

# Use of the national registry of patient harms to improve patient safety at local hospitals

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**Background:** Patient safety and quality improvement has to be performed at the local level. Therefore, it is mandatory for Norwegian hospitals to have a reporting system for patient harms and adverse events.

The Norwegian System of Compensation to Patients (NPE) is a “no-blame” system. Patients who claim to have experienced harm by health services can be compensated for this. We wanted to find out if hospitals were aware of such cases before patients made a claim to NPE.

**Methods:** Compensated cases for each hospital registered with NPE during the period between 2010-2015 were identified and sent to the corresponding hospital. The hospital used local registries to report adverse events and map the cases.

**Results:** The hospitals reported that only 20-35% of the cases were registered in the local adverse event registries. Furthermore, there were serious patient harms that the hospitals was not aware of before the cases were registered at NPE. This means that the hospitals were unaware of approximately 70% of serious patient injuries.

**Conclusions:** It is alarming that more than 70% of serious patient injuries are not reported at the local level. Since such injuries have to be reported by medical professionals and the hospital, they are underrepresented in the reporting systems. The present study highlights the need to engage the medical community in reporting patient harms and the importance of involving patients in quality improvement/patient safety at the hospital level. The results from this study will be presented and discussed.