



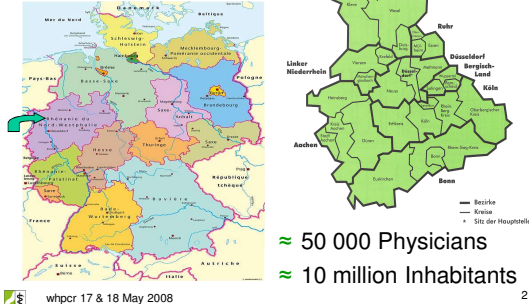
When things go wrong...

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WHPCR 17/18 MAY 2008

Federal Republic of Germany

≈ 300 000 Physicians

≈ 82 million Inhabitants



Ärztekammer / Responsibilities

- Registration, Surveillance
- Health professional card
- Fees, Annual - for service
- Postgraduate training
- Professional code of conduct
- Role of prosecutor

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Ärztekammer / Responsibilities

- Accreditation
- Quality Assurance
- Certification
- Continuous Medical Education
- Supporting the public health service
- Organizing med. emergency service

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Corporation under public law

- Governmental functions
- Financially independent, no taxrevenue
- Legal supervision by ministry
- System of confidence
- Experts
- EU Directive 2005/36
- Health politics in public interest

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Accepted Principles


- Medicine must be safe
- Medicine must be patient centered

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Definitions


- Adverse event
- Medical error
- Serious error
- Minor error
- Near miss
- Preventable adverse event

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Elements of an institutional policy

- Communicate commitment
- Provide guidance to caregivers
- Educate caregivers in communicating
- Empathetic and honest
- Emotional support (pat.+fam.)
- Public communication
- Documentation and reporting

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**Help good doctors
becoming better**

Thank you for listening!