PATIENT SAFETY AND ITS IMPORTANCE FOR THE GROWTH OF HEALTHCARE INFRASTRUCTURE

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ABSTRACT:

Access to high-quality healthcare is crucial for reducing the burden of illness and improving overall health outcomes. An overwhelming statement that supports this legacy is medical system both improves population health and has direct and indirect consequences that encourage national economic priorities. These include macroeconomic growth, employment, anti-poverty initiatives, and societal well-being, which leads to improved productivity and economic growth.

Furthermore, the successful Artificial Intelligence (AI)-Healthcare collaboration has resulted in enhanced patient healthcare in domains ranging from hospital productivity and patient safety to quality medical treatment. Patient safety is one of the fields that has received a lot of attention recently due to the increasing count of incidences of medical negligence and violence against doctors and other medical professionals. This scenario turned out to be more complicated because of the risk caused by the mistakes and errors in treatment, resulting in any preventable harm to the patient.

World Health Organization (WHO) defines patient safety as a framework of organized activities that creates cultures, processes, procedures, behaviors, technologies, and environments in health care that consistently and sustainably lower risks, reduce the occurrence of avoidable harm, make errors less likely, and reduce their impact when they do occur.

In 2004 "World Alliance for Patient Safety" project initiated by WHO, targets avoiding any risk or chances of errors during the treatment involving the patient's safety directly or indirectly. It has explored numerous safety policies and aspires to be patient-centered throughout the treatment journey and is the most dutiful method sensitive to the preferences and patient's requirements.

The concept of Patient Safety took its origin from the Aviation industry, and is an underlying principle of all such High-Risk Organizations (HROs) which aims for continual improvement based on lessons learned from earlier missteps and mishaps. As a result, different interventions to improve the dynamics of patient safety have been implemented, such as checklists with more patient information, safety-related training programs for the entire team, and so on. While various safety schedules and Safety Operating Protocols (SOPs) are being developed and implemented, certain instruments and scales are available to assess the impact of the interventions in which tracking the accurate predictor is the main component.

However, there is no standard tool to measure safety, existing literature, expert feedback, and individual experience are regarded as significant means of monitoring the discrepancies and measuring the impact of certain factors including teamwork, integrity, communication, and decision-making, which can be accomplished using a variety of fabricated tools.

Keywords: Patient Safety, World Health Organization, Artificial Intelligence, High Risk Organizations, Safety Operating Protocols

INTRODUCTION

Community medicines are related to disease prevention, the history, and determinants of the population of the disease, the impact of society on disease and health, and the environment. The main challenge that is faced by community medicine is the shortage of the workforce (Haugen, *et al* 2019). As community medicine professionals somewhat deal with the rural and urban areas there sometimes a shortage occurs in the number of working professionals. This often occurs also because they often give support to several doctors (Hessels, *et al* 2019). The professionals dealing with community medicine often face different types of harassment. Overcoming this harassment has become a challenge for them. The other problem that they face is stigma exposure. Due to harassment, they unnecessarily the stigma within them that their reputation of will go down and for this many have left their job as well. This has become a critical challenge for community medicine professionals (Danielsson, *et al* 2019). These are the few problems and challenges faced by community medicine professionals.

CHALLENGES AND PROBLEMS IN HEALTHCARE

There are endless demands that are brought up by the people and that is proved to be challenging for the healthcare industry (Lee, *et al* 2020). With the development of different modern infrastructures in the environment of the healthcare infrastructure, the demands of the people are increasing day by day. To meet those demands the healthcare index faces multiple challenges. The first challenge is the challenge of cyber security threats. The patients with full trust and belief give their personal information and data which includes medical records, payment methods, and personally identifiable information of the patient (Tan, *et al* 2019). The risk of cyber security has put all the personal data of the patient in danger. This can also affect the healthcare center's reputation. The second challenge that the healthcare index faces is telehealth implementation. In the past 2 years, the implementation of telehealth has taken a rise. It helps to improve the accessibility of the patients to the doctors, but it comes with its challenges (Yari, *et al* 2019). The challenges concerning that are the security of the information and keeping the privacy of the patient. It is also essential to make sure that the technology the healthcare index is using is safe for the environment and as well as impactful care delivery to the patients. The third challenge includes price transparency (Al Lawati, *et al* 2019).

The patients sometimes remain completely lost about the cost of health care. This affects the healthcare centers and the solo practitioners. This is, in turn, affecting the thinking process of the patient, because, in the coming years, they will first check the cost of and prices of the

hospitals rather than focusing on how good quality of care they can provide to the patients. The fourth challenge is the IT investment in healthcare. "IT healthcare investments" include EHR software which can be helpful to reduce the amount that is being spent at every level of the healthcare index (Otitolaiye, *et al* 2021). The implementation of software for the health care clinic helps in reducing the cost of operation. The other challenges include positive patient experience. Because of the above challenges often patients give negative feedback. This impacts the healthcare index negatively. Thugs this needs to be improved. Another challenge that the healthcare index face is the shortage of staff (Harsul, *et al* 2020). As that happens, their healthcare needs will gradually surpass the number of basic healthcare and specialist doctors. One of the major difficulties doctors will likely have in caring for their patient populations will be meeting the rising demand. These are the main challenges and problems faced by the healthcare index.

INSTANCES LEADING TO VIOLENCE

Violence against the hospital healthcare staff can be segregated into quite a few types. The first type includes criminal intent (Choi, *et al* 2019). Through different studies, it can be found that the nurses of the hospitals are harassed and assaulted in the parking garages of the hospitals. Not only have these things happened in the hospitals but outside as well. From different studies, it can be found that one home healthcare nurse has been also assaulted while she was doing a home visit to a patient (Thibaut, *et al* 2019). The second category is related to the customer or the client of the healthcare. Often violence happens between patients and healthcare staff. This mainly happens with psychiatric patients and with patients, who are in the emergency stage (Rainbow, *et al* 2020). It often happens the family members of the patient often get involved in verbal abuse with the hospital staff. The third type of violence that happens is between workers. This type of violence includes frequent verbal abuse, bullying, emotional abuse, and unfair and offensive conduct (Ward, *et al* 2019). It often happens that the worker who is under someone can face these types of issues from their supervisors. Especially this sort of violence occurs between doctors to nurse in hospitals. These are the main types and forms of violence that happen with the hospital staff.

MEDICAL NEGLIGENCE

India often faces many sorts of medical negligence. There are different types of medical negligence (Jennifer Dillon, 2020). The first one is the wrong diagnosis. Correct diagnosis is important to provide the patient with the proper medical care. If a patient is not treated appropriately due to an incorrect diagnosis, then the doctor might be held responsible for the situation. The patient party can make the doctor face the consequences if the treatment has caused the patient any damage or injury. The second one is a delay in diagnosis (Han, and Roh, 2020). Due to unnecessary series of tests, it might happen the diagnosis of the patient gets delayed and it can affect the patient badly. The fourth negligence is an error in surgery. The surgeon must be very careful while performing the surgery so that no mistakes occur. Medical negligence can also be seen while doing anesthesia the anesthetist need to check the

condition of the patient before giving the patient (Stimpfel, *et al* 2020). It can also cause issues for the patients.

IMPORTANT PARAMETERS OF PATIENT SAFETY CULTURE

Patient safety culture primarily stresses the facts of the organizational culture that is connected to the safety of the patient (Biresaw, *et al* 2020). A patient safety culture can be created by understanding the high-risk activities that the organization is doing which can be stopped for the safety of the patient. The health organization must always strive to maintain safe operations (Castilho, *et al* 2020). The environment of the healthcare units should be transparent and blame-free for the safety of the patient.

All the above-mentioned points are interrelated to improving the healthcare system of the countries (Liu, *et al* 2019). The reduction of violence with the hospital staff and medical negligence with eventually help the healthcare units to improve. The culture of patient security also needs to improve. All these three elements are to be looked after to build an effective healthcare system with proper infrastructure.

There are quite a few big challenges that are faced during implementing the patient safety culture. The first one is the lack of communication among the staff. To be a capable spokesperson for the patients the staff needs to actively take part in critical and difficult discussions. Understanding and learning more about the patients that the staff is looking after will enhance patient safety (Brennan, *et al* 2019). The second is to develop a safe environment for the patient to improve safety of the patient. The main challenge they face in doing this is to build an environment that is full of trust and respect. Significant leaders must embed in the hospital culture the importance of respect and trust. The next challenge is to be transparent with the quality of the data. Utilizing and collecting the data effectively helps to enhance the safety of the patient (Chauhan, *et al* 2020). The data collection should be perfect throughout the process of the patient's treatment. If not done correctly then the patient might undergo the wrong treatment then there the safety of the patient cannot be taken care of. The next challenge is recruiting enough employees (Lee, *et al* 2020). The employee number reduction might be helpful for the budget of the hospital but the patient needs quality time and care from the hospital staff. The next challenge is involved identifying the hazardous conditions that are affecting the safety of the patient. Hospitals need to abide by their care rules and regulations and identify the hazards that are taking place inside the hospital. The hospital authorities must do annual hazard inspections for the safety of the patients.

The next challenge is to upgrade the safety protocols of the patients. Over the years many types of modern techniques and this is the reason why keeping up with the pace is quite challenging. The staffs need to be given proper training to do patient care and engage in interaction with the patients. This will increase the patient safety culture (Stucky, *et al* 2020). To prepare evolving safety procedures and advanced health mandates affecting patients at every level of care, let healthcare professionals assist. The next challenge is to prevent the patients from being affected by infections from the hospitals themselves. This occurs because of the low maintenance and not cleaning off the hospitals properly. The hospital needs to

strive to keep its surroundings and its premises clean and environment-friendly (Cole, *et al* 2019). Then only the safety of the patient can be provided in proper form. The next challenge is to enhance the performance of the work with the help of technology. This happens because of the excessive workload on healthcare professionals. In the process of completing their duties on time, their efficiency in work decreases. Also because of fewer technological facilities, work efficiency decreases. Healthcare professionals can work together to open the ways of communication and create a culture that is safe and transparent for the patients. These are the few challenges for the patient safety culture currently.

From the studies it can be found that patient safety is a crucial component in terms of healthcare quality. Over the past few years, the culture of patient safety has been given emphasized repeatedly and the requirement for it to improve has also been mentioned. This is because by improving the safety culture of the patients eventually the quality of the healthcare units will also increase and develop for the good. From the studies, it can be gathered that the activity of "patient safety nursing" is directed to the activity is done by the health care professionals for enhancing the safety of the patient (Amirah, *et al* 2019). The safety of the patients includes preventing infections and other characteristics. From the studies, it can be found that there are many characteristics of patient safety. Those characteristics of patient safety include "patient safety behaviour". The behaviour of patient safety is about what the members of the staff feel and their specific reaction to the safety of the patient. Some of the examples of the behavior of the safety of the patient include identifying the respective errors, obeying the work procedures which are standard and correct with respect to patient safety culture, and understanding the requirement for a correct report of the well-being of the patients from time to time. It can be found from different studies that healthcare professionals have greater perceptions of the overall safety of the patients and this eventually serves as an advantage for maintaining a positive impact on the behavior of the safety of the patient. The other characteristic is "patient safety competency". "Patient safety competency" is the level of competency individually (Levine, *et al* 2020). This again consists of the skills and attitudes and having a piece of good knowledge about the safety of the patient. From the study, it can be found that if teamwork is implemented among healthcare professionals, then the overall competency of the safety of healthcare can be improved in various ways. Effective data use and collection contribute to improving patient safety. Throughout the patient's therapy, the data collection must be flawless. If not done correctly, the patient can receive the incorrect treatment, making it impossible to ensure their safety. The skills of patient safety are positively linked with the teamwork procedures. It helps in the continuous improvement of the healthcare units and also enhances the culture of the patient safety within the healthcare units.

MONITORING PATIENT SAFETY INSIDE HOSPITALS

The first step that needs to be taken is the use of monitoring the technology. Healthcare professionals care for many patients at a time during their shifting duties. Each patient has different medications and needs. The use of monitoring technology helps doctors and nurses

to keep the right track for each patient and the information's also not misplaced (Fix, *et al* 2019). Different technologies that can be implemented are bed alarms, a system of bar codes to identify information for any patient, and a few behind the scene measures. These monitoring systems help to catch human errors and also prevent them from doing. The next step that needs to be taken is to make sure the patients have full knowledge of their treatment. It is quite evident to think that all responsibility for patient safety falls to the provider of healthcare, but making sure that the patients are well informed about their care is a critical point and this process also helps in preventing errors. This can be done by making the family members of the patient and the patient himself understand their treatment and what rules they need to follow while undergoing the process of treatment (Johnson, *et al* 2019). This helps the patients to take care of their safety and security instead of depending upon the healthcare providers. The third step that can be implemented is that all the procedures of the medications need to be verified. Creating a regular verification process inside the hospital is necessary to avoid and also to prevent errors in the process of treatment. This will also enhance the security of the patient in many ways. Verification plays a vital part in patient safety procedures.

CONCLUSION

This article mainly discusses about the culture of patient safety in different countries that include India and south Asia specific. A brief introduction of the organizational culture's elements connected to patient safety is typically the focus of patient safety culture. Any industry may cut expenses, enhance its reputation, and avoid injuries by implementing a safety culture. The introduction also includes the topic of health and health can not only be disease-oriented but can be affected mentally by the surrounding atmosphere. The current healthcare infrastructure has also been discussed in this report. Then this report on problems and challenges the medical community faces and the healthcare community face has also been mentioned in brief. The violence against the hospital staff, the culture of patient safety and the medical negligence's have also been mentioned in this report thoroughly. This is to conclude patient safety culture is really important for the enhancement of the healthcare units.

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