

Neues Blockseminar!!!

Anmeldungen an: Heidrun.Giepen@rub.de

„Patient Rights and Healthcare Complaints“

(Mastermodul Spezielle und aktuelle Bereiche des Gesundheitswesens)

Introduction lesson: 26.04.2010 (14.00- 16.00)

Room: GC 03/33

Following dates will be announced in introduction lesson

Requirements

The course language will be English. Assessment will be based on course attendance/participation, presentation, and written assignment.

Course description

A number of social, economic, cultural, ethical and political developments have led to patient rights and healthcare complaints becoming increasingly important issues for health systems. This seminar will consider Germany's approach to these issues via an international comparative analysis. While there will be substantial overlaps, the course will be divided into three parts:

1. *Background*

- Medical Error: prevalence, human/economic impact, types of errors (person/system).
- Patient Safety Movement: patient centered care, safety culture, initiatives in Germany.

2. *Patient Rights*

- Nature of rights: positive/negative rights, social/individual rights.
- Models of regulation: special legislation, split legislation, charters.
- Implementation: influence of culture (medical/national), impact of resource constraints.
- Protection of rights: right to complain.

3. *Healthcare Complaints*

- Purpose of complaint systems: accountability/quality improvement.
- Outcomes sought: compensation/non-monetary outcomes.
- Approaches to healthcare complaints: malpractice litigation, health ombudsman, insurance.
- Issues: natural justice, hindsight/outcome bias, defensive medicine.

Literature

Entire literature will be delivered in the introduction lesson.