

**"Doctors do not make mistakes"**

**Developing a patient safety collaborative manual**

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**CL35 "Doctors Do Not Do Mistakes": Developing a Patient Safety Collaborative Manual**

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Context There have been numerous studies estimating the level of harm in primary care. England has recorded 8%, in the US 24% and 2% in Scotland. In Australia, 32% of patient errors resulted in patient harm and 9% of these were very serious or extremely serious. Australian Primary Care Collaboratives (APCC) Program started in 2004 by following the UK National Primary Care Collaborative model. APCC program's success in improving quality is evident. Adding patient safety to APCC agenda may improve patient safety in primary care. Objective To develop a patient safety collaborative manual to be utilised in APCC program from 2014. Design Four approaches were used to develop this manual: a) literature review, b) consultations with national and international experts on patient safety, c) interviews with highly experienced surveyors who are involved in accreditation of Australian general practices d), interviews with high performing general practices in safety and quality to identify their characteristics and activities. Results There is no evidence based guideline. Therefore an Australian safety collaborative manual has been developed. This manual includes aims, change ideas and measures for: a) A systematic approach to learn from significant events that affect patient safety b) Robust systems for maintaining current medication and past medical history lists c) Safe use of medicines that might be affected by or cause a deterioration of renal function d) Regular review of prescribed medications in patients at risk of iatrogenic harm. Conclusions This is the first safety collaborative manual including a systematic approach. The APCC Program will be using this manual from 2014. This manual will enable primary care to meet the Australian Safety and Quality Framework for Health Care which has been endorsed by Health Ministers.