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Mistake Proofing: A quality tool to improve care of our patients

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Mistake proofing is an old tool formalized by Shigeo Shingo from Toyota motors which contributed in what is called nowadays the 'Toyota Production System' that is synonymized with 'Quality'. The tool is used to reduce occurrence of errors, make errors hard to occur unnoticed, easy to correct errors before they can cause serious harm, and let the system fail safely when it fails. Healthcare is a risky industry and the mistake proofing tool is a good technique that was used from automobile industry to improve quality and patient safety. According to an article published in the Journal of Patient Safety in 2013 "premature deaths associated with preventable harm to patients was estimated to be more than 400,000" in hospitals. One of the

key areas of implementation that made a positive difference in healthcare is Health Systems Design. Designing a safe healthcare system is what the healthcare industry needs to operate safely.

Speaker Biography

Wissam Abdul Hadi is the Chief Quality Officer at NMC Royal Hospital Cluster– Khalifa City, Abu Dhabi for two hospitals and three medical centers. He completed his Medical Degree in 2001 and his Master of Public Health in 2004. Additionally, he completed his certification as a Professional in Healthcare Quality (CPHQ) in 2011. He has more than 14 years of experience in the health care industry of which 8 years as a General Practitioner and 15 years in Health Management and Policy in different countries and in different settings such as hospitals and regulatory bodies. He helped in publishing 40 clinical practice guidelines.

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