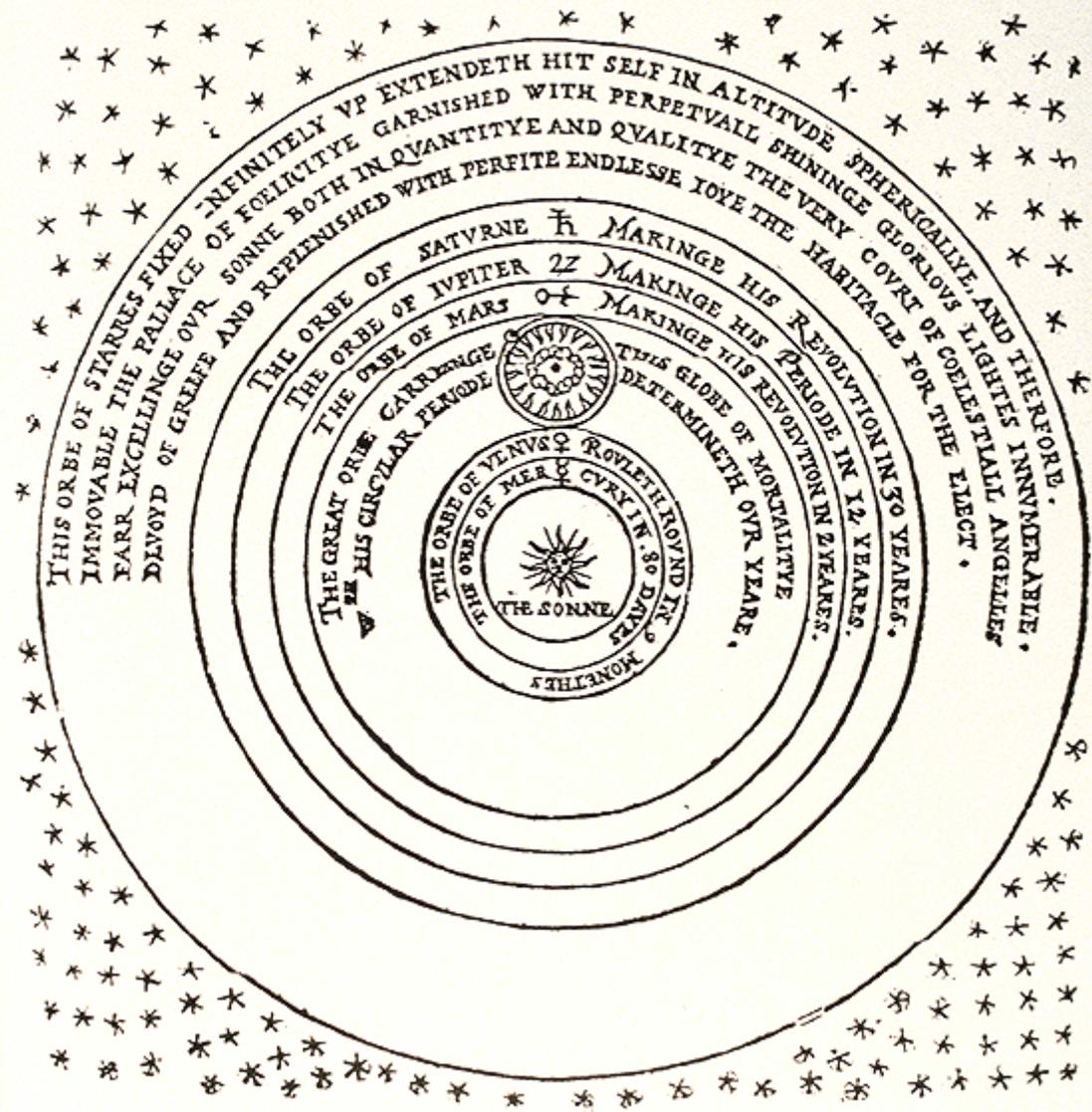


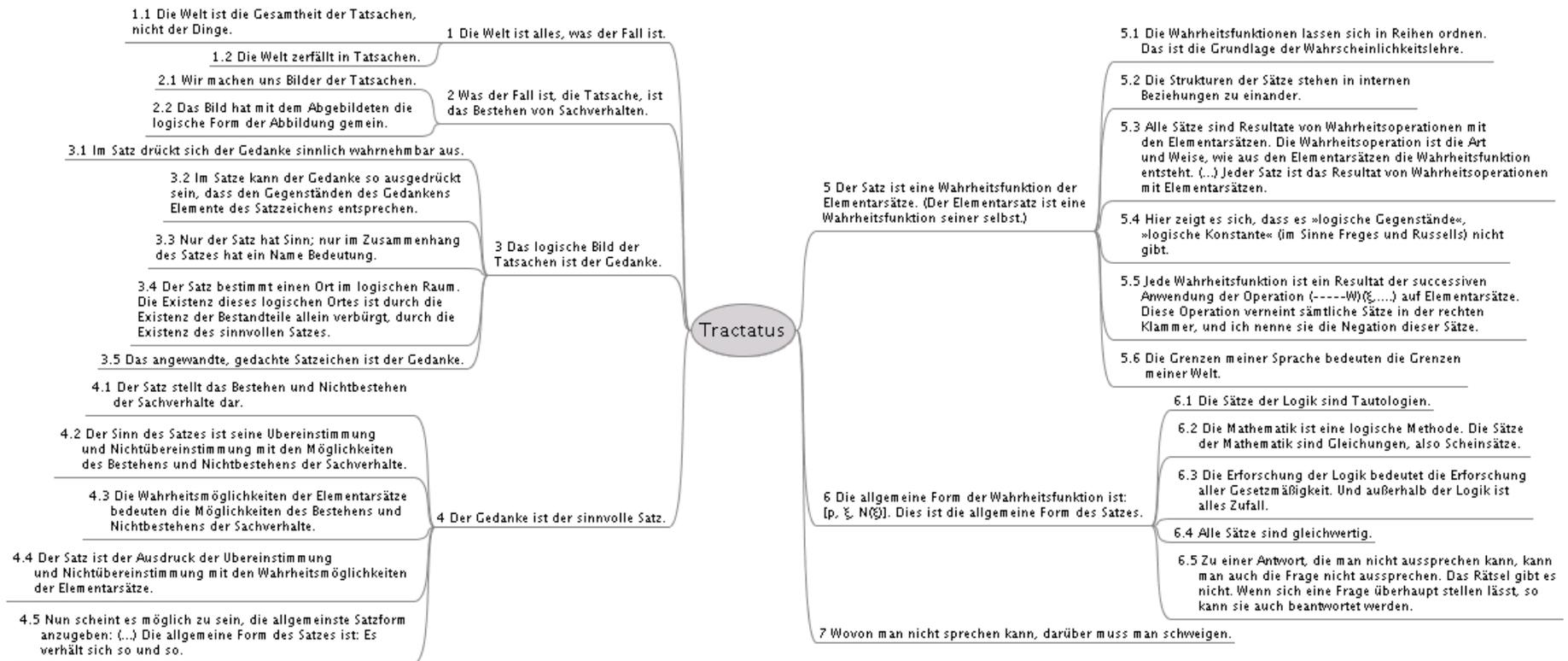


# System - Fehler - Failure

Univ. Doz. Dr. A.Valentin  
Allgemeine u. Internist. Intensivstation  
II. Med. Abt., Rudolfstiftung, Wien

♀ A perfit description of the Cœlestiall Orbes,  
 according to the most auncient doctrine of the  
 Pythagoreans, &c.





**Die Welt ist alles, was der Fall ist.**

**Es gibt nichts, was es nicht gibt.**





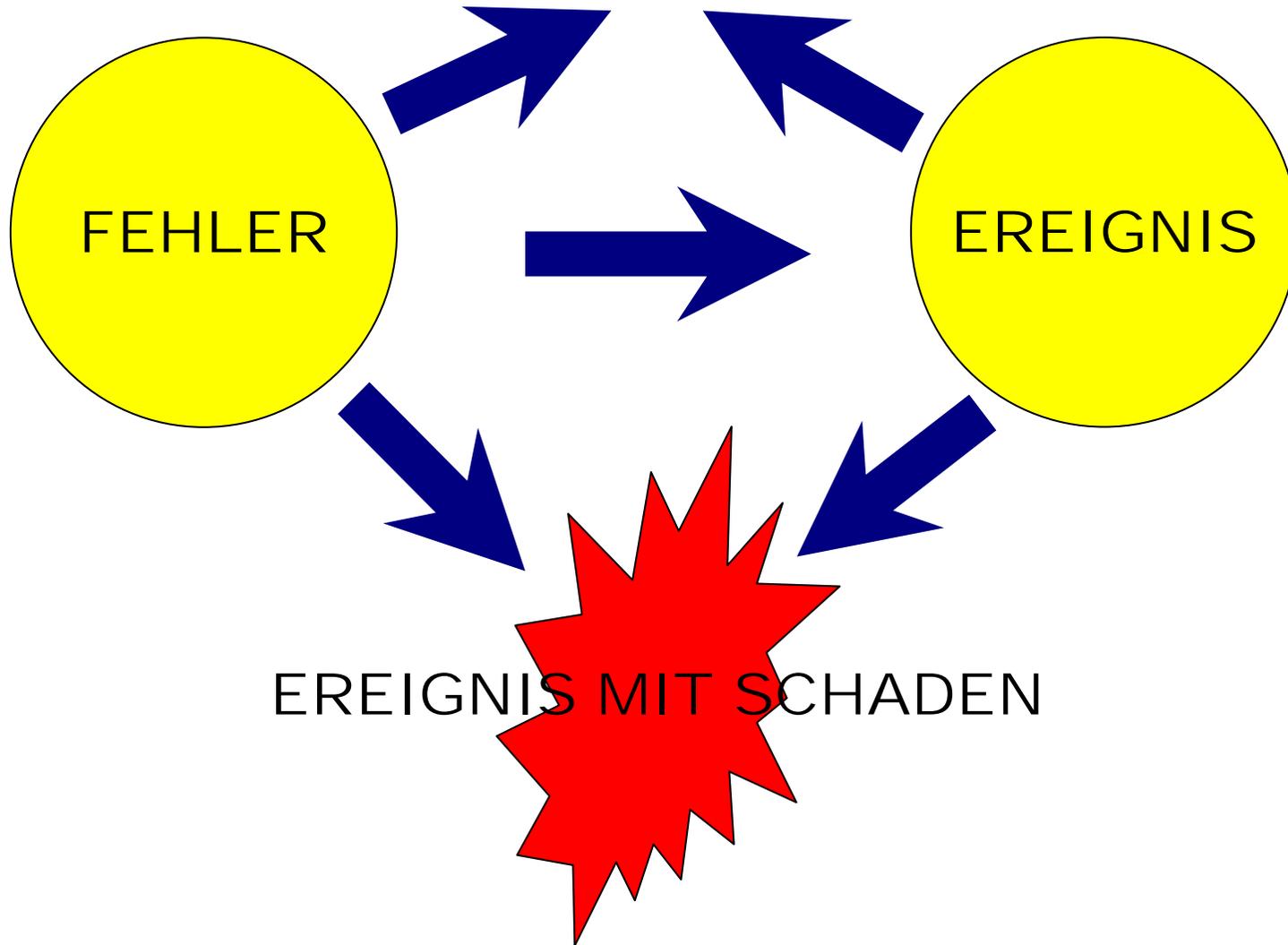




**WAS IST EIN FEHLER ?**

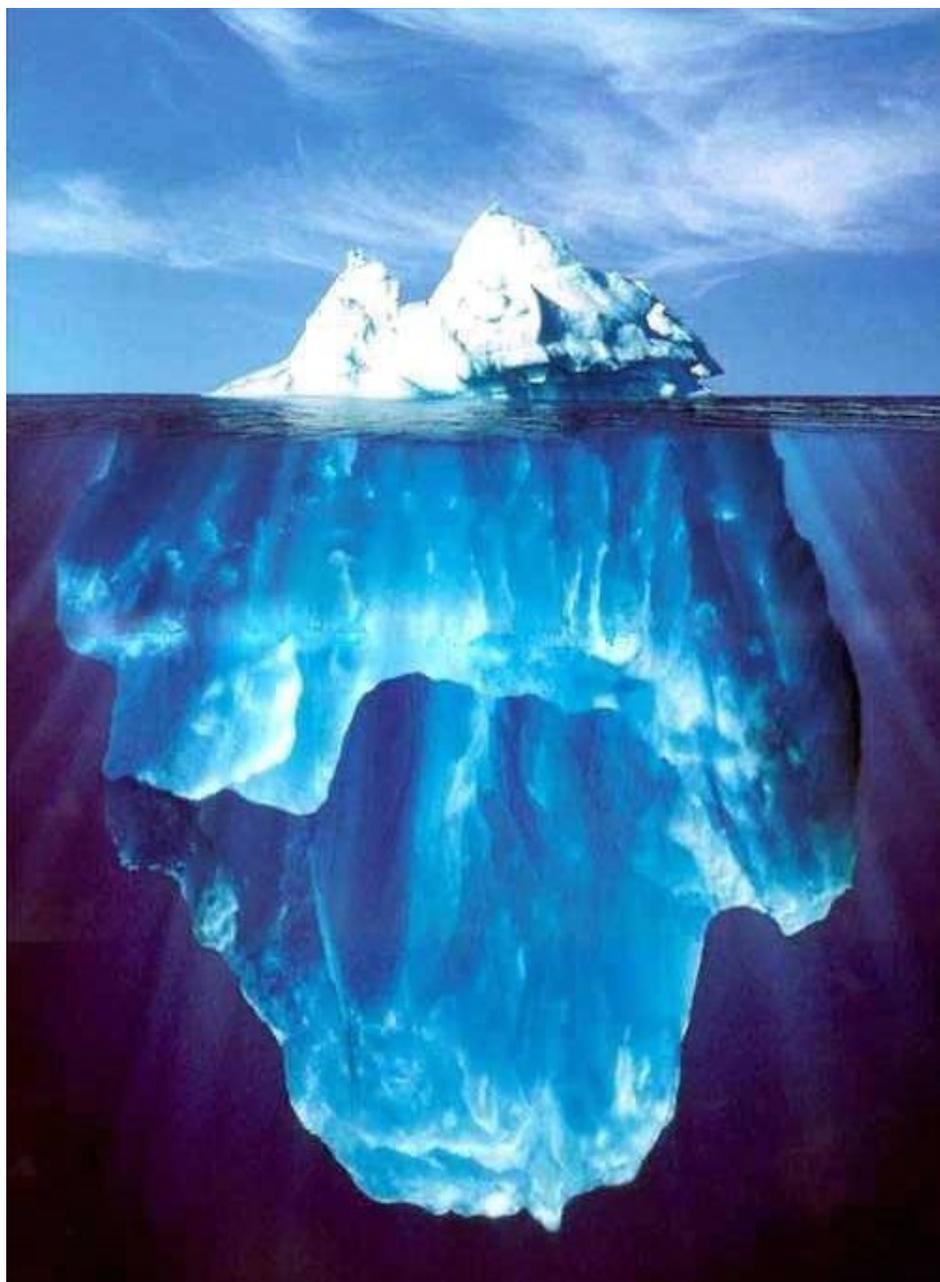


**BEINAHE KATASTROPHE**

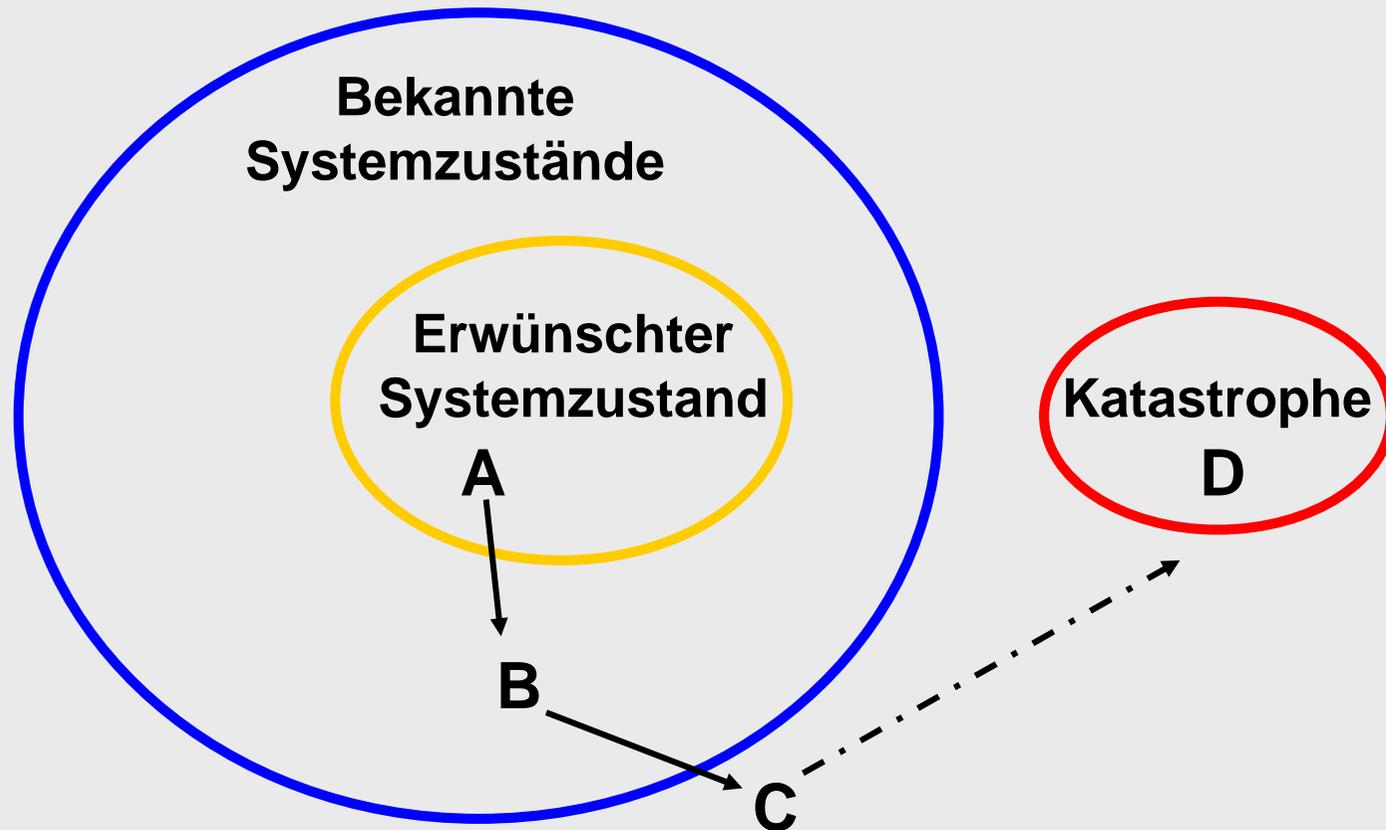


A photograph with a purple tint showing a stethoscope, a pen, and a large dollar sign symbol on a document, with the text "SYSTEM FEHLER ?" overlaid. The stethoscope is on the left, the pen is in the center, and the dollar sign is on the right. The text is in the center of the image.

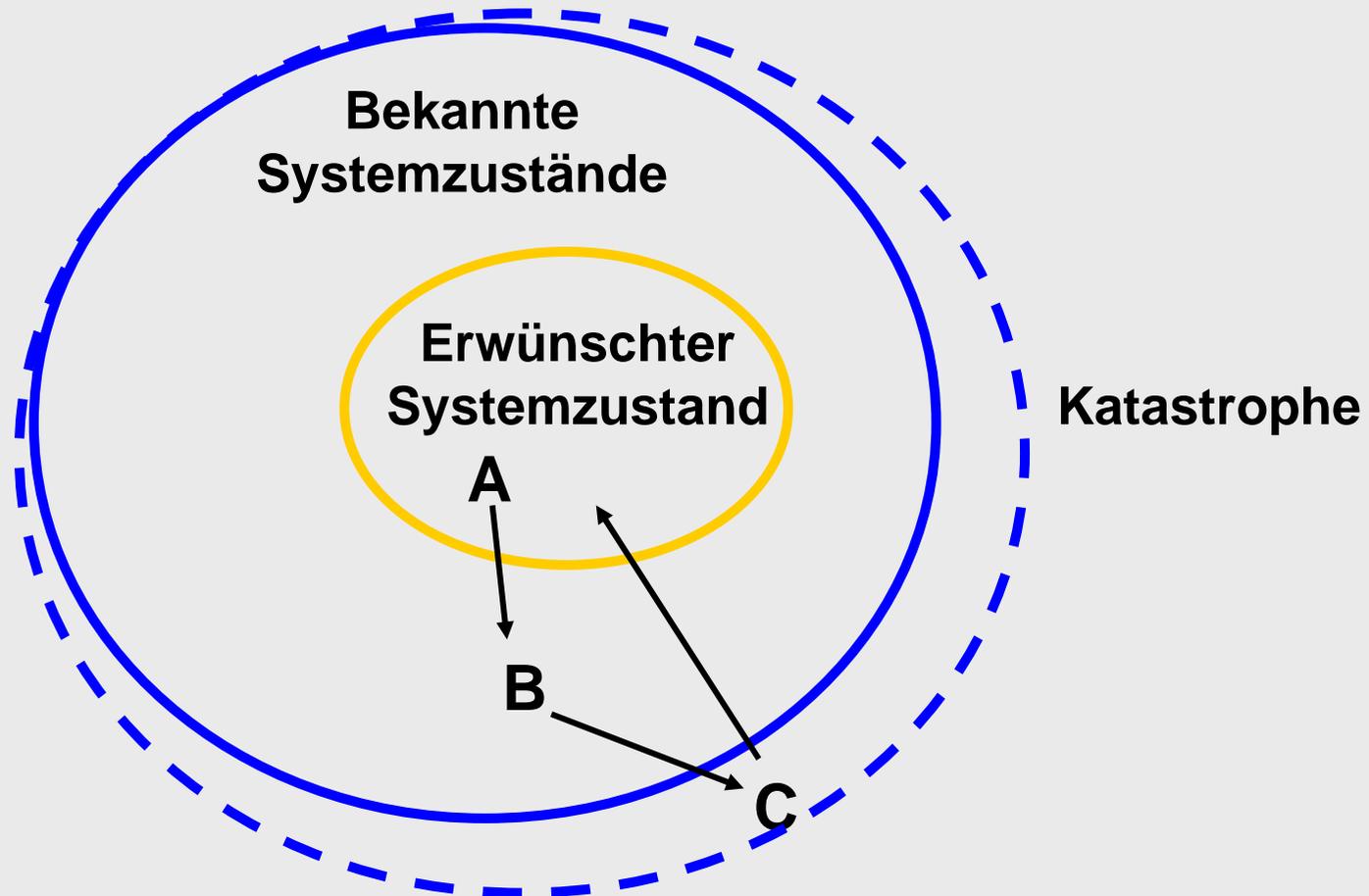
**SYSTEM FEHLER ?**

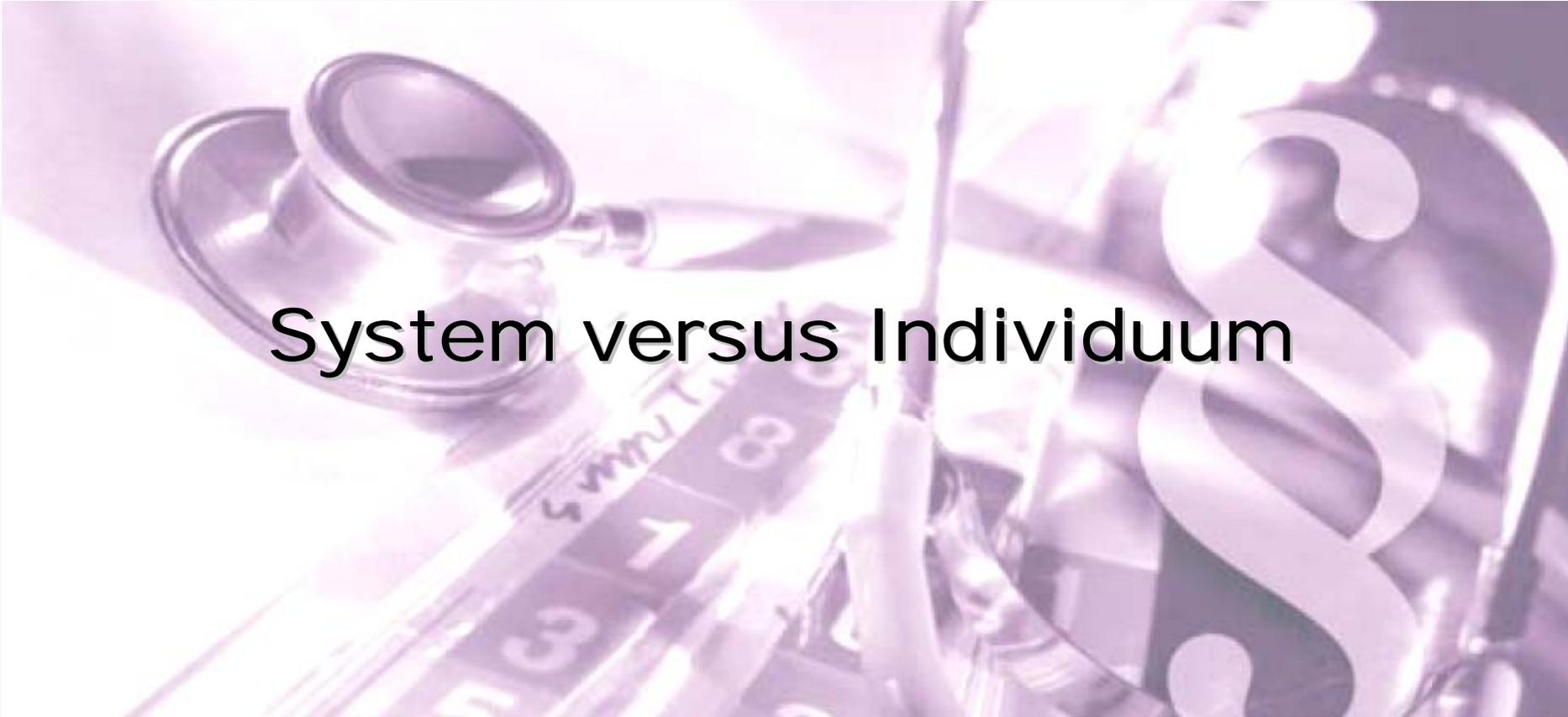


# Das Wissen über den Status des Systems

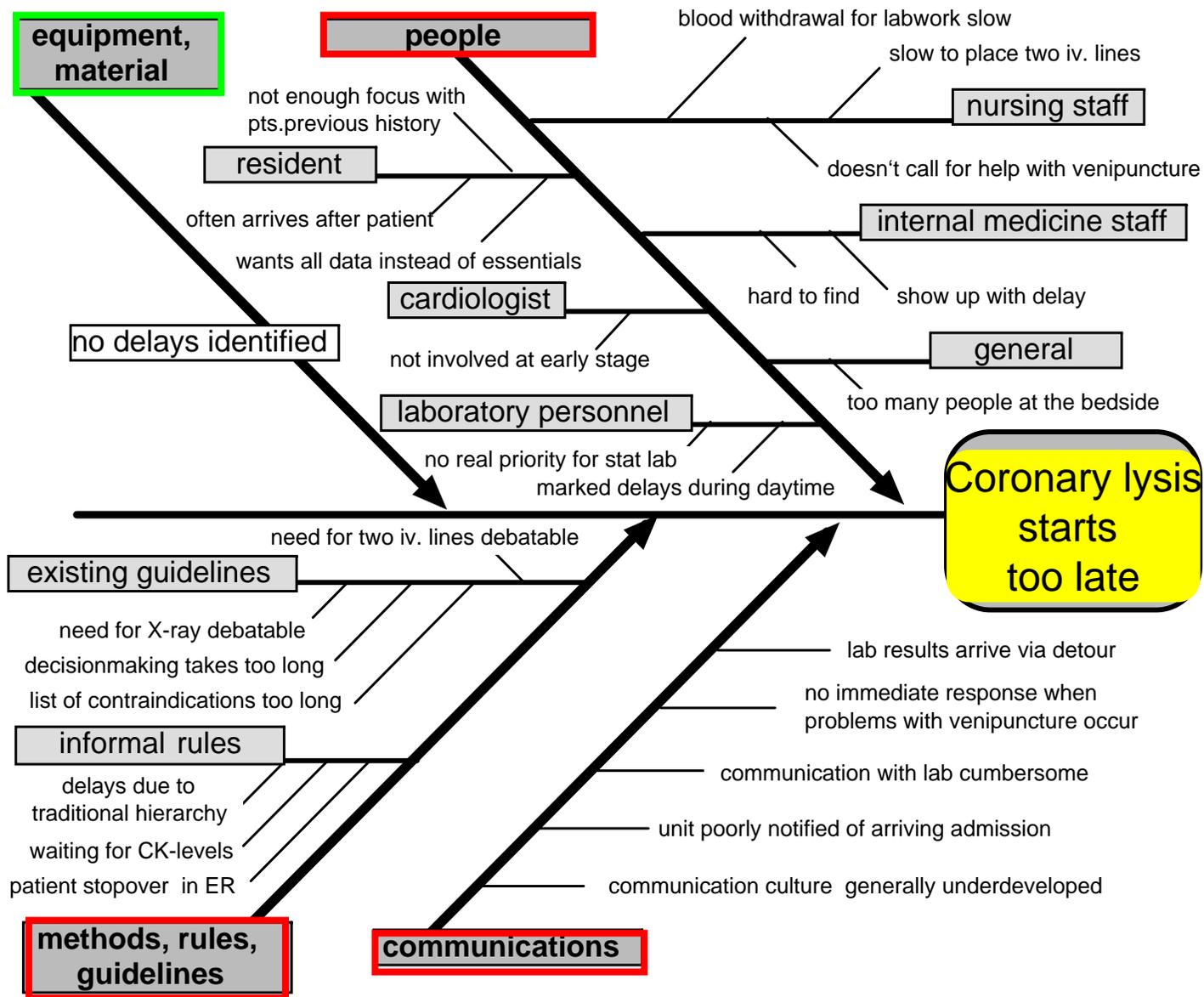


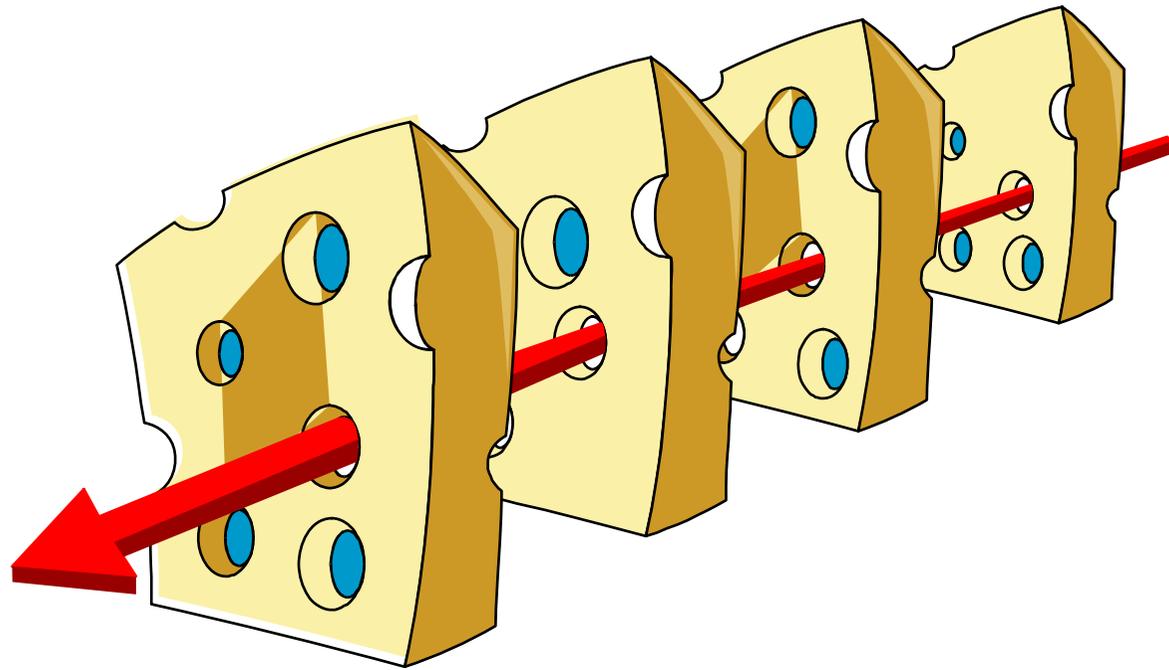
# Das Wissen über den Status des Systems





# System versus Individuum







New Eng J Med 1983



Jedes System erzielt die Resultate  
die durch sein Design bestimmt sind.

Berwick DM





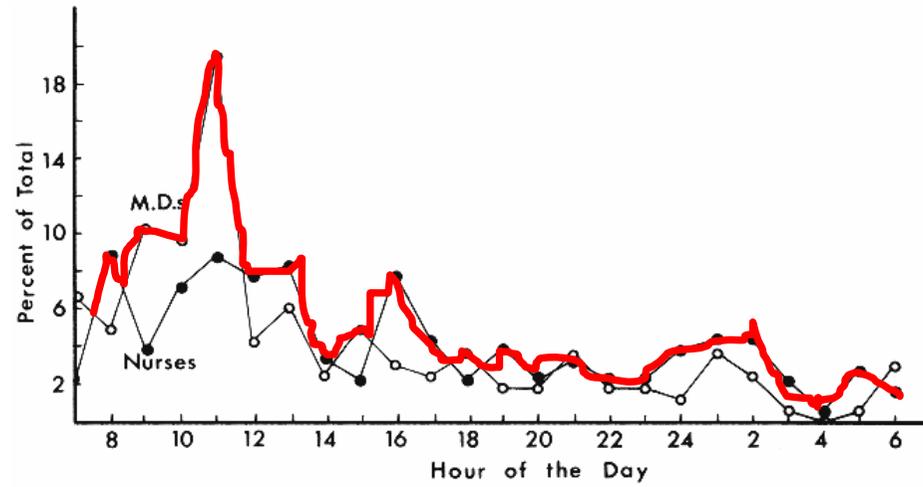




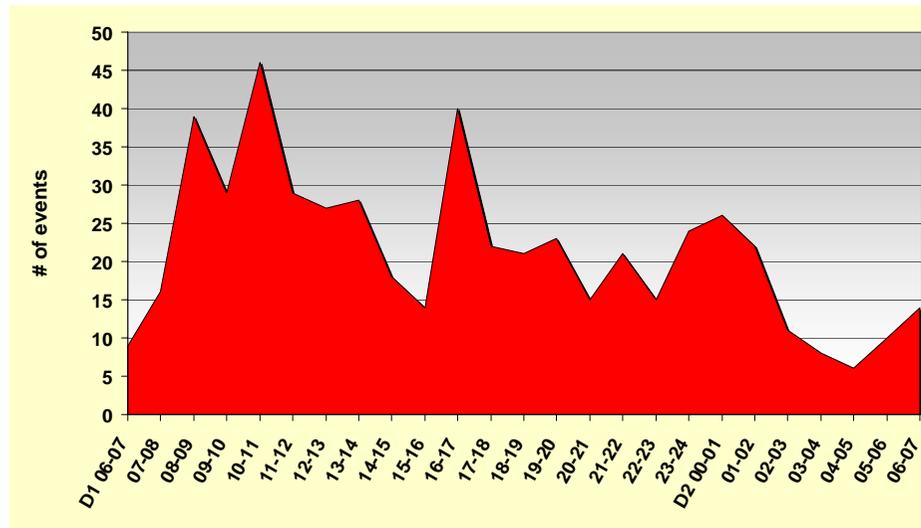
**We can not change the human condition,  
but we can change the conditions  
under which humans work**



M.C. Escher

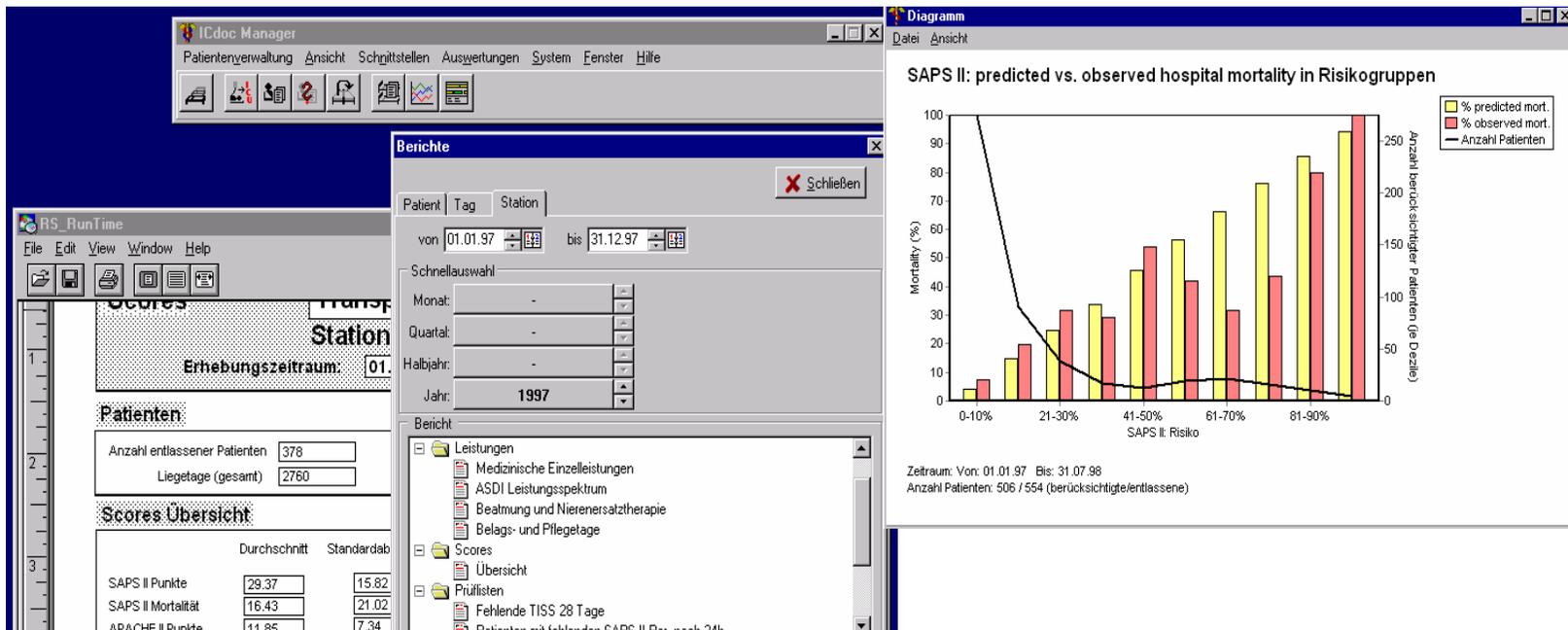


1



220

# Intensive Care is about medicine, care, compassion and organisation



Are we doing a good job ?  
How could we do even better ?

A photograph with a purple tint showing a stethoscope, a pen, and a large dollar sign symbol on a document. The text "Limitationen des Systems" is overlaid in the center.

# Limitationen des Systems

**5 – 47 %**

**1,4**

**– 36 %**

A purple-tinted image featuring a magnifying glass over a document with a dollar sign and a calculator. The text "Der Mittelpunkt des Systems" is overlaid in the center.

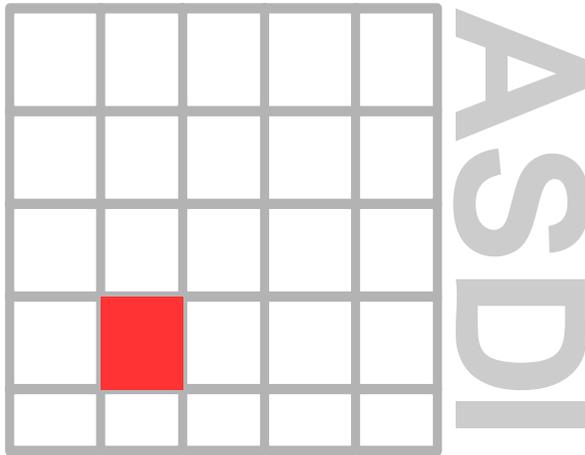
Der Mittelpunkt des Systems



# Lernende Systeme

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- akzeptieren, dass Menschen irren werden
- erwarten Fehler
- bilden Abwehrmechanismen
- schaffen ein Fehler-vermeidendes Design
- kommunizieren Probleme offen
- trainieren Erkennung und Lösung von Problemen
- stellen notwendige Ressourcen zur Verfügung



ÖSTERREICHISCHES ZENTRUM FÜR  
DOKUMENTATION UND QUALITÄTS-  
SICHERUNG IN DER INTELSIVMEDIZIN

