

The German programme for the Systematic Analysis of Critical Incidents in Ambulatory Care (SACIAC): Implementation by means of quality circles

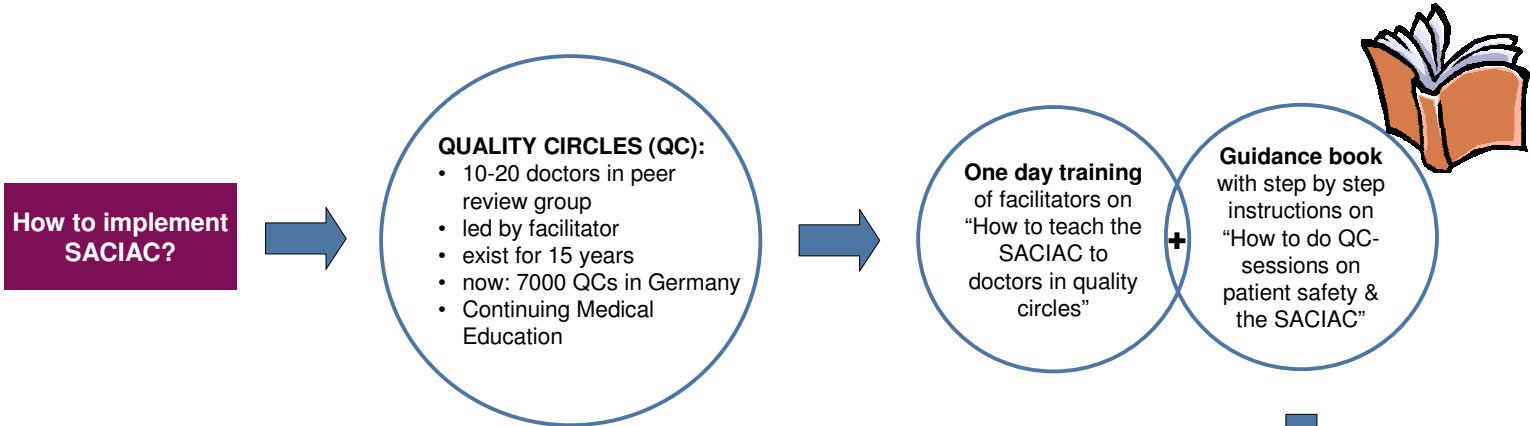


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 Joint Institution of the
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WHY QUALITY CIRCLES WERE CHOSEN AS MEANS OF IMPLEMENTATION

- (1) The facilitator can teach and coach new topics; such as patient safety and the SACIAC programme.
- (2) Participants can confidentially discuss sensitive matters with peers; e.g. critical incidents.
- (3) The setting of the QC allows the simulation of the SACIAC programme during the QC-session.

HOW FACILITATORS ARE TRAINED AND SUPPORTED

Facilitators are trained in a **one day course** on "How to teach the SACIAC". Guidance book gives **step by step instructions** on "How to do a QC-session on patient safety and the SACIAC". It contains:

- basic reading and background information on patient safety and the SACIAC
- ready to use PowerPoint-presentations for the QC-session
- charts and workflow sheets
- A manual for the doctors about "How to use the SACIAC in the practice"

FURTHER RESEARCH

In November 2006, the first 20 quality circle facilitators were trained in "How to teach and introduce the SACIAC programme to the participants of their QC."

Further research will be necessary on:

- effectiveness of the SACIAC (Do practice teams learn and improve the system?)
- on suitability and effectiveness of QC as a means of implementation.

