

SOCIAL AND HEALTH SERVICES

СОЦИАЛНИ И ЗДРАВНИ УСЛУГИ

PREVENTIVE ACTIVITY IN HEALTHCARE

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ПРЕВАНТИВНАТА ДЕЙНОСТ В ЗДРАВЕОПАЗВАНЕТО

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The topic of health and safety at work is extremely important and widely applicable in all spheres of economic life in the country. The integration of occupational safety and health activities as an element of the enterprise's overall business policy is a fundamental approach for the successful implementation of the new standards, to ensure sustainable development and efficiency.

The modern approach to occupational health and safety policy is comprehensive and aims to ensure well-being at work, taking into account changes in work and the emergence of new risks. The active social policy of the government in relation to working conditions is aimed at increasing the culture of protection among workers and further developing the prevention system in the activity of safety and health at work, by means of: development of legislation, training and education, social dialogue, general social responsibility, economic initiatives and partnership between all participants in the labor process.

Healthy and safe working conditions are such working conditions that do not lead to occupational diseases and accidents at work and create a prerequisite for full physical, mental and social well-being of working persons. Healthy are the working conditions that remove the harmful things in the work activity. Working conditions that preserve the physical and mental integrity of employees are safe.

The concept itself consists of two elements:

➤ Healthy working conditions / occupational hygiene / industrial sanitation. These are working conditions that allow the normal functioning of the human organism. They are expressed in requirements for conditions accompanying the labor process. The goal is to prevent the adverse effects of the work environment. For example, minimum standards for lighting, % dust content, sanitary clothing, etc. are provided.

➤ Safe working conditions / occupational safety / technical safety. They guarantee the protection of the physical and mental integrity of the human organism and prevent external adverse influence on it. In contrast to healthy conditions, safe conditions set requirements for handling the tools of work. Machines are secured, personal protective equipment is provided, etc.

Health is a state of complete physical, mental and social well-being and not merely the absence of infirmity or disease. Occupational health and safety requirements are interrelated. They act simultaneously and have the common goal of protecting the life, health and working capacity of human resources in the enterprise.

State requirements are both uniform and sectoral rules on occupational safety and uniform rules for ensuring healthy working conditions. These are standards, norms to which the buildings, machines, equipment, raw materials, materials, production environment, technologies and workplaces must meet in order to ensure healthy and safe working conditions. The difference between them is that while the uniform and the industry rules on labor safety and the uniform rules for ensuring healthy working conditions are state requirements for the employer and to workers and employees and their representatives and organizations on the occasion of and in connection with the provision of healthy and safe working conditions, the state standards are requirements for the material elements of the labor process, the production environment, technologies and workplaces. The state requirements for the safety of labor are approved by the state standardization body, in agreement with the Minister of Labor and Social Policy, on the proposal of the heads of the departments concerned, and the state standards for healthy working conditions - by the state standardization body, in agreement with the Minister of Labor and Social Policy.

The employer is obliged to ensure healthy and safe working conditions so that the dangers to the life and health of the worker or employee are removed, limited or reduced. This obligation includes providing financial means, designing, building and operating the elements of the labor process. This also includes the dangers to the life and health of the worker or employee, namely the employer should fulfill his obligation to ensure health and safety at work when the dangers of damage to the life or health of the personnel are prevented, and they will be prevented when all possible measures against their eventual realization have been taken. The obligation to provide OSH, however, is not only the obligation of the employer, nor of each employee or employee under employment law

Heads of departments, ministers and local authorities are obliged to provide assistance for the provision of health and safety working conditions. This can be done by allocating financial resources, implementing projects and others. This obligation makes sense and shows the state's commitment to working conditions and expresses the protection of human life and health.

The bodies of the executive power, within their powers, implement the state policy on ensuring healthy and safe working conditions.

Labor safety is primarily related to the tools of labor (apparatus, machines, etc.), with the prevention of the danger of external traumatic injury to the workforce during the immediate performance of the labor function. Occupational hygiene is related both to the tools and objects of work, as well as to the working conditions accompanying the labor process. Occupational health and safety requirements are interrelated. They act simultaneously and have the common goal of protecting the life, health and ability to work of the worker or employee.

Art. 276. (1) (amendment – State Gazette, no. 100 of 1992, amended, no. 25 of 2001, in force from 31.03.2001)

The Minister of Labor and Social Policy, alone or together with other ministers, issues acts on ensuring healthy and safe working conditions. If necessary, the Minister of Labor and Social Policy determines the bodies and organizations that participate in the development of these acts.

Paragraph 1 indicates the fact that one of the means of implementing the state policy on the provision of health and safety working conditions is the issuance of normative acts through which legal rules for the conduct of participants in labor relations are created. This power rests primarily with the Minister of Labor and Social Policy. The minister can exercise this authority alone or jointly with other ministers – for example, with the minister of health, the minister of economy and others.

To create the rules for health and safety working conditions the participation of specialists who have knowledge of the peculiarities of the various conditions is necessary. The assessment of the need for such participation is provided to the Minister of Labor and Social Policy.

(2) (Amended - SG No. 100 of 1992, amended No. 25 of 2001, in force from 31.03.2001)

The Minister of Labor and Social Policy and the Minister of Health independently or jointly approve uniform rules for ensuring health and safety at work, which are applied in all industries and activities.

Paragraph 2 states that the rules are uniform, which apply to all workers or employees, in all enterprises, in all branches and activities of the national economy. They aim to establish minimum standards for the protection of life and health of workers or employees. The uniform rules refer to:

Safe working conditions - they are contained in Ordinance No. 7 of 1999. for the minimum requirements for health and safety working conditions at workplaces and when using work equipment and Ordinance No. 6 of 2006. to provide for health and safety working conditions of workers under a fixed-term employment relationship or a temporary employment relationship.

Healthy working conditions - these are requirements for enterprises, premises, equipment, technology, etc. for their compliance with the normal needs for the functioning of the human organism, without the participants in the labor process being subjected to an adverse impact on their health. These requirements are developed by medical, technical and other specialists, which are approved by the Minister of Health and apply to all workers and employees.

The power to establish uniform rules regarding health and safety working conditions is the provision of the Minister of Labor and Social Policy and the Minister of Health. The act by which the rules are confirmed is an order.

(3) (Amended - SG No. 100 of 1992, amended No. 25 of 2001, in force from 31.03.2001) The ministers and other bodies of the executive power under Art. 19, para. 4 of the Law on Administration approve the sectoral rules for ensuring healthy and safe working conditions in the enterprises and activities of the relevant sector.

Paragraph 3 states that sectoral rules apply to all workers and employees in all enterprises from a certain branch of the national economy, and the branch is meant as a separate part of the economy. The rules apply regardless of the departmental subordination of the respective enterprise.

These rules further develop and specify the general rules. Sectoral rules apply alongside general rules and are approved by ministers and other executive authorities. Such other bodies are the chairmen of state agencies, of state commissions, executive directors of executive agencies and heads of state institutions established by law or decree of the Council of Ministers, which have functions in connection with the exercise of executive power. The act by which the sectoral rules for health and safety working conditions, as well as the uniform rules are approved, is an order.

(6) (New - SG No. 28 of 1996, amended No. 25 of 2001, in force from 31.03.2001) The orders for approval of the rules under para. 2 and 3 are promulgated in the "State Gazette", and the rules are issued by the authority that approved them.

Paragraph 6 sets out the statute that establishes the uniform and sectoral rules on Occupational Safety and Health. This is an order. A guarantee for bringing the order to the attention of its addressees is the obligation to promulgate it in the State Gazette. The obligation to present the publication orders rests with their author. Workers and employees must know the rules for the safe operation of the elements of the labor process in order to prevent damage to health or life. This is achieved by familiarizing them with the rules of safe work through instruction and training.

The briefing consists of giving practical instructions for compliance with the rules for safe work, and all personnel (all workers and employees under employment law) are subject to briefing.

The briefing can be: introductory (initial) briefing /this type of briefing is given to every newly hired worker or employee before he starts performing his work under the employment relationship/; periodical /this type of instruction is held at a certain period of time in the enterprise in order to maintain and increase the knowledge of personnel/; daily /such type takes place every working day before starting work/; extraordinary / such briefing is conducted in case of changes in the technological process, implementation of new technologies, and also in cases of violation of the rules of occupational safety and health, which has led to or threatened the occurrence of an occupational accident/.

The employer is obliged to conduct an Occupational Safety and Health briefing. It is performed by the officials in the enterprise.

Training means the acquisition of special knowledge and practical skills for the application of Occupational Safety and Health rules. All workers and employees, as well as Occupational Safety and Health officials, are subject to such training.

Each individual worker or employee is obliged to undergo training - specifically to study and learn to apply the rules of Occupational Safety and Health. He must also pass an exam after completing the training. Without successfully passing such an exam, the worker or employee cannot be admitted to work.

Art. 282. (Amended - SG No. 100 of 1992) The employer is obliged to provide conditions for sanitary-domestic and medical care for workers and employees in accordance with sanitary norms and requirements.

This order establishes an obligation of the employer for sanitary and medical care of the staff.

Sanitary and household services consist of providing water for drinking and washing, detergents, toilets, etc.

Medical care is expressed in the provision of medical assistance in case of occupational accidents or illnesses, as well as disease prevention. It is especially necessary in productions with harmful working conditions. In order to provide this service, it is planned to create special services for occupational medicine.

An occupational medicine office can be established by the employer alone or jointly with other employers. The main functions of this service are preparation and implementation of measures to reduce the risk at work, providing first medical aid, monitoring the health status of the personnel, training in health and safety working conditions and others.

The provision of conditions for sanitary-household and medical care is carried out by providing financial resources from the employer, etc.

Subject of the right under Art. 283 of the labor code is the worker or employee. He may refuse or suspend the performance of his work when his right to work in a healthy and safe environment is violated. This possibility is exercised with an oral or written declaration of will of the worker or employee and actual non-fulfillment of the assigned work.

Prerequisite for exercising this right according to Art. 283 of the labor code is the occurrence of a serious and immediate danger to the life or health of the relevant worker or employee. The presence of such danger is assessed in each specific case depending on the person's work function. The danger is serious when its occurrence can cause severe consequences for human health. It is immediate when its occurrence is imminent and is due to the presence of a violated requirement of health and safety working conditions. The danger must be related to the life or health of the worker or employee.

The reaction of the worker or employee can manifest itself in two forms: refusal to perform the assigned work and suspension of work. The actual exercise of the right under Art. 283 of the Labor Code consists in the actual suspension of work and notification to the immediate supervisor. The addressee of the notification is precisely the immediate supervisor and should be made immediately, i.e. as soon as the worker or employee discovers the presence of the danger. The removal of the danger is the duty of the employer, who must provide health and safety working conditions. This obligation of his is established in Art. 21 and Art. 22, para. 1 of health and safety working conditions. The employer or direct supervisor should expressly order the worker/employee to continue working when the hazard is removed.

It is the employer's duty to provide workers/employees with work clothes and personal protective equipment. Work clothes and personal protective equipment are provided to workers and employees who work with or at dangerous or harmful to health and life machines, equipment and others. Personal protective equipment and work clothing have the character of specific means to combat dangers and damages in the work process.

The provision of work clothing and personal protective equipment is the employer's obligation. He must not only provide financial means, but also make and purchase special work clothes and personal protective equipment and provide them to employees. The employer is obliged to inform them about the risks from which these means protect him.

Special is work clothing, which is provided to the worker/employee as a means of general protection against the harms of the labor process. It is special because it depends on the nature of the harm against which it is provided. This clothing is the property of the employer and is subject to return upon termination of employment or upon transfer of the worker/employee to another job due to expiration of the clothing's shelf life. Work clothing must meet certain quality standards and be suitable for work and comfortable to wear.

Personal protective equipment is a device, equipment, which is designed to be worn or used by the worker to protect him from one or more hazards that threaten his health. They are provided free of charge to personnel working with or under harmful or hazardous conditions. Their type depends on the nature of the danger, for the protection of which meetings are provided. These can be special shoes, creams, gloves, protective screens, glasses, masks, helmets, helmets and others.

The employer must not allow workers or employees to work without the necessary or defective special work clothing and personal protective equipment. He

can impose disciplinary sanctions for failure to fulfill the obligation to use the personal protective equipment.

Art. 285. (Amended - SG No. 83 of 2005) (1) The employer shall provide free food and/or food supplements to employees who work in enterprises with a specific nature and organization of work.

This Article establishes the right to free food and supplements thereto. The right to free food is subject to two categories of workers and employees:

➤ In enterprises of a specific nature - these are conditions associated with an adverse impact on human physiology or psyche due to harmful factors such as low or high temperatures, ionizing radiation, great responsibility, distance from the place of residence and in general from populated areas, night work, etc.

➤ In enterprises with a specific organization of work - the specifics of the organization of work are related to working hours (summed calculation, continuous work mode, etc.) or distance from the place of work without the possibility of using public catering establishments.

The list of employees who are entitled to free food and supplements is determined by the employer with a written order. Issuance of the order must follow established in Art. 7 of Ordinance No. 11 of 2005. a procedure that includes:

➤ Risk Assessment;
➤ Preliminary consultations with the representatives of workers and employees; the working conditions committee or group; written agreement with the occupational medicine service.

The employer's order must have a certain content, which includes:

➤ Workers and employees entitled to free food, food supplements or free food and supplements;
➤ Type of food and supplements;
➤ The value of food and supplements - it cannot be less than two BGN per day, and when tonic or approving drinks are provided for work at night - less than one BGN (Article 5 of Ordinance No. 11 of 2005).

Art. 286. (1) (Amended - SG No. 100 of 1992) A maximum number of years is determined for work in particularly harmful and health-hazardous productions and types of work, after which the worker or employee must be transferred to another suitable job.

Working under harmful or health-threatening conditions over time takes its toll on the health of the worker or employee, even if the necessary requirements regarding health and safety working conditions. Therefore, the law limits the duration of residence of the worker or employee in the relevant environment. This applies to those working in particularly harmful or health-threatening conditions. They are determined based on medical risk assessment criteria. These are conditions that have an adverse effect on the human organism in a biological, toxic, chemical or other similar way.

Relocation is mandatory for both the worker/employee and the employer. The job must be relevant. This job will be suitable, which corresponds to his professional qualification, his state of health, his objective ability to perform it and does not have the harmfulness and dangers of the job from which he is moving. If there is no suitable work in the enterprise, the assistance of the state labor authorities should be sought.

The obligation to relocate is difficult to fulfill, as there is usually no other suitable work in the enterprises unrelated to the hazards for which the relocation is intended. If there are no jobs specifically provided for such persons, provided for the employment of employees. The transfer can also be to any other job in the enterprise, which is suitable and the position for the performance of which is not occupied.

If there are not enough vacant positions for employed persons in the enterprise or they are occupied by such workers/employees and there is no other suitable vacant position, the worker/employee can no longer perform his/her current job, and cannot perform another job due to lack of such. Then the outcome is unfavorable - Art. 328, para. 1, item 12, namely the dismissal of the worker/employee due to an objective inability to perform the assigned work.

Medical examinations as a means of controlling the health status of personnel. They are related to the work of a specific employment relationship, so they should be at the expense of the employer. This can be done through the occupational medicine services. However, this is provided only in relation to periodic examinations - they are at the expense of the employer. Preliminary examinations are intended to be at the expense of the person applying for a job. They are two categories:

➤ Preliminary – they take place before starting work. The aim is to establish whether the health status of the person applying for the relevant position is suitable for it - whether it allows the performance of the relevant work and whether the work will not adversely affect him or third parties. They are binding on both parties to the employment relationship. They are conducted by the bodies of the medical expertise. The worker/employee is obliged to appear for such an examination and submit the medical conclusion of the examination, and the employer is obliged to request this conclusion.

➤ Periodic - they take place during the existence of the employment relationship.

The aim is to establish the impact of the performed work on the health status of the workers or employees. These reviews are mandatory for both parties to the employment relationship. The employer is obliged to organize and require the attendance of the personnel for these examinations. Examinations are conducted by the relevant health authorities. The frequency of periodic medical examinations depends on the nature of the work, the working conditions and the age of the worker or employee; also depend on the degree of harmfulness of working conditions. The result of the periodic medical examination is established in the conclusion of the health authorities. If they do not find a deviation, the worker/employee is allowed to continue performing his work. Otherwise, he should be transferred to another job more suitable for his health condition

Through the medical examinations, a number of factors related to the worker's/employee's health condition are established. The duty to protect this secret, along with the providers of medical care, also includes: the employer and officials in the enterprise. The object of the secret is the information from and about the medical examinations and the facts and circumstances regarding the health condition of the worker/employee.

The employer is obliged to take measures to prevent and reduce occupational accidents, general illnesses and occupational diseases. Occupational accident and occupational disease are risks related to the work of the employment relationship. Therefore, the employer must take care of their reduction and prevention. Similar measures should be taken to prevent and reduce common diseases - to ensure an appropriate temperature in the working premises, a sufficient amount of fresh air, lighting, etc.

Work accidents, general illnesses and occupational diseases are phenomena with adverse consequences for the worker/employee. They are regulated in the insurance legislation, because social risks are insured, causing temporary or permanent incapacity for work, in the event of which the worker/employee receives

benefits, benefits and pensions from the state social insurance. They may also cause death, which is grounds for paying insurance benefits and pensions to the heirs of the insured persons. Their regulations are contained in the Social Insurance Code and other by-laws of the insurance law, among which the Ordinance on the establishment, investigation, registration and reporting of occupational accidents and the Ordinance on the procedure for notification, registration, confirmation, appeal and reporting should be specifically mentioned of occupational diseases.

The obligations of workers and employees to ensure safe and healthy working conditions in enterprises are related to the performance of their work activities. In accordance with the assigned work, the worker or employee is obliged to comply with the technical and technological rules, as well as to comply with the rules for health and safety at work (Article 26, items 5 and 6 of the Labor code).

That is the main duty of every worker is to actively participate in ensuring safe and healthy working conditions and to take care of both his own health and safety, as well as the health and safety of other persons directly affected by his activity (Art. 33 from health and safety working conditions).

According to the Health and Safety at Work Act, workers and employees, in accordance with their qualifications and the instructions given to them, are obliged to:

- to correctly use machines, devices, tools, dangerous substances and materials, means of transport and other work equipment;
- to properly use the personal protective equipment and special work clothing given to them and return them to the appropriate storage place after use;
- to use correctly and as intended and not to remove, interrupt, switch off or change arbitrarily the means of collective protection and the safety devices with which the machines, apparatus, tools, the enterprise or the building are equipped. Any worker who temporarily removes a means of protection or signaling during repair, installation, prevention, etc., is obliged to restore it immediately or take other protective measures with the same effectiveness;
- to immediately inform the employer or relevant officials of any situation at work that may present an immediate danger to their health and of any malfunctions in the means of collective protection;
- to assist the employer in the implementation of the activities to ensure health and safety working conditions and the prescriptions of the control bodies, etc.

In healthcare, patient safety is a priority issue worldwide today. The topic has been of interest throughout the various stages of development of medicine. A lot of research has been done and various results have been provided on the subject, involving academics, politicians, health officials, various organizations, etc. Thousands of years ago, Hippocrates recognized the potential for harm resulting from the well-intentioned actions of healers, and since then "primun non no care" ("first do no harm") has become a central principle of modern medicine.

Safety and health at work is one of the main emphases in the modern social policy of the Republic of Bulgaria. Ensured healthy and safe working conditions create the necessary prerequisites for effective use of the workforce and the successful achievement of the enterprise's production and economic goals.

The policy of each management should be oriented towards the continuous improvement of the organization of the management of the activity to ensure health and safety working conditions and be an integral part of the control to reduce costs and increase the efficiency of work.

The creation of good working conditions and optimal safety should be one of the primary concerns of enterprise management, as safety and health are a major aspect of its responsibilities.

The company policy on safety and health at work is the undertaken and declared commitment by the management of the enterprise to realize global and specific goals in this area. It must be specifically formulated and on this basis a mechanism for its implementation and management must be created. It is expedient to provide forms for monitoring and periodic reporting of the implementation, as well as to analyze the causes of gaps and deficiencies in the work, applying effective measures to protect and achieve the defined goals.

Patient safety is a global healthcare challenge. Early pioneers in infection prevention and control support safe patient care through their work. Ignaz Semmelweis reduced maternal mortality through hand hygiene, and Florence Nightingale minimized infections in hospital wards during the Crimean War through strict environmental cleanliness. Joseph Lister enforced antiseptics in surgery and reduced surgical site infections.

Basics:

- Safe patient care, including infection prevention, is a priority in all healthcare settings.
- Patient safety culture predetermines the attitudes, norms and behavior of individuals and organizations.
- In a culture of safe care, all employees and managers take responsibility for the well being of patients
- Patient safety requires teamwork, as well as collaboration, communication, measurement, and human resources engineering techniques.

In recent years, diagnostic options and therapeutic interventions in medicine have increased significantly. The number of medicinal products used has increased, as has the age of the population and accompanying comorbidity. Health care is often performed in a rapidly changing environment, under significant stress, requiring and/or involving a large number of professionals forced to make rapid therapeutic decisions. New and more sophisticated technologies in both diagnosis and therapy of high-risk patients are a prerequisite for an increase in the frequency and number of complications.

The potential for harm increases further as the number and diversity of professionals involved in the treatment process increases, as does the size and scope of treatment facilities. The need for more communication channels and the complexity of the structures in which the healing process takes place is increasing. Errors in the health care process can result in harm to the patient, resulting in temporary or permanent disability, even death. The problem of adverse events in healthcare is not new. Studies of this problem were conducted as early as the second half of the last century, but they remained sporadic and were often neglected.

Ensuring healthy lifestyles and promoting the well-being of all people, at all ages, are important components of sustainable development. According to the current definition of the World Health Organization health is "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". Health care is a sphere of public life to which every Bulgarian citizen is particularly sensitive. The essential point is that health should be a fundamental individual, societal and institutional value – one of the main components of national security, therefore a universal concern and shared responsibility. Access to good health and well-being is a basic human right.

Patient safety is a serious health issue of global importance. According to World Health Organization data, in developed countries one in ten patients is harmed while undergoing hospital care. Damage can be caused by a series of errors or unwanted events. In developing countries, the likelihood of such harm is greater than in industrialized nations. The risk of nosocomial infection in some developing countries is 20 times higher than in developed countries. At any one time, 1.4 million people worldwide suffer from infections acquired during a hospital stay. In the fight to reduce this type of infection, as well as antimicrobial resistance, hand hygiene is considered to be the most essential measure. At least 50% of developing countries' medical equipment is unusable or unused. Very often the equipment is not used due to lack of training and supplies. As a result, diagnostic procedures and treatment cannot be performed qualitatively and on time. All of this leads to substandard diagnosis and treatment, which poses a threat to patient safety and can lead to serious injury or death. In some countries, the population undergoing injections with syringes and needles reused without sterilization is 70%. This exposes millions of people to the development of infections. Each year, such procedures cause about 1.3 million deaths, mainly due to the transmission of blood-borne pathogens such as hepatitis B, C and HIV. Surgery is one of the most complex and widely applied medical interventions. More than 100 million people a year require surgical treatment for various reasons. Safety issues during and after surgery in developed countries account for half of preventable adverse events leading to death or disability.

It is indisputable that efforts to improve the health of the nation must be aimed at achieving integrated health prevention, an effective health system, a high level of public confidence in it, and the involvement of all those involved in providing and receiving health care and services. However, these efforts must be made in a much broader context, where sectors outside the health system have a serious and even predominant role in shaping public health. It has been proven that good health is the result of the interaction between a number of factors, such as individual characteristics, heredity, lifestyle and behavior, influence of socio-economic and cultural factors, environment, health system, etc. All these factors or determinants of health are in dynamic interaction with each other, and the degree of influence of each one of them is different depending on the specifics to the individual country, but in general economic status, personal behavior and environment have a predominant role in shaping the health of a nation. For example, people with low incomes have difficulty accessing the health care system, which leads to a deterioration of their health status, and hence to a deepening of socio-economic inequalities. This determines the special attention that is given to the issues of reducing poverty, overcoming inequalities and ensuring the necessary access to health services.

For its part, health also has an impact on economic growth, and this influence is most strongly manifested through the effect on human capital and the development of the labor market, through higher labor productivity, greater interest in making investments as important conditions to increase the economic well-being of the population and reduce poverty.

Patient safety culture is defined as an organization's deeply held shared beliefs, values, and norms that guide its members' interactions through attitudes, habits, and behaviors. A culture of safety exists when there is a purposeful organizational effort with commitment from all employees and leaders to maintain safety from harm to patients. Everyone involved feels responsible for the safety of patients and their families, and healthcare staff feel safe to speak openly, without fear, when care is compromised or when reporting adverse events. Senior executives in healthcare

facilities are responsible for establishing safety as an organizational priority. They must involve other managers and staff in the discussion, development, implementation and sustainable development of safety issues. Leaders set the tone by declaring that safety is a priority, supporting approved examples of behavior and motivating staff to achieve the safest care. They should endorse best practices, such as excellent hand hygiene or the use Patient Safety of isolation precautions. Leadership is critical to the success of a safety culture and requires commitment from administrators, physicians, nurses and others.

Strategies for infection prevention and control professionals:

➤ Engage leaders across the organization in supporting infection prevention and control; to assist them in increasing the popularity and importance of infection prevention.

➤ Seek commitment from senior management, governing boards, leading clinical and service departments and key staff to the principles and practices of infection prevention and control

➤ Provide management with compelling examples that highlight reductions in morbidity, mortality and costs when infections are avoided

➤ Provide informed information to managers to assist in infection prevention decision making. Teamwork and Collaboration Teamwork and collaboration combine the talents and skills of each team member and serve as a method of checks and balances. By encouraging the best ideas and evaluating the decisions and actions of each team member, this method can avoid the top-down approach that often gets in the way of making the best decisions for the patient. Specialists belonging to the staff in various disciplines participate in the treatment of each individual patient. This can lead to violations or gaps in care. Good collaboration and teamwork help minimize these mistakes. Strategies for the professionals in infection prevention and control. Facilitate collaboration and teamwork by engaging staff to partner in developing approaches and procedures in infection prevention and control. Promoting a multidisciplinary approach to infection prevention and control. Participating in patient care teams to resolve infection prevention issues with them.

•Maintain open communication on infection prevention involving staff and managers throughout the organization. Effective Communication Communication is a vital aspect of patient safety. Open communication promotes the exchange of patient, technological and environmental information. In organizations with a high patient safety culture, communication is based on mutual trust during care planning and delivery, as well as when setting goals to achieve the best patient outcomes. Communication strategies include the use of written, oral, or electronic methods to train staff to share supervisory data pertaining to infection prevention and control, new measures, procedures and studies in the literature, Patient safety communication should include a logging system that allows staff to raise concerns or practice errors in patient care without fear of retribution. Strategies for the professionals in infection prevention and control. Carry out routine visits and discuss patients with infection or at risk of infection with direct care staff

• listen to staff concerns.

• Share surveillance data and any new information.

• Develop a secure system for staff to communicate infection risks.

Maintaining a "zero tolerance" approach to patient safety is critical to safer care. To minimize infections (or errors), managers should not tolerate failure to follow preventive measures of proven value. Where "good practice" is known, it should apply to all staff. If staff do not follow safety rules or best practices, for example, by not

performing hand hygiene when indicated, mishandling infectious waste, or omitting critical steps in cleaning, disinfection, and sterilization, this behavior should be addressed and not to be ignored.

References

Labour Code

Health Law

Ministry of Health: <https://www.mh.government.bg/bg/>

Ministry of Labour and Social Policy: <https://www.mlsp.government.bg/>

<https://www.lex.bg/>