

## 臨床風險管理的執行與監測

### The Implement and Assessment of Clinical Risk Management

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This topic describes a comprehensive approach to quality improvement and patient safety. Integral to overall improvement in quality is the ongoing reduction in risks to patients and staff. Such risks may be found in clinical processes as well as in the physical environment. This approach includes

- leading and planning the quality improvement and patient safety program;
- designing new clinical and managerial processes well;
- measuring how well processes work through data collection;
- analyzing the data; and
- implementing and sustaining changes that result in improvement.

Both quality improvement and patient safety programs

- are leadership driven;
- seek to change the culture of an organization;
- proactively identify and reduce risk and variation;
- use data to focus on priority issues; and
- seek to demonstrate sustainable improvements.

Quality and safety are rooted in the daily work of individual health care professionals and other staff. As physicians and nurses assess patient needs and provide care, this chapter can help them understand how to make real improvements that help patients and reduce risks. Similarly, managers, support staff, and others can apply the standards to their daily work to understand how processes can be more efficient, resources can be used more wisely, and physical risks can be reduced.

This topic emphasizes that continuously planning, designing, measuring, analyzing, and improving clinical and managerial processes must be well organized and requires clear leadership to achieve maximum benefit. This approach takes into account that most clinical care processes involve more than one department or unit and may involve many individual jobs. This approach also takes into account that most clinical and managerial quality issues are interrelated. Thus, efforts to improve those processes must be guided by an overall framework for quality management and improvement activities in the organization, overseen by a quality improvement and patient safety oversight group or committee.