Approaches for Reducing Medical Errors
&
Increasing Patient Safety: TRM, Quality and 5Qs Method

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Friday 8thJune from 9.00 a.m. to 1.00 p.m.

Friday 8thJune from 3.00 p.m. to 7.00 p.m.

Saturday 9thJune from 9.00 a.m. to 12.00 p.m.

DiSFor – Department of Science of Education –
C.so Andrea Podestà, 2 - Genoa, Room 4C4, Building A, ground floor

Colleagues, PhD students, Students attending Schools of Specialization and Students interested on the aforementioned topics are invited.

The lectures will be held in English

University of Genoa – School of Social Sciences

DISFor **D**epartment of Science of Education

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Summary

An important goal in any country should be to deliver safe and high-quality health care to patients in all clinical settings. Despite the best intentions, however, a high rate of largely preventable adverse events and medical errors occur that cause harm to patients.

Medical errors are one of many Nations´ leading causes of death and injury.

Total relationship medical management (TRMM) emphasizes the totality and the holistic nature of a relationship which includes internal and external factors, functions and resources inside and outside any health care organization/institution. TRMM includes 5 generic quality dimensions (5 Qs) and measurements. 5Qs will be used in this study to identify the shortcoming of a health care institution to reduce the medical errors which lead to the increase of physicians' and patients' relationship.

Systematic methods of patient safety and quality assurance in health care are still evolving in both developed and developing countries. Patient safety and good quality of care are considered to be the right of all patients and the responsibility of all staff within the hospital (Zineldin, 2006). The medical and health care sector have to cope with environmental pressures such as demographic changes and ageing of populations as well as emergence of new treatments and technologies and increased insistence on greater medical and health care in order to remain competitive (Ingram and December, 1999; Andaleeb, 1998; Lim and Tang, 2000). Not surprisingly, health care quality, patient safety and satisfaction constructs are of vital concern for health care organizations (Zineldin, 2006; Camgoz-Akdag and Zineldin, 2010).

Most of the published academic studies in the services sector have looked only at the link between services quality and satisfaction (e.g. Kelley and Davis, 1994; Bettencourt, 1997; Zineldin, 2000). Few studies have been conducted to investigate the link between technical and functional quality dimensions and the level of patient's safety, medical errors and patient satisfaction in the healthcare sector. None of the identified studies have empirically examined how the atmosphere, interaction and infrastructure might prevent the medical errors and impact overall patient's quality perception and satisfaction (Zineldin, 2006).

Total relationship medical management (TRMM) is an approach developed by Prof. MosadZineldin (2000) emphasizes the totality and the holistic nature of a relationship which includes internal and external factors, functions and resources inside and

outside any health care organization/institution. TRM includes 5 generic quality dimensions (5 Qs) and measurements (Zineldin, 2006). 5Qs can be used as a tool to identify the shortcoming of a health care institution, identify and reduce the medical errors which lead to the increase of the patient safety and doctors' and patients' satisfaction.

These lectures/seminars are attempt to contribute to the previous academic studies and professional implementation of quality of medical and healthcare by at least two ways;

1. Reduce the medical errors

2. Increase patient safety