

Management of exceptional events should be an integral part of increasing quality in every health care center. In provision of health care there are and there inevitably will be mistakes made from different reasons. Therefore, safe health care should be a priority of every health care facility. Exceptional events may vary between different wards and it is important for the middle management to know there sorts and numbers.

The goal of my thesis is to map the different kinds and numbers of exceptional events in our hospital, city hospital in Jablonec nad Nisou. I also want to emphasize that careful tracking of exceptional events is possible only in the climate of safety at every ward. By knowing the kinds and numbers of exceptional events it is possible to reduce or ideally eliminate them.