

# Patient Safety challenges linked with new technologies: The costs of failed implementation

Penilla Gunther  
President, European Patient Safety Foundation (EUPSF)

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# EUROPEAN PATIENT SAFETY FOUNDATION



**Independent foundation, uniting experts and leading organisations to drive patient safety forward across Europe.**

## VISION

Continuous improvement of patient safety and quality of care is the top priority of European healthcare.

- ✓ A broad understanding of patient safety
- ✓ A systemic vision of change
- ✓ A shared responsibility

## CORE ACTIVITIES

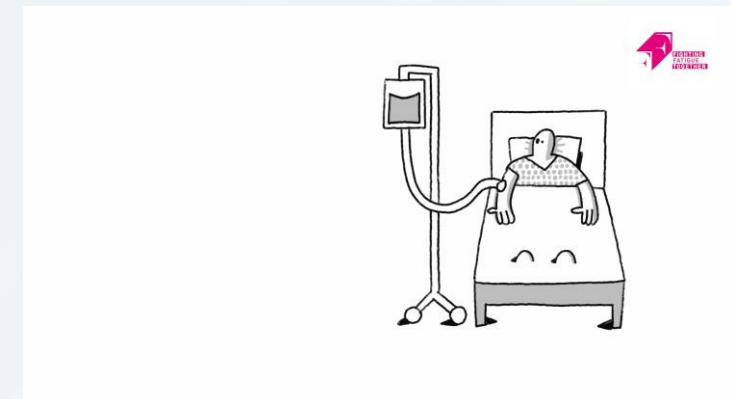
- ✓ Annual Patient Safety Conference



- ✓ Participation in EU Projects & advocacy Alliances  
[www.eupsf.org/collaborations](http://www.eupsf.org/collaborations)
- ✓ Quarterly Patient Safety Newsletter  
[www.eupsf.org/news](http://www.eupsf.org/news)



- ✓ Fighting Fatigue Together Campaign



# NEW TECHNOLOGIES IN HEALTHCARE



## EXPECTED BENEFITS

### **1/ Improved Patient Safety and outcomes :**

- ✓ Faster, more accurate diagnosis and treatment
- ✓ Risk identification
- ✓ Personalised care
- ✓ ...

### **2/ Increased efficiency :**

- ✓ Reduced workload for healthcare teams
- ✓ Shorter length of stay for patients
- ✓ Positive impact on hospital finances
- ✓ ...

# NEW TECHNOLOGIES IN HEALTHCARE

## FAILED IMPLEMENTATION

### 1/ No improvement in Patient Safety and outcomes (sometimes even worsening):

- x Technology's potential is not fully exploited
- x Bypassing or rejecting behaviours
- x Additional errors and adverse events -> second victim phenomenon, mental health issues

### 2/ Efficiency negatively impacted :

- x Additional work for care teams -> fatigue, burnouts, people leaving profession
- x Additional costs for hospitals, technology providers, insurance companies...



# HOW TO AVOID FAILED IMPLEMENTATION



## FROM THE HOSPITAL PERSPECTIVE

1. **Involve** the users (physicians, nurses,.. ) and beneficiaries (patient representatives) as from the investment decision, by collecting their needs and expectations regarding the technology
2. **Incorporate** implementation cost as a purchasing parameter/comparison between different technological solutions
3. **Manage** the implementation as a specific and challenging project for the organisation, with :
  1. a clear transition plan including a test phase
  2. a training programme
  3. sufficient human resources
  4. monitoring of the results

# HOW TO AVOID FAILED IMPLEMENTATION



## FROM THE INDUSTRY PERSPECTIVE

1. **Involve** the users (physicians, nurses,.. ) and beneficiaries (patient representatives) in the development process, by collecting their needs and expectations regarding the technology;
2. **Clarify** the conditions/costs for implementation and the points to watch out to achieve the expected results in terms of improving patient safety and outcomes;
3. **Help** the transition by :
  1. developing an ideal target workflow incorporating the new technology;
  2. offering extensive training;
  3. if AI is used, issuing clear recommendations on the quality of data entered into the system (avoid "trash in, trash out");
  4. staying available and responsive in the event of a failed or partial implementation that does not achieve the expected results.





# THANK YOU FOR YOUR ATTENTION

[penilla@citizensaffairs.se](mailto:penilla@citizensaffairs.se)

[contact@eupsf.org](mailto:contact@eupsf.org)

[www.eupsf.org](http://www.eupsf.org)

[www.fightingfatigetogether.org](http://www.fightingfatigetogether.org)

# EUPSF TRAINING WORKSHOP



**Title** : “Challenges linked with new technologies: the costs of failed implementation”

**Target groups**: Hospital managers, medical purchasers, heads of services

## **Goals of the training**

1. Make the participants aware of the importance of a successful implementation in the ability of a new technology to improve patient safety and outcomes and generate efficiency gains.
2. Enrich the decision-making process when investing in a new technology, by involving users and beneficiaries, and by proposing evaluation criteria linked to the ease/cost of implementation of this technology in their establishment.
3. Provide the keys to successful implementation applicable to most new technologies, by proposing a methodology inspired by project and change management that carefully considers cultural factors and work-around mechanisms.

**Duration**: 4h (standard training) - 8h (tailored workshop around specific needs)

**Language**: English / French