

Adverse events have become prevalent in Moroccan medical centers. The increase in the number of injuries has resulted in several debates. Today, many researchers and practitioners are trying to identify the cause and possible solutions. Although Morocco has implemented risk management measures related to quality of care and patient safety, it is clear that the medical sector still needs to increase patient safety management initiatives, such as education, training, participation and collaboration among members of the care team, as well as risk management approaches that reduce the culture of reproach and to recognize, classify and manage the associated risks.

Evaluations are at the heart of the concept of improving the quality of care in Moroccan hospitals; they provide a means of defining what hospitals actually do and comparing these results to initial objectives to identify opportunities for improvement. The objective of this thesis is to make an inventory of current tools and programs developed in the management of risks related to care at the Provincial Hospital Mohamed V El Jadida.

For this purpose, we conducted a descriptive exploratory mixed research-action study at the hospital level. Questionnaires for health personnel, administrative staff, as well as a semi-directive interview, were conducted. Fine and detailed analysis work was carried out to evaluate the effectiveness (or inefficiency) of the risk management system already in place in the institution.

In view of the results obtained, corroborated by the majority of the literature consulted on this subject, the work concludes with a few recommendations mainly concerning the development of training and the promotion of accompanying measures for the improvement of the various interventions in the field of risk management