

10.53106/199457952022071604001

The Achievements and Future of Information Technology related Patient Safety

Jia-Li Huang¹, Ya-Ting Deng¹, Sheng-Hui Hung^{2*}

¹Division of Quality Improvement, ²CEO Office, Joint Commission of Taiwan

*Corresponding Author: Sheng-Hui Hung

Email: angel.hung@jct.org.tw

Abstract

With the rapid technology advancement and intense development of smart healthcare, patient safety incidents triggered by information technology related problems emerge in an endless stream, attracting international attention. In 2020, the Joint Commission of Taiwan (JCT) collaborated with the Emergency Care Research Institute (ECRI) to establish Taiwan's first Information Technology related Patient Safety (ITPS). ITPS aims to collect information technology related patient safety incidents of healthcare organizations via reporting. In 2021, ITPS received a total of 50 incident cases, with the highest number of incidents in categories of inspection/examination/pathology (40%) and medication (38%). In terms of cause classification, the information system (48%) and system interface (26%) problems were the most common. In order to ensure the accuracy and integrity of the reported incident, a dedicated specialist will communicate with the hospital and clarify specific details of the incident. Then, an expert team will conduct in-depth analysis to identify potential patient safety risks in the hospital's information system and provide immediate feedback and recommendations with final reports. The expert team will also invite hospitals to share their improvement benchmark experience, jointly explore this emerging field, and create a safe e-healthcare system within the country.

Keywords: Information Technology related Patient Safety (ITPS), smart healthcare, patient safety

醫療科技問題與病人安全風險學習平台成果與展望

黃嘉立¹、鄧雅婷¹、洪聖惠^{2*}

¹財團法人醫院評鑑暨醫療品質策進會品質促進組、²執行長室

*通訊作者：洪聖惠

電子信箱：angel.hung@jct.org.tw

所屬單位：財團法人醫院評鑑暨醫療品質策進會執行長室

聯絡地址：新北市板橋區三民路31號5樓

摘要

隨著科技的進步與智慧醫療的蓬勃發展，因資訊系統問題而導致的病人安全事件層出不窮，引起國際間重視。2020年醫策會與ECRI合作，建置臺灣第一個醫療科技問題與病人安全風險學習平台(Information Technology related Patient Safety, ITPS)，由醫院通報以收集因資訊科技所導致的病人安全事件。本平台於2021年共收案50件，事件類別以檢驗／檢查／病理切片事件(40%)及藥物事件(38%)最多，在資通訊事件分類方面，以資訊系統問題(48%)、系統介面問題(26%)最多。為確保通報資料正確性與完整性，由專人客製化進行問題的溝通與釐清，並由專家群進行深度剖析，挖掘資訊系統潛藏的病人安全風險，提供即時的回饋與建議，並辦理醫院通報及改善經驗標竿分享，共同研討此新興領域，共創安全E世代。

關鍵詞：醫療科技問題與病人安全風險學習平台、智慧醫療、病人安全