety system based on the JCI, observe the safety confirmation along the International Patient Safety Goals.
2. Provide high-quality medical services while visualizing various problems in the hospital using quality control method and measuring the improvement effect.
3. Analyze incident and accident reporting, and reflect to staff training and system improvement, and try to prevent medical accidents.
4. Provide accurate information to the patient if malpractice occurs and make a collective effort to cooperative treatment and minimizing of damage.
5. Investigate the facts of medical accidents, evaluate processes, and prevent recurrence according to the medical accident investigation system.
6. Establish safety culture with fundamental dignity, equality of all human beings and the patient right.

Staff

The department consists of a total of 15 members: one full-time professor, one dedicated doctor, one full-time doctor, one full-time pharmacist, three full-time nurses, one full-time lawyer and seven full-time staff members. In addition, there are about 150 quality and safety managers appointed in each department in the hospital. All these people work together for patient safety.

Scope of Medical Services

1. Create policies and procedures that conform to JCI standards and monitor compliance status
2. Measure the improvement effect using the quality management method
3. Collect and analyze incident and accident reports from all the departments
4. Conduct communication conferences, safety training and student education in the hospital
5. Start of the treatment cooperation system that can address to serious accidents throughout the hospital
6. Verify the adverse events by third-party (Medical accident investigation)
7. Provide an appropriate informed consent system

—We wish all patients can receive satisfactory medical care in peace.—