

Presentation

- My name is Jeanette Hounsgaard
- I am a mechanical engineer and I worked with Quality Development and Risk Management in 34 years – Off-shore, Natural Gas Distributions, Industrial use og Gas, Chemical Industry and Health Care
- Erik Hollnagel and I work together at Centre for Quality
- Centre for Quality is a research and Development center working with Quality and Patient Safety in Health Care
- It is my fourth FRAMily:
Middelfart (DK), München (D), Göteborg (S) and Olten (CH)

Status of using FRAM in Denmark



- Centre for Quality supports the 5 hospital units in the Region of Southern Denmark, one of them is Psychiatric
- First FRAM prepared March 2012
- Today we have tested FRAM in more than 21 different settings
- FRAM is used by the clinicians at all 5 hospitals units as a Quality Development Tool

FRAM activities in Centre of Quality

- Testing of FRAM in different settings. Presentations at this FRAMily meeting:
 - The Facilitation of a FRAM
 - FRAM used to qualify written procedures/protocols/instructions
 - FRAM and LEAN – the very first steps (discussion)
- Training of Health Care people in all 5 regions in Denmark and in other countries – recently Norway and Scotland
- Prepared a handbook (UK and DK) for the use of FRAM retrospective and for Quality Improvement – available at www.centerforkvalitet.dk
- Facilitation of FRAM



Olten, June 2015

*From policy to practice: A new way
of developing protocols that works?*

Mrs J. Hounsgaard

Center for Kvalitet, Denmark



Written protocols

Those who write protocols are usually not on the frontline of patient care. Hence written protocols, while technically correct, can be impractical when implemented



Need for clinical work-a-rounds
and additional effort



Can create unsafe conditions for
patients

FRAM (work-as-imagined)

