CONTENTS

1. Basic Principles of Patient Safety and Quality Indicators **1**
Sanjay Saproo

Defining Patient Safety and Quality Care *1*
Patient Safety Versus Quality Care *6*
Medical Errors and its Types *9*
Error Reporting, Disclosure and Root Cause Analysis *14*
To Err is Human and How to minimise the Impact *19*
Creating the Culture of Safety *25*
How Patient Centric Healthcare Increases the Patient Safety *29*
Education and Training for Enhancing the Patient Safety and Quality *35*
Benefits of using the Information Technology Rightly *40*

2. Tools and Strategies for Quality Improvement and Patient Safety **46**
Rajesh Mohan Shetty

3. A Guideline to Identify and Implement Quality Indicators within Healthcare **55**
Arvind Kasaragod

4. Implementation of Quality Indicators in Developing Countries **59**
Suresh Ramasubban

5. Role of Human Factor within Patient Safety and Quality **64**
Sanjay Saproo

Defining Human Factor and Human Factor Engineering *64*
Role of Human Factors and Human Factor Engineering in Improving the Patient Safety *67*
Role of Human Factor Engineering in Technology *83*
Role of Human Factor in Medical Devices Safety *87*

6. Technology and Patient Care Safety in the ICU **91**
Ashwin K Mani, N Ramakrishnan

7. Quality Indicators of Intensive Care Unit **101**
Subhash Todi

8. Checklists and SOPs **111**
Somnath Chatterjee

Index *127*