



EUROPEAN ASSOCIATION  
OF HOSPITAL MANAGERS



Deutscher Krankenhausstag



MEDICA®

Patient  
Risk Management  
Safety



# Patient Safety & Risk Management

Gerry O'Dwyer

President, European Association of Hospital Managers

Group CEO, South/South West Hospital Group  
Cork, Ireland

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President European Association of Hospital  
Managers

25 Member Countries



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Group CEO, South/South West Hospital Group  
Cork, Ireland



# Patient Safety & Risk Management

## Patient Safety

The World Health Organisation (WHO) describes Patient Safety as:

*‘the reduction of Risk of unnecessary harm associated with healthcare to an acceptable minimum’*

*WHO, 2009*

# Patient Safety & Risk Management

## Risk Management

*Risk Management is a process by which we identify factors which may prevent us from providing safe, excellent, efficient and effective care.*

# Patient Safety & Risk Management

## Resilience

The concept of 'resilience' is the degree to which a system continuously prevents, detects, mitigates or ameliorates hazards or incidents so that an organisation can 'bounce back' to its original ability to provide core functions.

*Proactive and Reactive risk management*

# Patient Safety & Risk Management

## The IMPO Model

*Experiences of Hospital Managers*

### *IMPO Four Pillars*

- 1. External Inputs*
- 2. Management & Leadership*
- 3. Processes*
- 4. Outcomes*

IMPO