

# QUALITY ASSURANCES IN HBO FACILITY: A H(O)UMAN APPROACH ?

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# Quality assurances in HBO facility: a h(o)uman approach ?

2

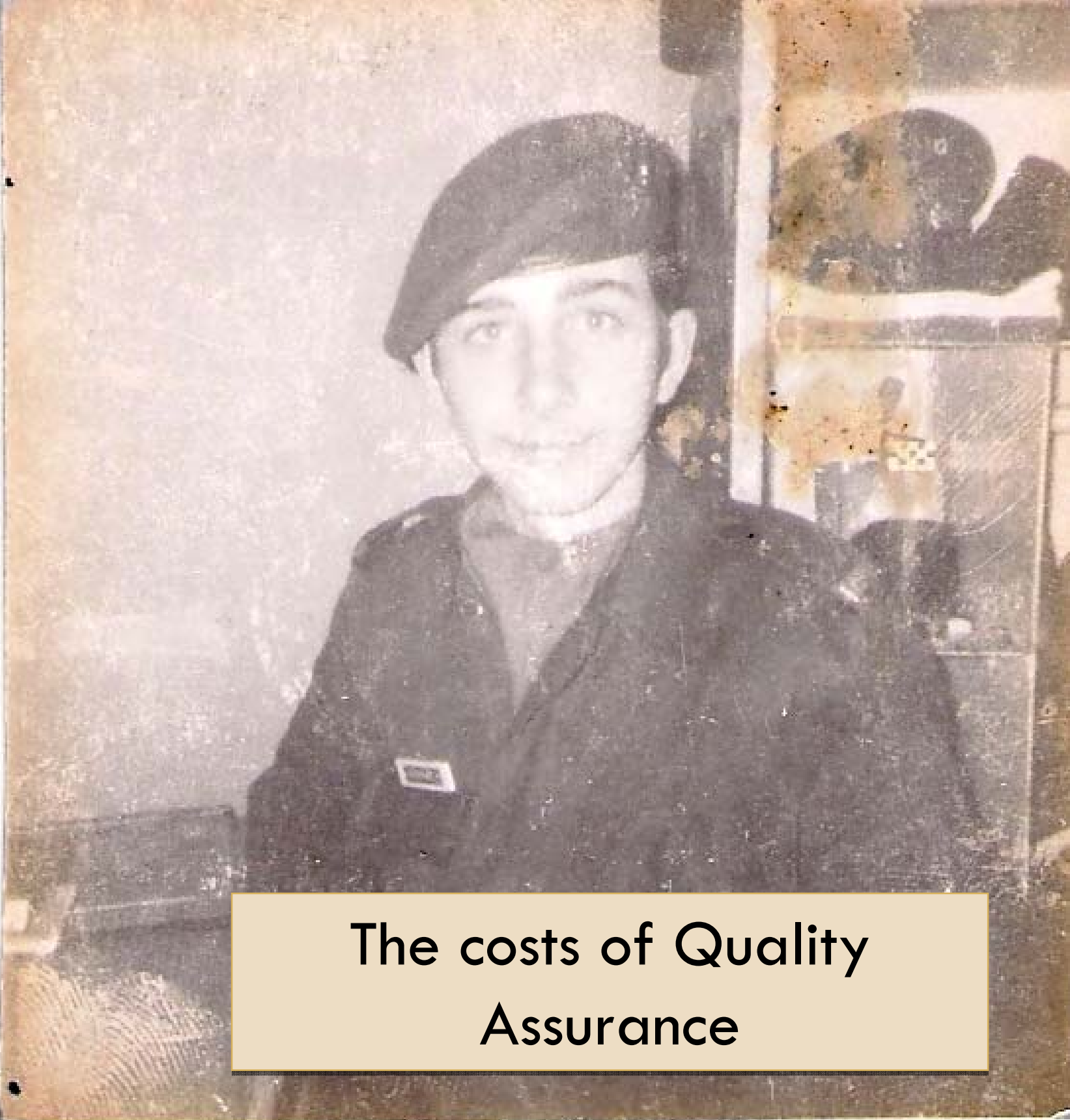
- 1. Historic
- 2. The costs of Quality assurance
- 3. The quality management
- 4. The risks management: human and technic parts
- 5. The measures of the quality: the patient satisfaction



# Historic



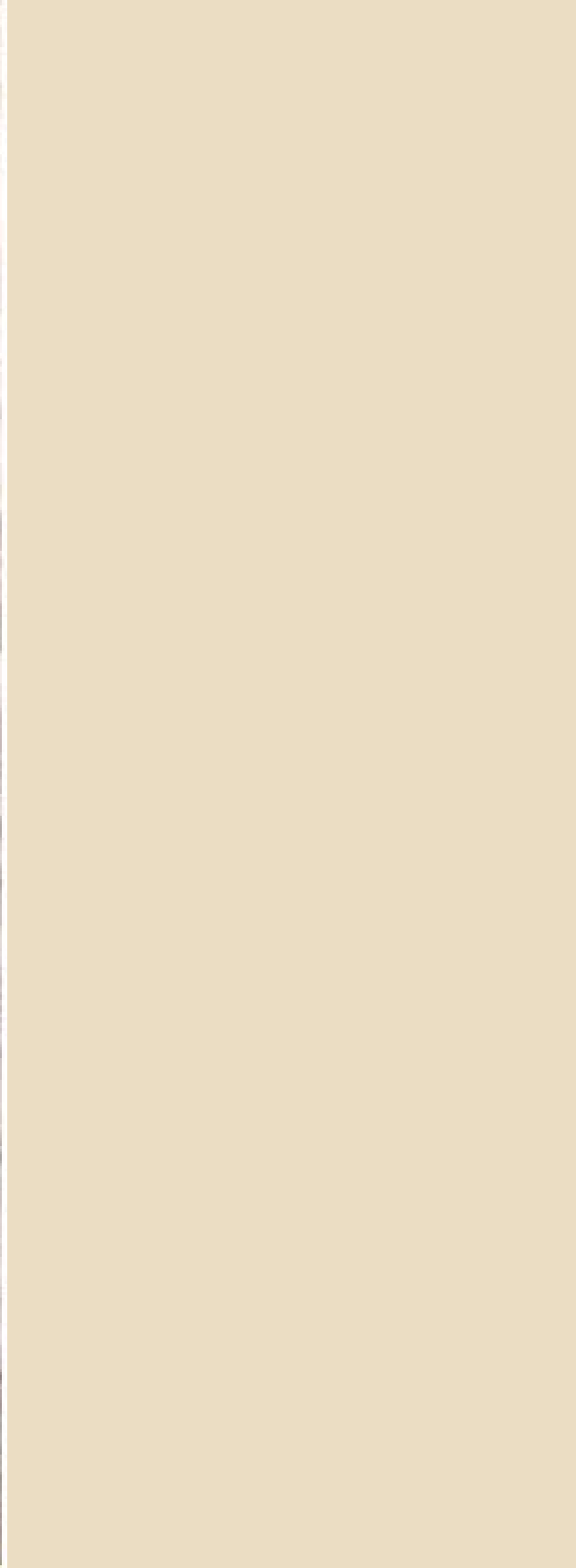
**Quality = technical's and human's  
aspects**



The costs of Quality Assurance

# The problems of the hospitals



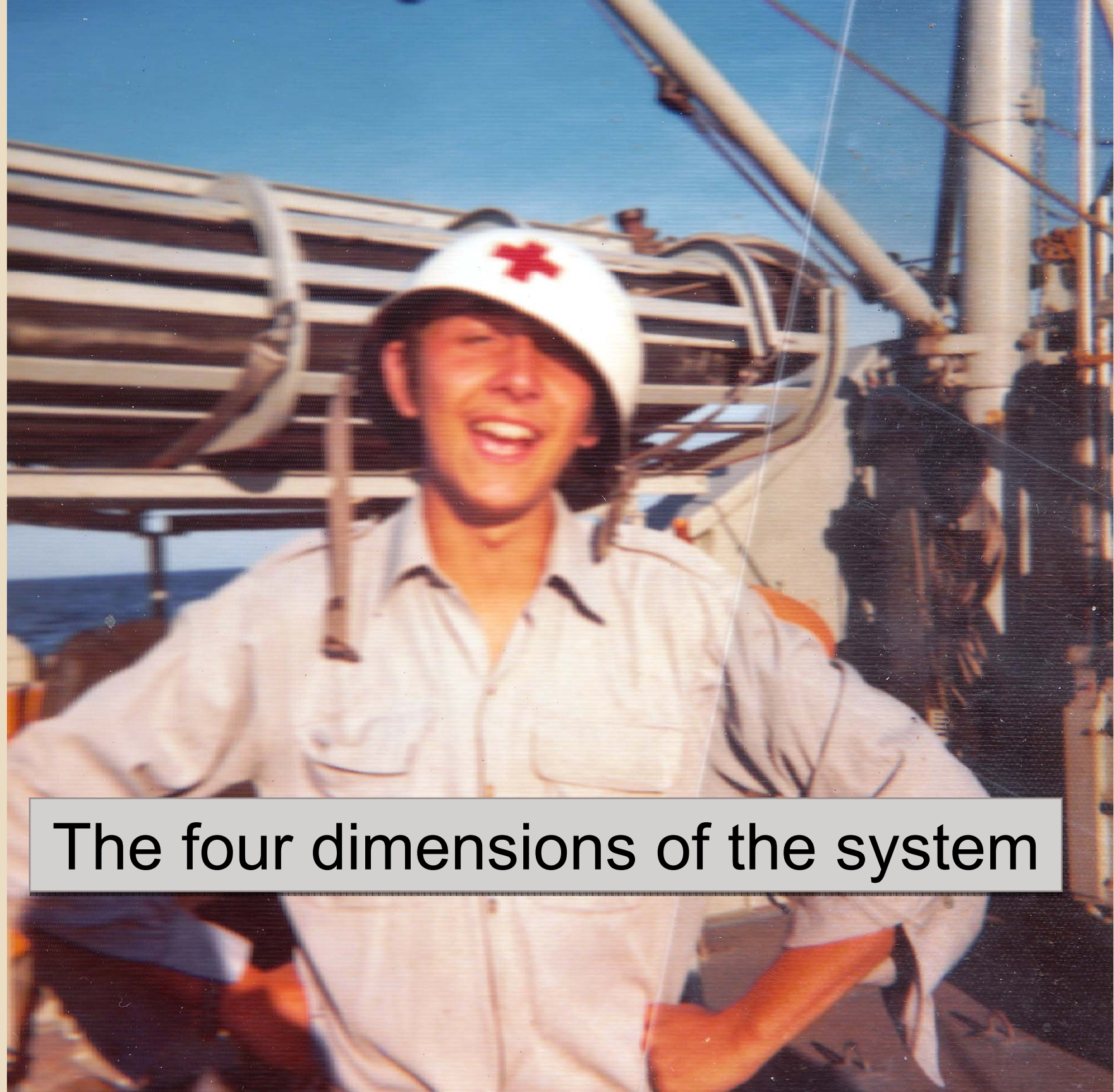


# The quality management



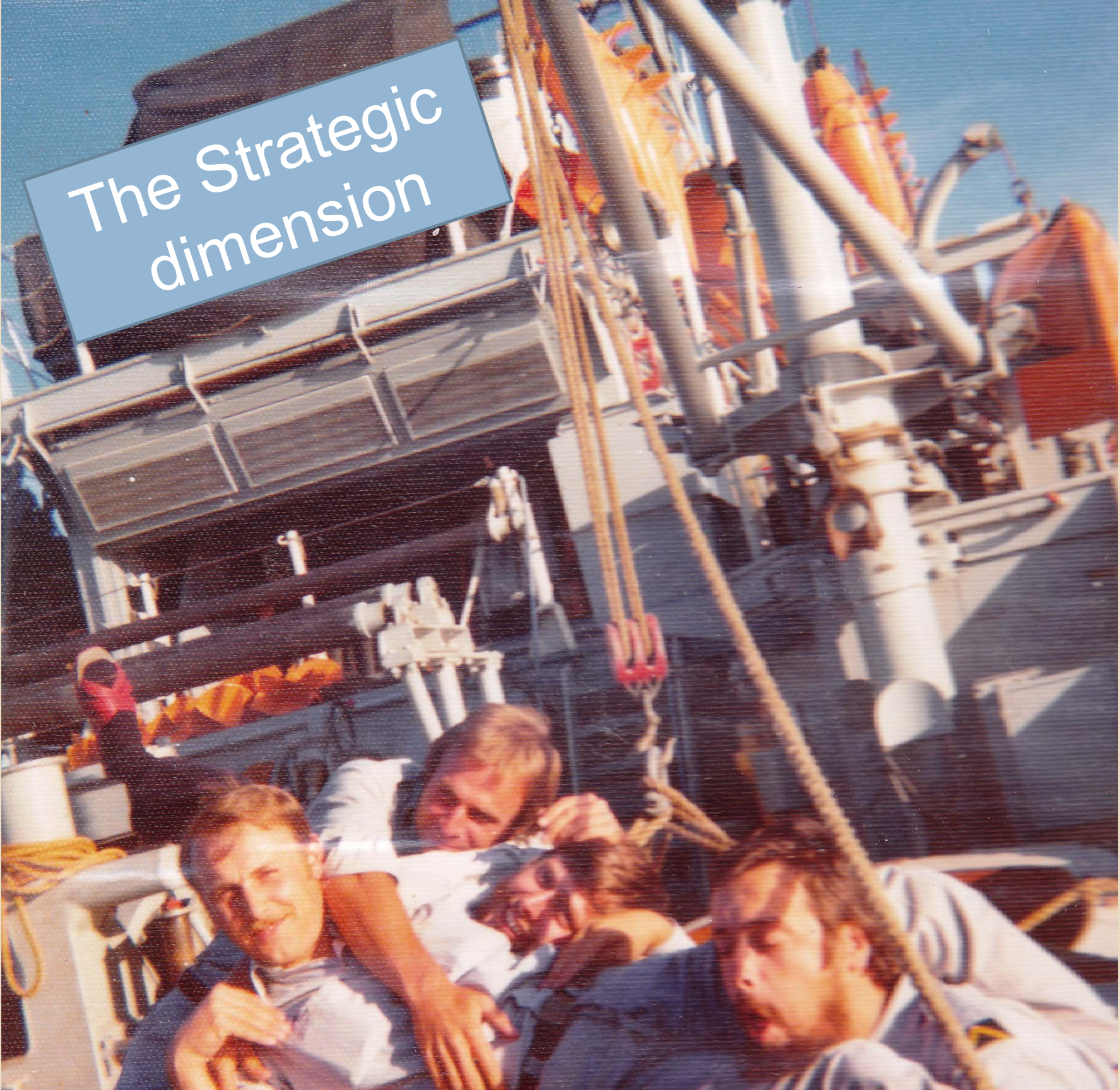
# The criteria for improvement of quality

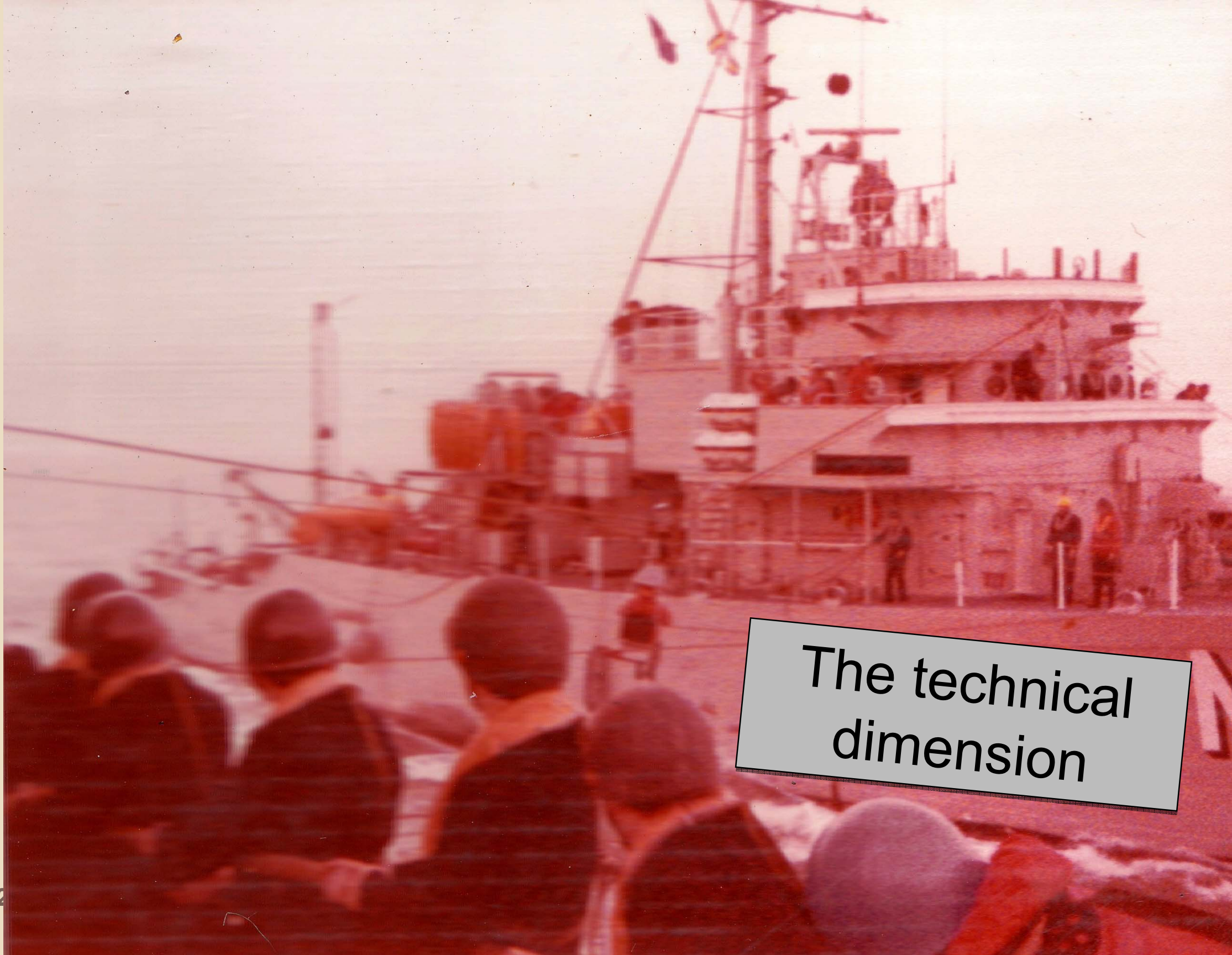




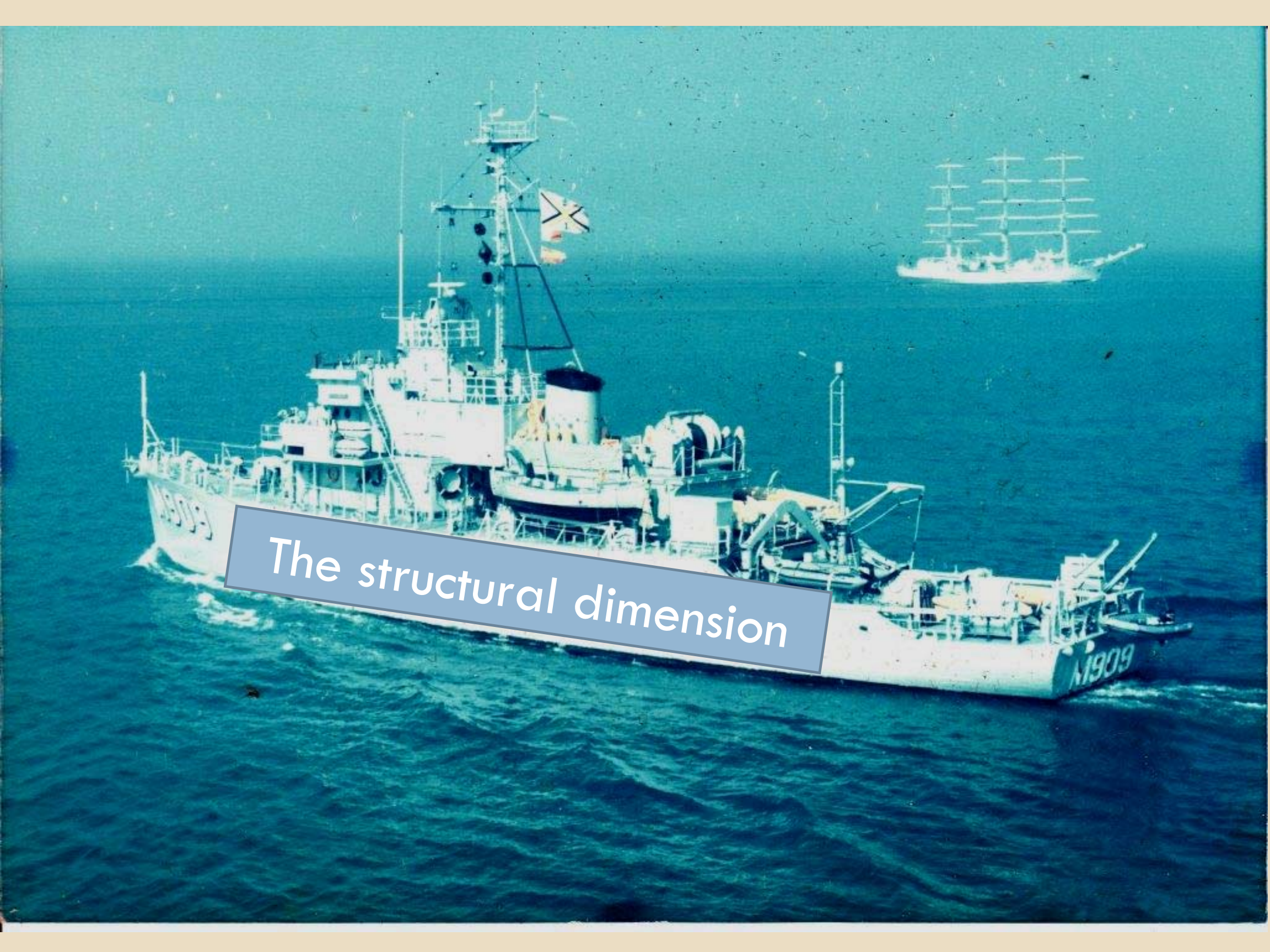
The four dimensions of the system

# The Strategic dimension





The technical dimension



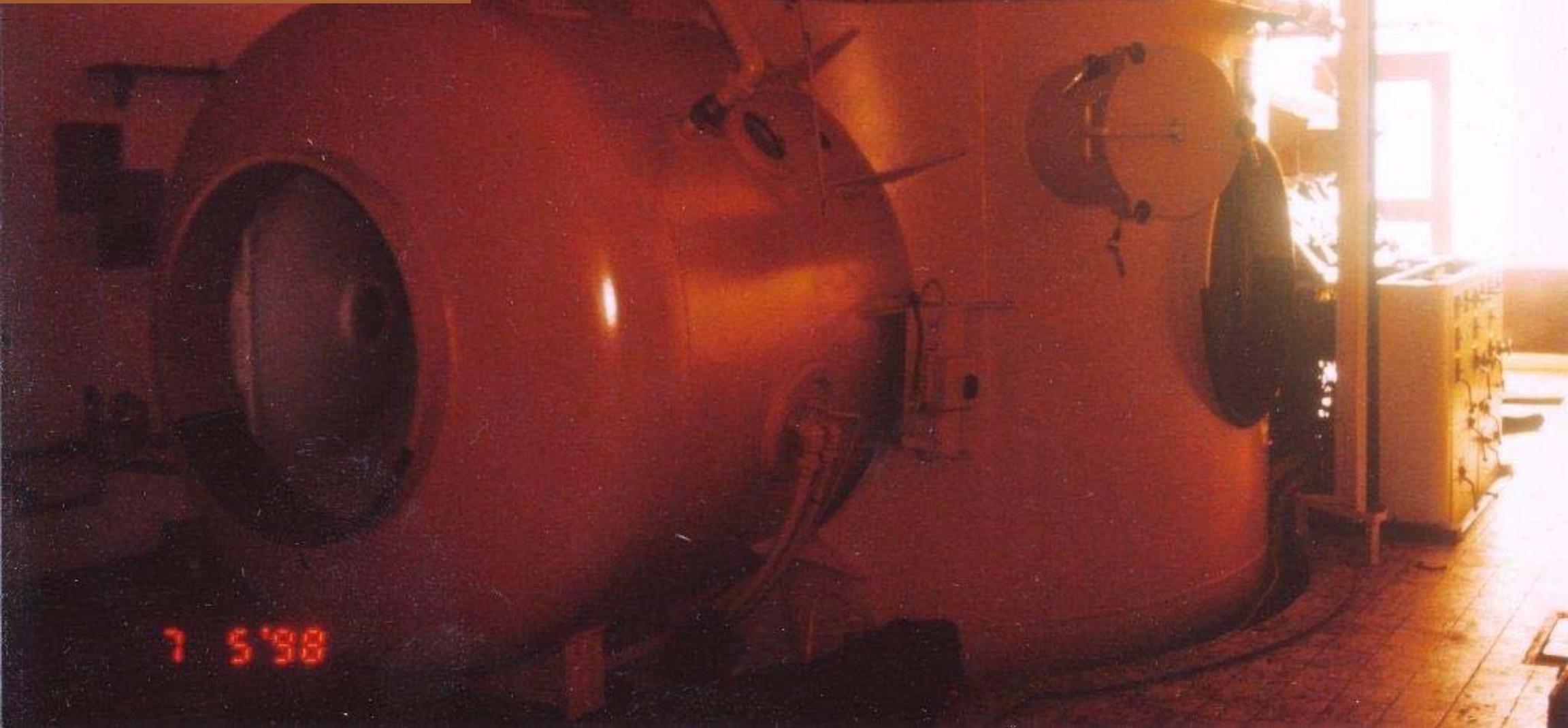
The structural dimension



MET PERSOONSDRUKKAMER  
CENTRUM HYPERBARE GENESKUNDE  
DIENSTHOOFD MED/MAJ VAN OPSTA

<b>Stratégic</b>	<b>Cultural</b>	<b>Technical</b>	<b>Structural</b>	<b>Résults</b>
<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	
<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	
<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	
<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	
<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	

The risks  
management:  
human and  
technic parts






Risks ?

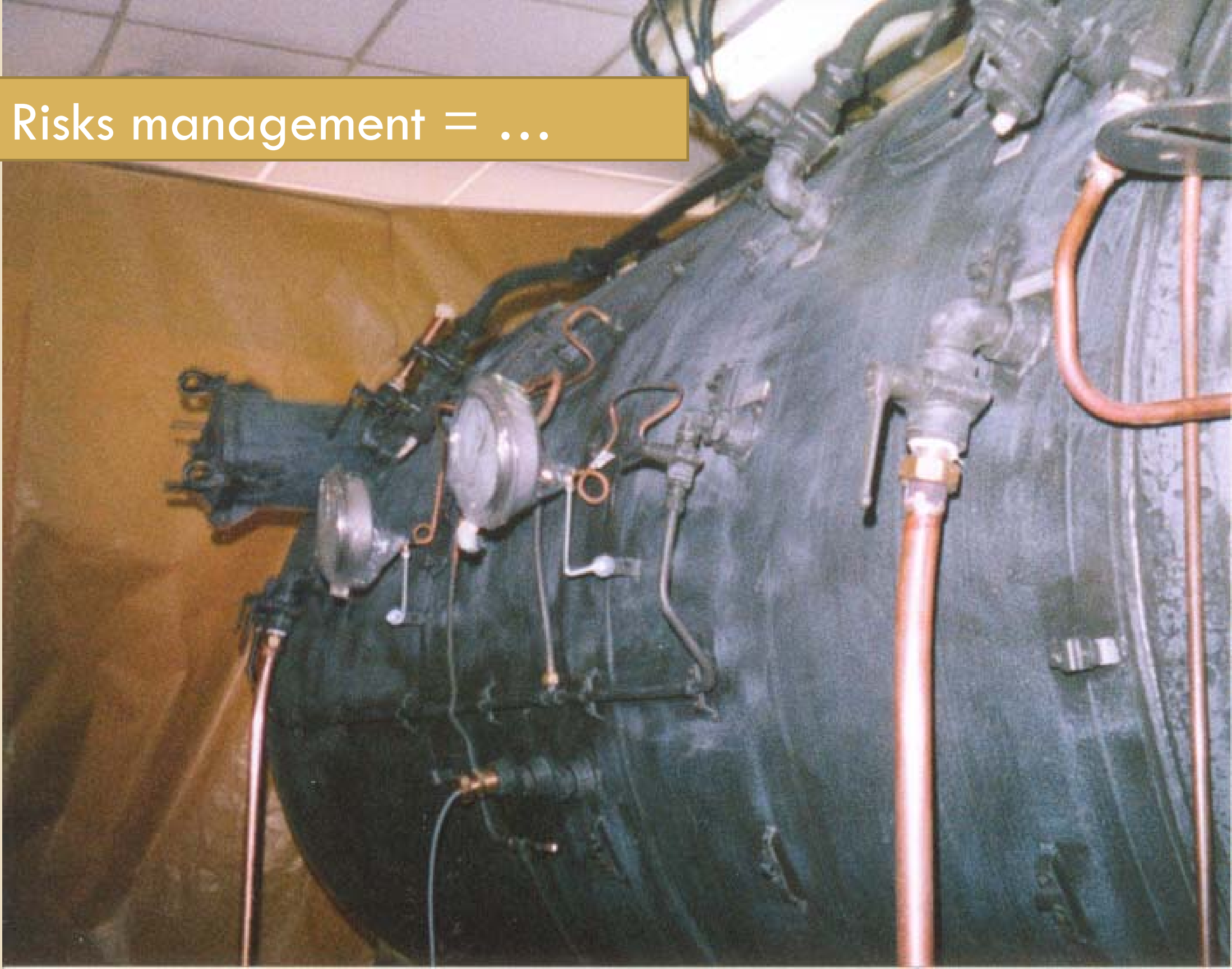


*The acceptable risk*



The acceptability  
of risk by the patient

Risks management = ...



# The objectives of the risks management

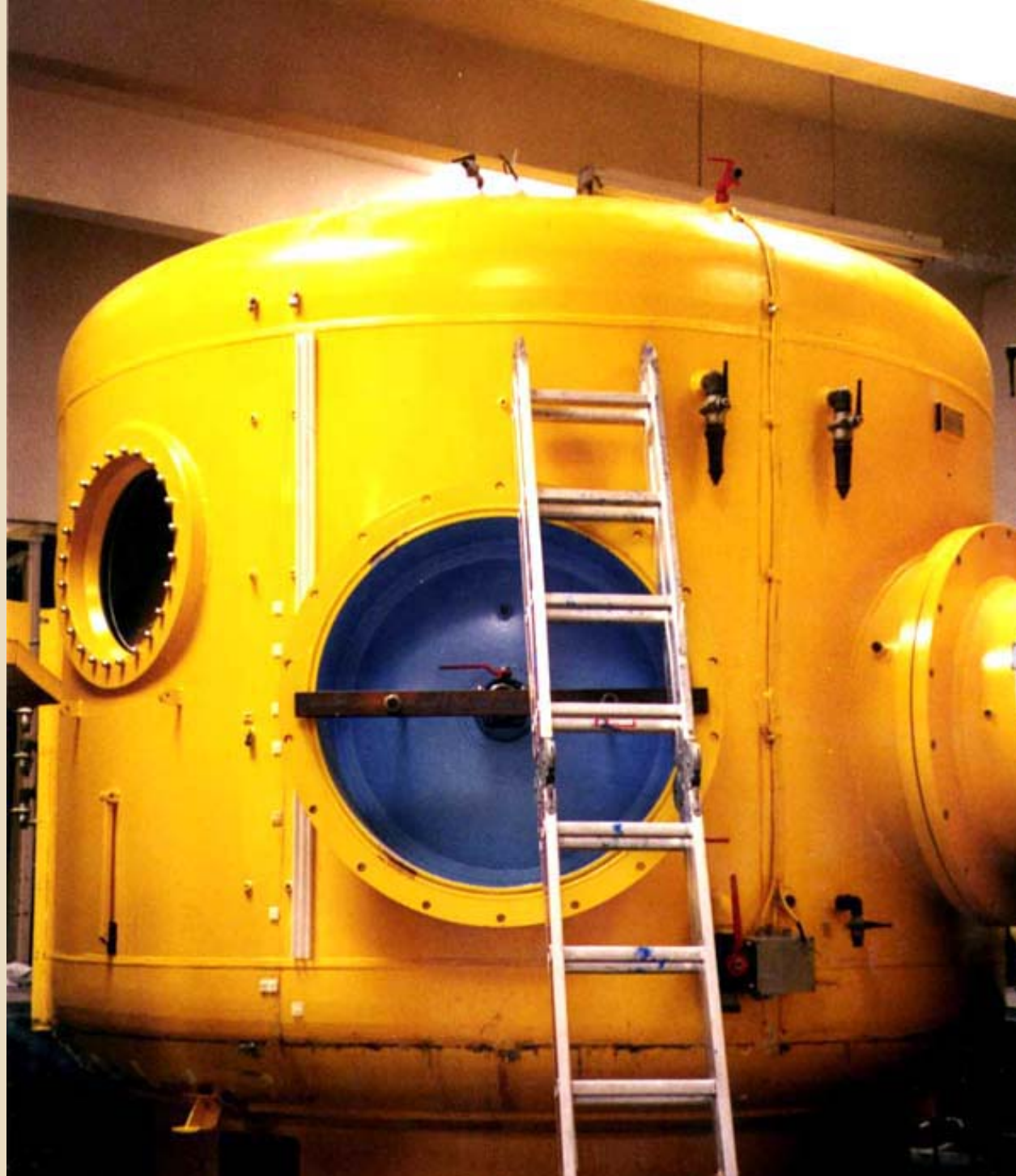




Implementation  
of risk management



The Human errors



Human error is the leading  
cause of accidents

# Understanding the mechanisms of error



HAUX

B

O



The fight against errors





The culture of risk management



The notion of deviance



The technical failures



Failures related to the organization



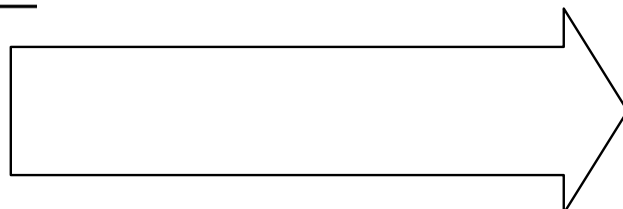
ICS 03.080.20

English Version

### Translation services - Service requirements

Services de traduction - Exigences requises pour la prestation du service

Übersetzungs-Dienstleistungen - Dienstleistungsanforderungen



Standards groups A, A2 and D  
Identical (IDT) with EN 15038:2006

Supersedes ÖNORM D 1200:2000-12

This European Standard was approved by CEN on 13 April 2006.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the other versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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## Translation services – Service requirements

Übersetzungs-Dienstleistungen – Dienstleistungsanforderungen

Services de traduction – Exigences requises pour la prestation du service

**The European Standard EN 15038 has the status of an Austrian Standard.**

ÖNORM EN 15038 consists of

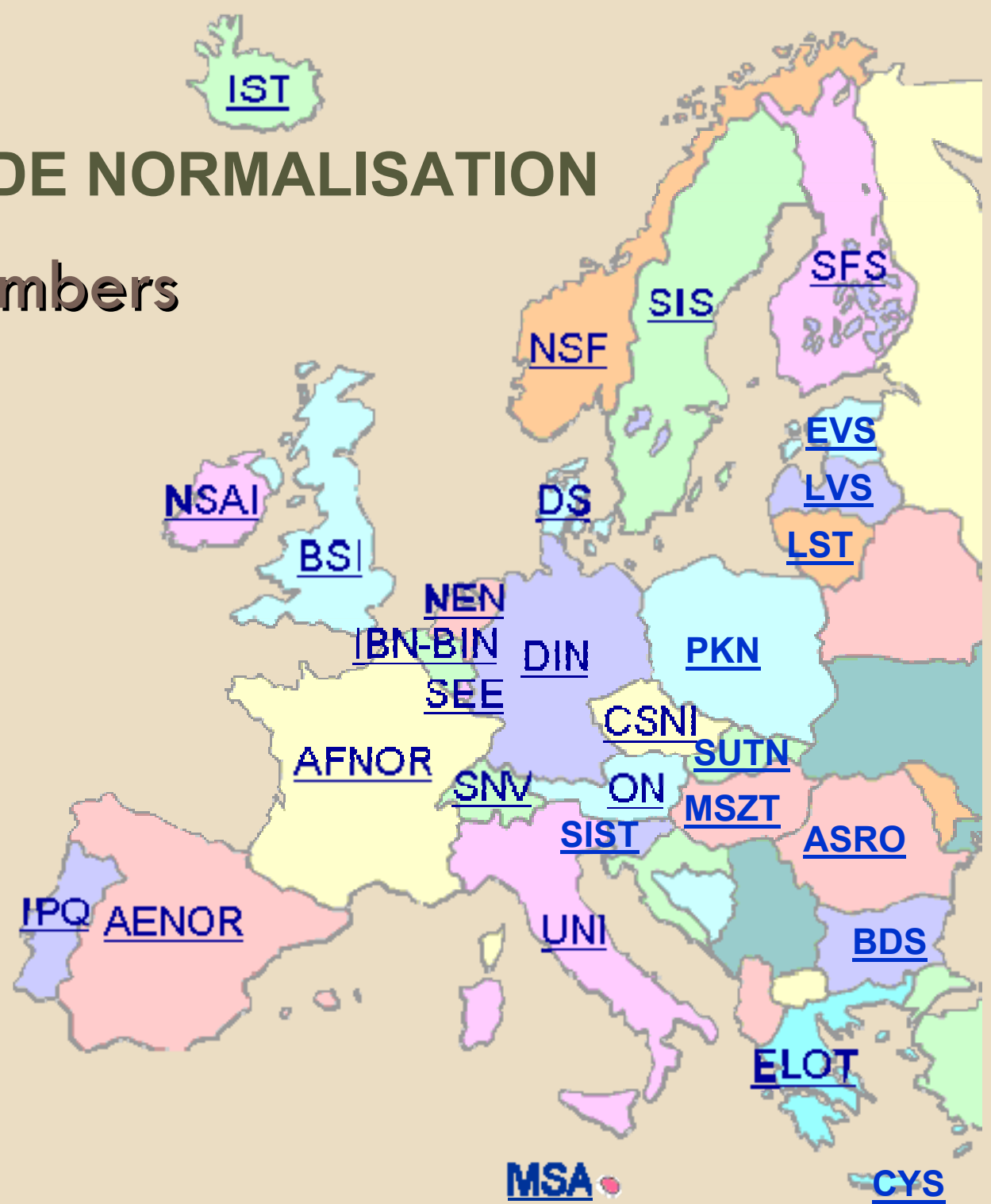
- this national cover page
- the official English version of EN 15038:2006.



# COMITÉ EUROPÉEN DE NORMALISATION



30 Members





**EN14931 and EN16081**



**EN13445**

# EN 14931

## 4.2.13

To allow visual surveillance of patients, the lighting in ante chambers and main chambers shall provide a minimum illumination of 300 lx at the seating level. Means shall be provided to bring the lighting level down to 10 lx. Means shall be provided to provide a focused illumination of at least 500 lx.

An emergency lighting independent of mains power supply shall be available with a minimum illumination of 90 lx to proceed or end the therapy.

## 4.3.1

The maximum compression rate shall be greater than 80 kPa/min (0,8 bar/min) and not exceed 300 kPa/min (3,0 bar/min).

# EN 16081

## Hyperbaric chambers

### — Specific requirements for fire extinguishing systems — Performance, installation and testing

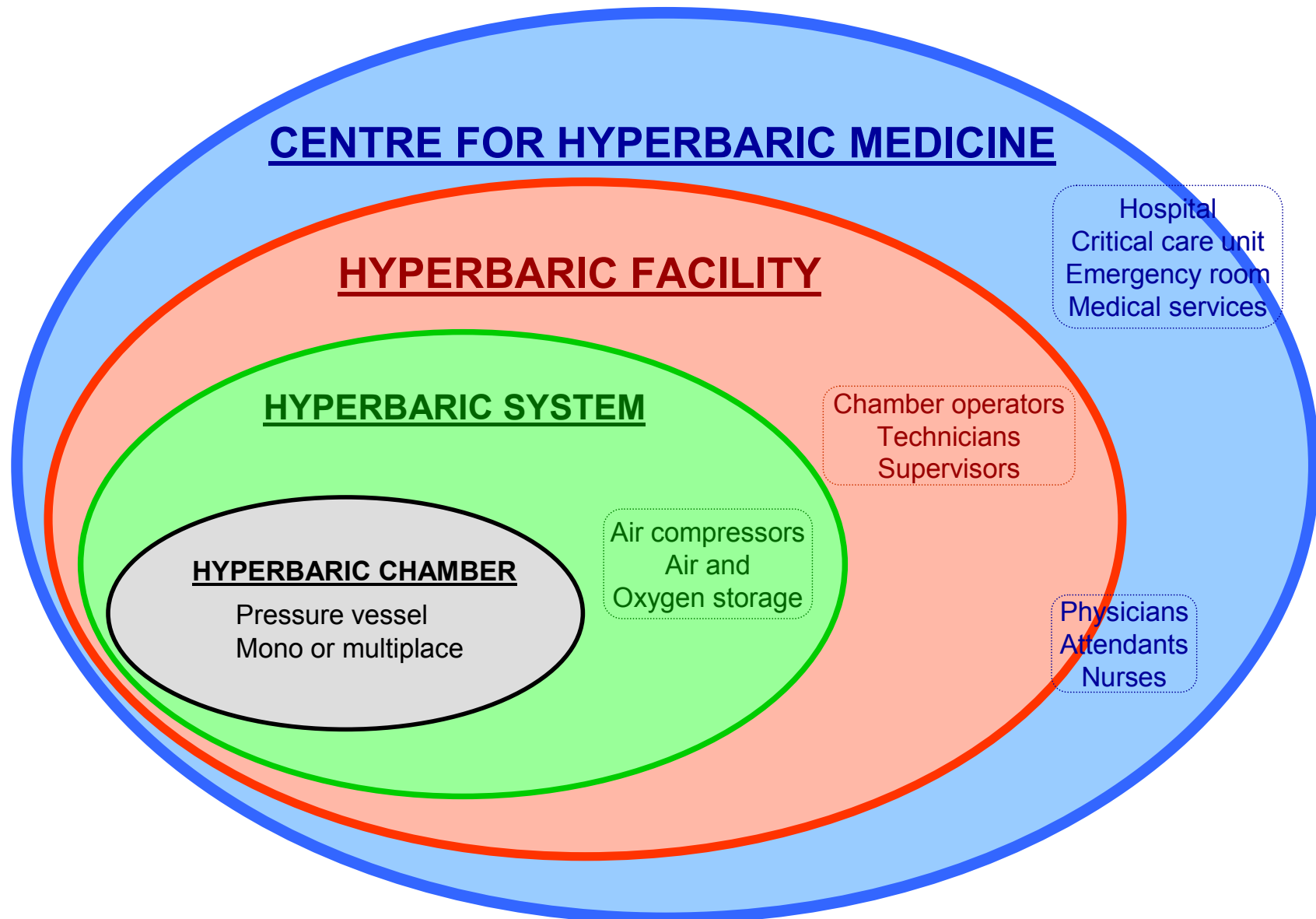
#### Annex B (informative)

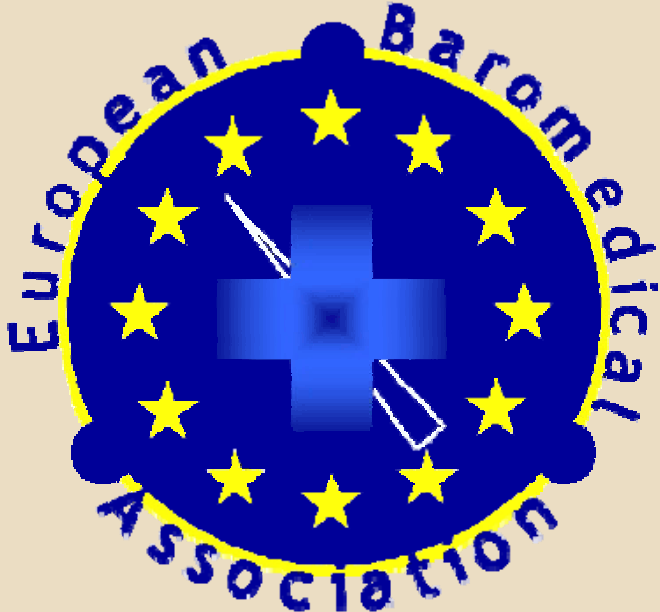
##### Operation of fire extinguishing systems

- B.1 Risk analysis and procedures
- B.2 Elements of fire fighting
- B.3 Prevention
  - B.3.1 Materials
  - B.3.2 Prohibited materials
  - B.3.3 Education and training

# European code for good practice for HBO

[www.oxynet.org](http://www.oxynet.org)





Education of nurses, operators  
and technicians  
in hyperbaric facilities in Europe  
EBAss/ECHM Resources manual

Brussels – September 2008

*Document prepared by*

***European Baromedical Association for Nurses, Operators and Technicians***

EBAss is an international, non profit association

Registered office: 9, Sainte Anne – B 7880 FLOBECQ – BELGIUM

Website: [www.EBASS.org](http://www.EBASS.org)

*Document approved by*

***European Committee for Hyperbaric Medicine***

Website: [www.ECHM.org](http://www.ECHM.org)



# The measures of the quality: the patient satisfaction

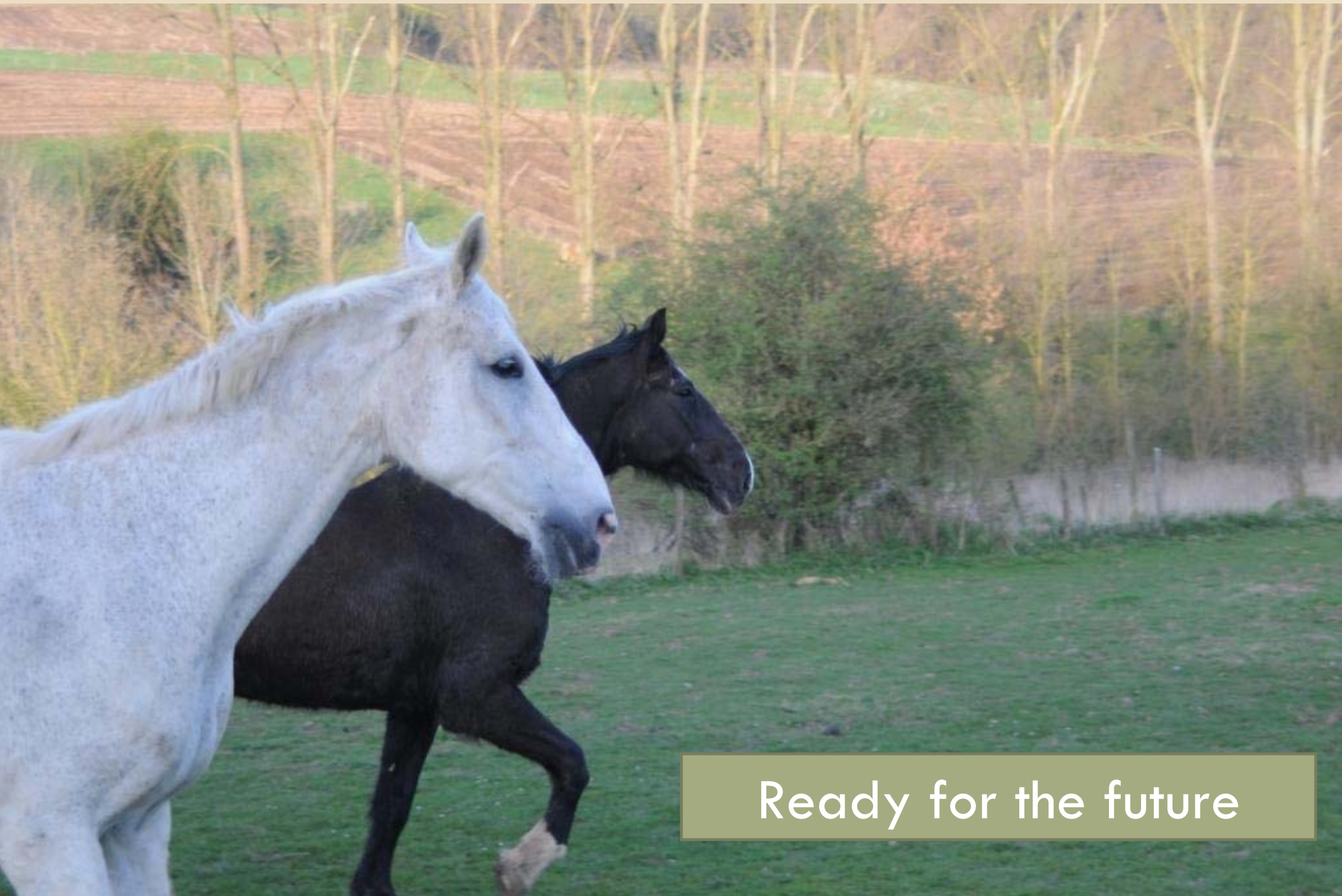


A blurred background image of a mountain goat in a natural setting. The goat is the central focus, slightly out of focus, with its head and neck visible. The foreground is filled with various plants, including several white daffodils with yellow centers and some reddish-orange flowers. The background shows a mix of green and brown tones, suggesting a mountainous or alpine environment.

# Exit questionnaire

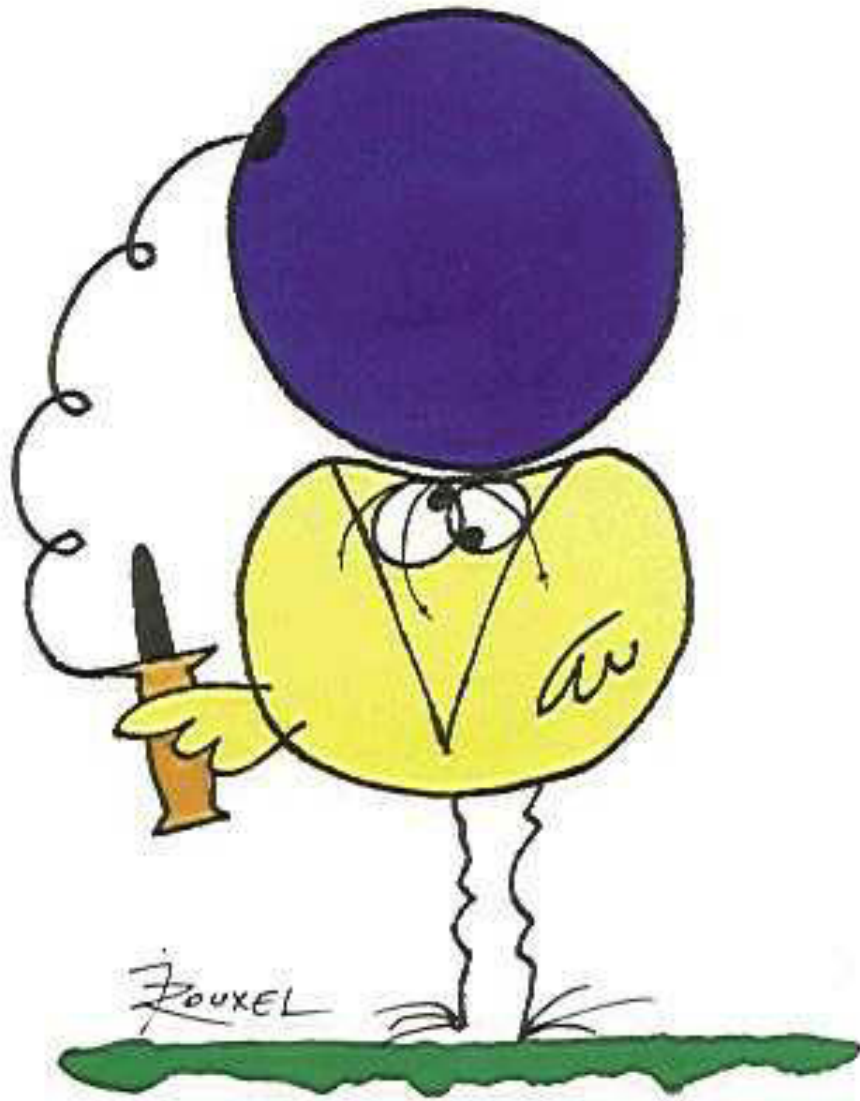


Instruments for measuring satisfaction



Ready for the future

# Les devises Shadok



EN ESSAYANT CONTINUUELLEMENT  
ON FINIT PAR RÉUSSIR. DONC:  
PLUS ÇA RATE, PLUS ON A  
DE CHANCES QUE ÇA MARCHE.



[Robhouman@yahoo.fr](mailto:Robhouman@yahoo.fr)

Merci – Tot ziens