

Healthcare Quality and Patient Safety Improvement in Selected European Union Countries

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Abstract

Purpose. To identify inadequacies in the approach to healthcare quality and patient safety, to compare them across European Union countries, and to identify directions for improvement and indicators for assessing this quality.

Methods. Analysis of available reports from 2012-2022 of institutions controlling healthcare facilities in selected EU countries.

Results. The reports of the controlling institutions indicated areas for improvement, including personnel policy, implementation of modern information technologies, coordinated care, supervision of diagnostic equipment, and financial management.

Conclusions. The organisation of healthcare and the improvement of patient safety is evolving in the direction of changes: legislation, systemic changes in the employment and continuing education of medical staff, infrastructure, the formation of a patient safety culture.

Science implications. Diagnosis of inadequacies identified significant organisational, cultural, legal, and communication barriers, the removal of which will contribute to more efficient functioning of the healthcare system and avoid medical and non-medical errors. Development of a system of indicators to measure healthcare quality and patient safety.

Practical implications. Recommendations for management and medical staff regarding changes in work organisation and approach to the patient for self-education

Originality. The inadequacies of the national approach to healthcare quality and patient safety are shown.

Limitations. The study covered reports from 2012-2022 and contained no up-to-date data.

Keywords: healthcare quality, patient safety, quality assessment indicators, measuring the quality of healthcare, improvement of patient safety