



## **Risk management patient and staff safety, Methods to reduce medical mistakes with continuously training and education**

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### **Abstract:**

Before I started at St. John Hospital, I have spent the last 7 years abroad, in the UK and Saudi Arabia. Unlike in London for example, in Austria it is not common to evaluate errors that have been made instead it represents a topic that is not discussed by the employees and employer.

Some private hospitals even lack a risk management department in such cases the responsible employee might be dismissed if a major mistake has been made.

Fortunately the ministry of health has decided to implement a risk management department

In every hospital which has been an enormous challenge in a “non blaming culture”. The basis of a successful risk management is to gain the employees trust to confide their mistakes, followed by the development of a critical incident reporting system.

As a risk manager it is important to gain a clear overview of each department and offer support as well as communicate with all employees.

Instead of frightening the staff with consequential measures in case the main target is to reduce the occurrence of medical errors and to develop international patient safety guidelines with continuous educative programs.



### **Biography:**

Bettina Koch has completed her MBA in Health care Management at the age of 42 years from the economic university in Vienna. She successfully participated in the education for a professional designation of Certified in Healthcare Risk Management in 2017 in Riyadh. She is a member of AIGQ, American Institutes for Healthcare Quality and NPSF American Society of Professionals in Patient Safety. She works as a Risk and Patient Safety Manager at St. John of God Hospital in Vienna. She implemented a Risk management in 400 bedded Hospital with 1000 staff and created a “just culture” furthermore a culture of safety.

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