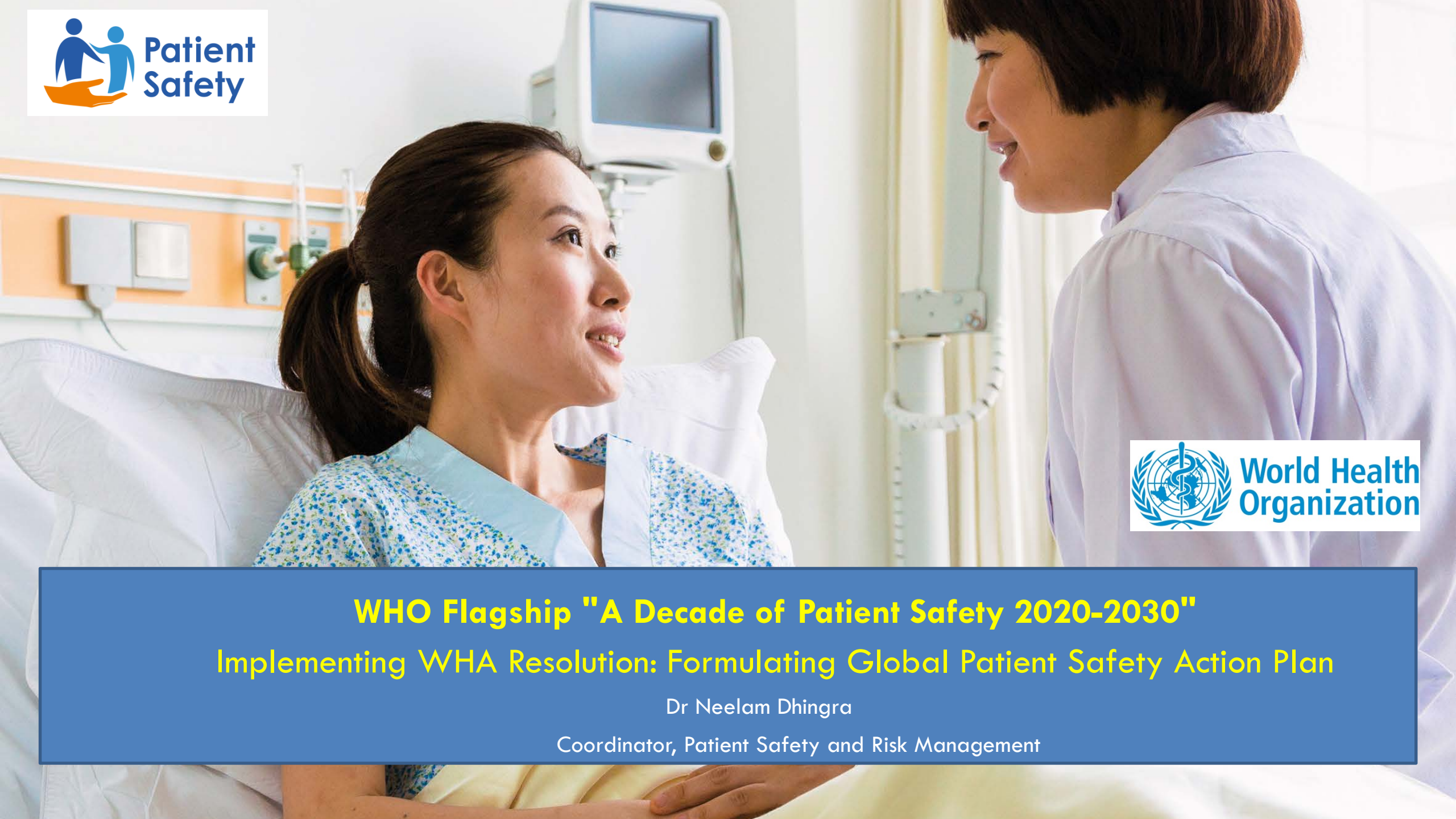
Patient
Safety
capability
reporting
innovation
immunization
medical
capacity
workforce
prevention
competent
falls
culture
safety
radiation
Challenges
fragile
primary
conditions
Leadership
empowerment
continuum
processes
learning
patient
control
anti-microbial
workplace
compassionate
partnerships
hygiene
emergencies
Developing
quality
workforce
sanitation
universal
factors
education
Sufficient
surgery
products
resistance
medication
network
transfusion
Global
Measurement
research
injections
surveillance
mental
health
policy
engagement
training
Water
clinical
priorities
blood
Patient
infection
Human
thromboembolism
coverage
devices
venous
care



WHO Flagship "A Decade of Patient Safety 2020-2030"

Implementing WHA Resolution: Formulating Global Patient Safety Action Plan

Dr Neelam Dhingra

Coordinator, Patient Safety and Risk Management

Patient Safety

World Health Organization

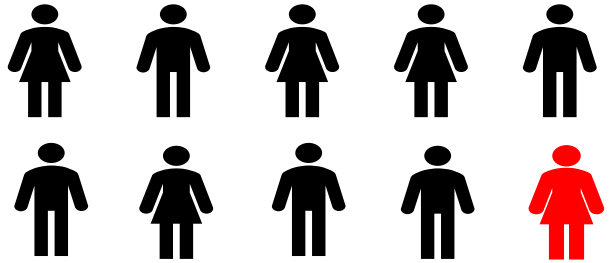
WHO Flagship "A Decade of Patient Safety 2020-2030"
Implementing WHA resolution

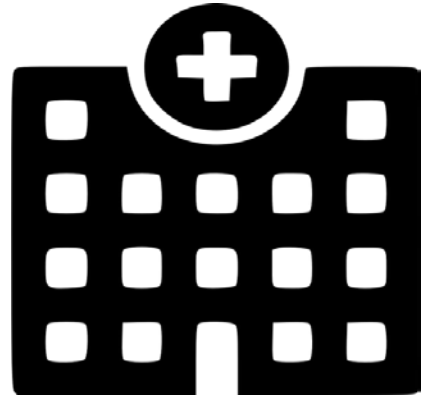
- Burden of harm of unsafe patient care
- Patient Safety is at the Heart of UHC
- Gap Analysis in Patient Safety
- Global Ministerial Summits on Patient Safety
- WHA resolution 'Global Action on Patient Safety'

- WHO Patient Safety Global Efforts
- World Patient Safety Day 17 September
- Global Patient Safety Action Plan
- A Decade of Patient Safety 2020-2030

Patient Safety – the global context

Burden of Unsafe Care





Adverse Events in top ten

- Adverse events likely one of the 10 leading causes of death and disability worldwide

Adverse Events in HICs

- One in every 10 patients harmed while receiving hospital care in HICs

Adverse Events in LMICs

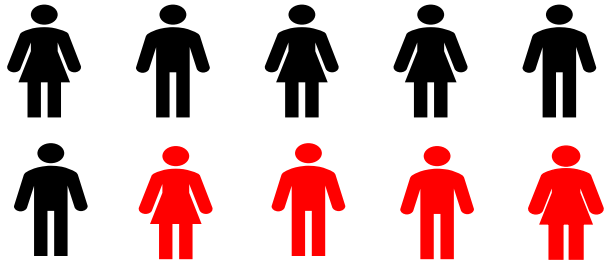
- 134 million adverse events occur each year in hospitals in LMICs
- Contributes to 2.6 million deaths annually

- Presentation at the "Patient Safety – A Grand Challenge for Healthcare Professionals and Policymakers Alike" a Roundtable at the Grand Challenges Meeting of the Bill & Melinda Gates Foundation, 18 October 2018 https://globalhealth.harvard.edu/qualitypowerpoint
- Crossing the global quality chasm: Improving health care worldwide. Washington (DC): The National Academies Press; 2018 https://www.nap.edu/catalog/25152/crossing-the-global-quality-chasm-improving-health-care-worldwide
- Slawomirski L, Auraaen A, Klazinga N. The Economics of Patient Safety in Primary and Ambulatory Care: Flying blind. Paris: OECD; 2018 http://www.oecd.org/health/health-systems/The-Economics-of-Patient-Safety-in-Primary-and-Ambulatory-Care-April2018.pdf

Patient Safety – the global context

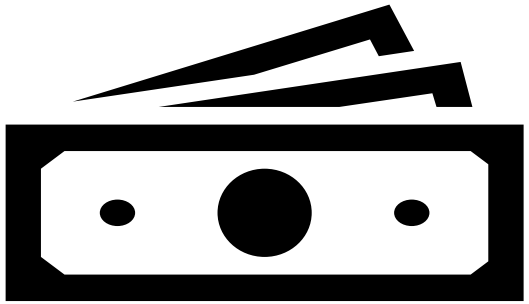
World Health Organization

Burden of Unsafe Care



Harm in Primary Care

- 4 out of 10 patients are harmed in primary and ambulatory care settings



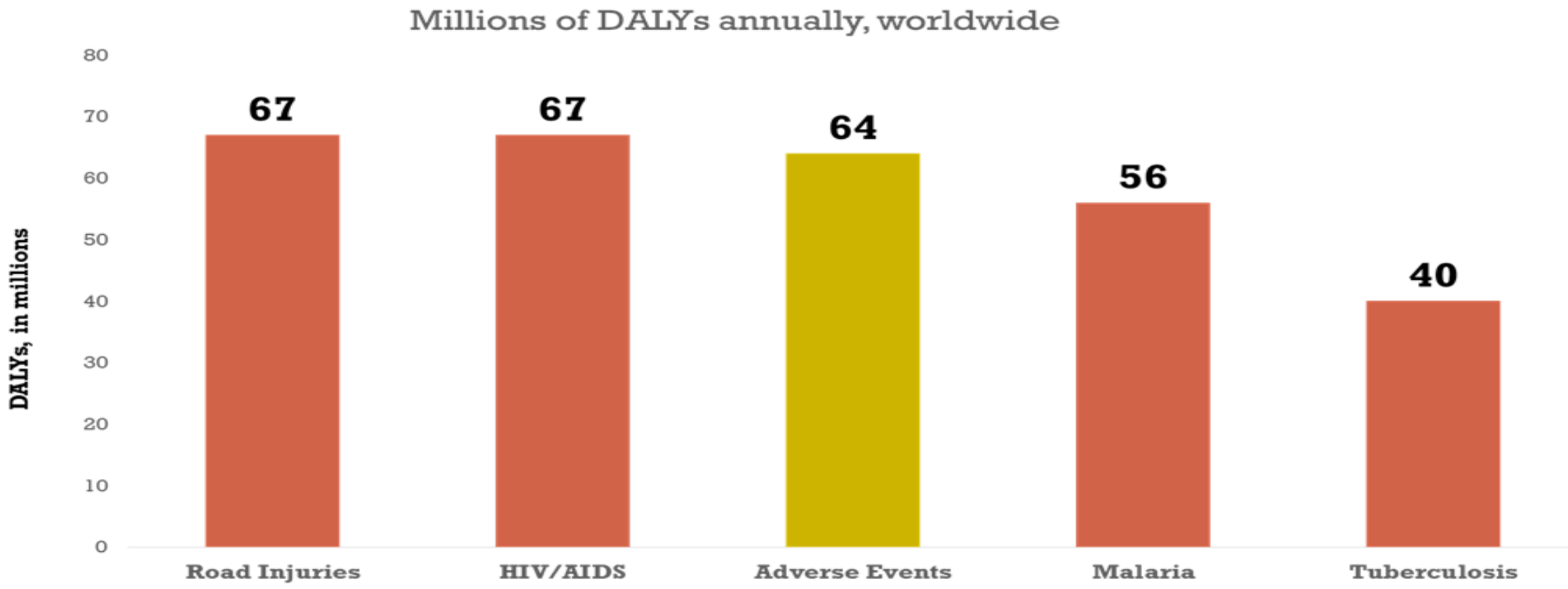
Cost of Patient Harm

- High cost treating effects of patient harm
- 15% of total hospital expenditure and activity direct result of adverse events
- Up to 83% harm to patients in health care is avoidable

Unsafe Medication Practices and Errors

- Harm millions of patients
- Costs billions of USD every year

How much disability - Compared to other conditions?



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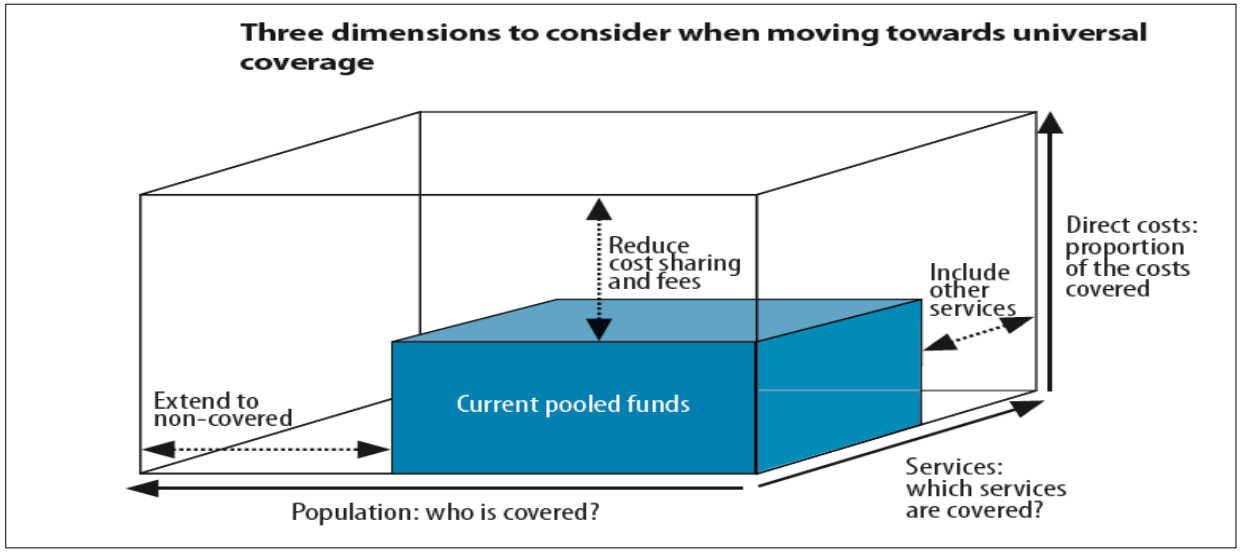
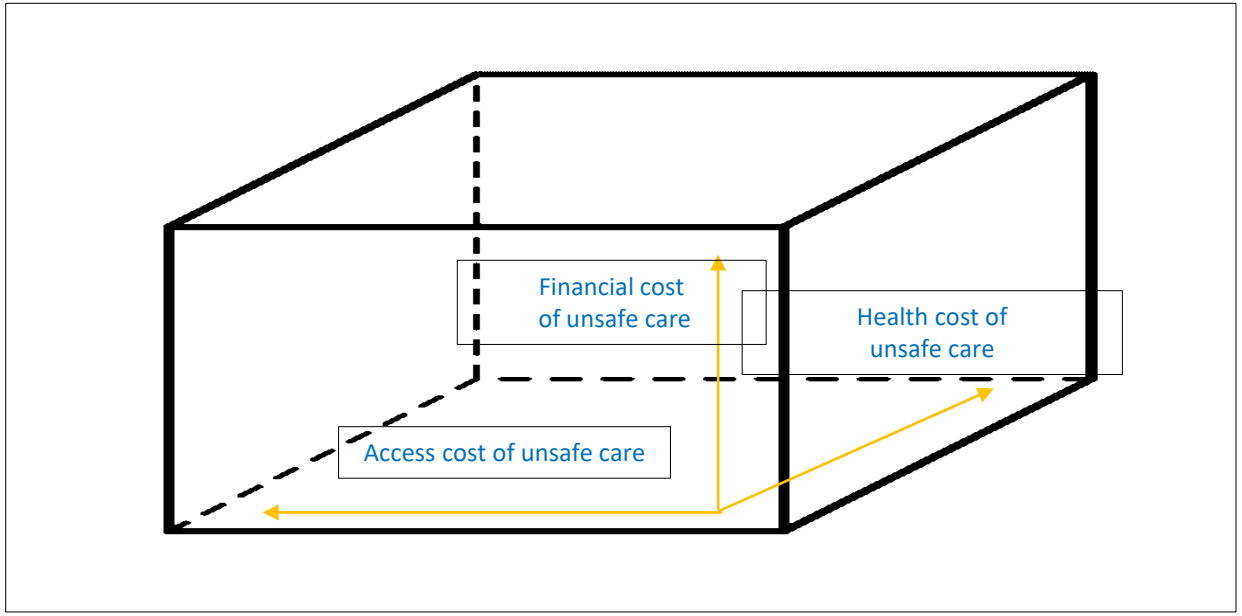
Patient Safety is at the Heart of UHC





Financial cost of unsafe care

Money lost in -

- Treating safety failures – Readmissions, extended stay and surgeries
- Litigations – Legal fees and compensation

Health cost of unsafe care

Huge burden of harm -

- Mortality and morbidity due to adverse events

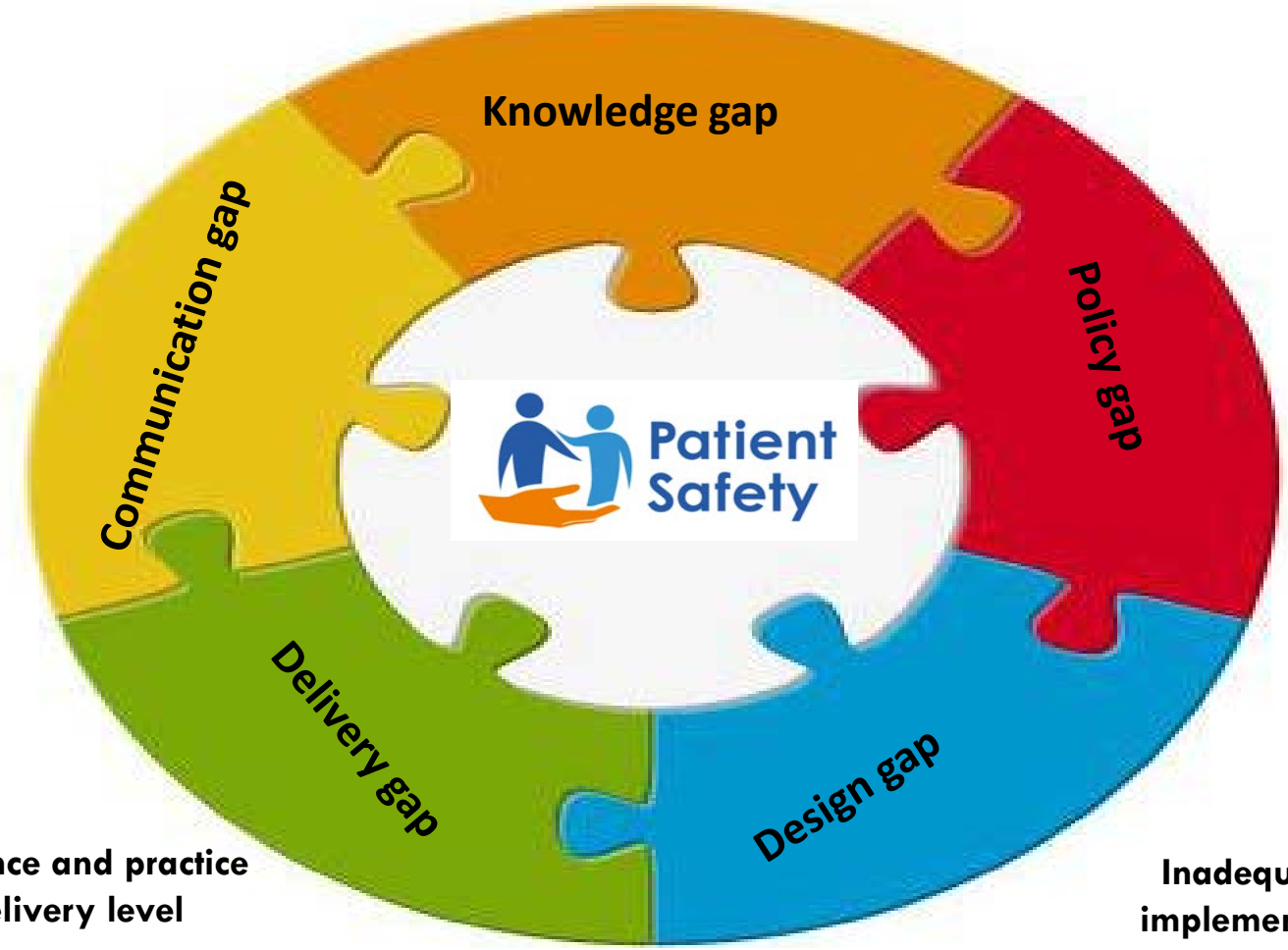
Access cost of unsafe care

Volume lost due to -

- Loss in faith in health system
- Altered health seeking behaviour counterproductive to UHC

Understanding extent of problem, causal and contributory factors

Collation and dissemination of best practices, innovations & coping mechanisms



Inadequate policy environment and political will

Application of management science and practice at organizational and care delivery level

Inadequate application of science to implementation tools for patient safety

Gap Analysis in Patient Safety

Annual Global Ministerial Summits on Patient Safety (2016-2020)

2016

2020

2017

2018

2019

72nd World Health Assembly

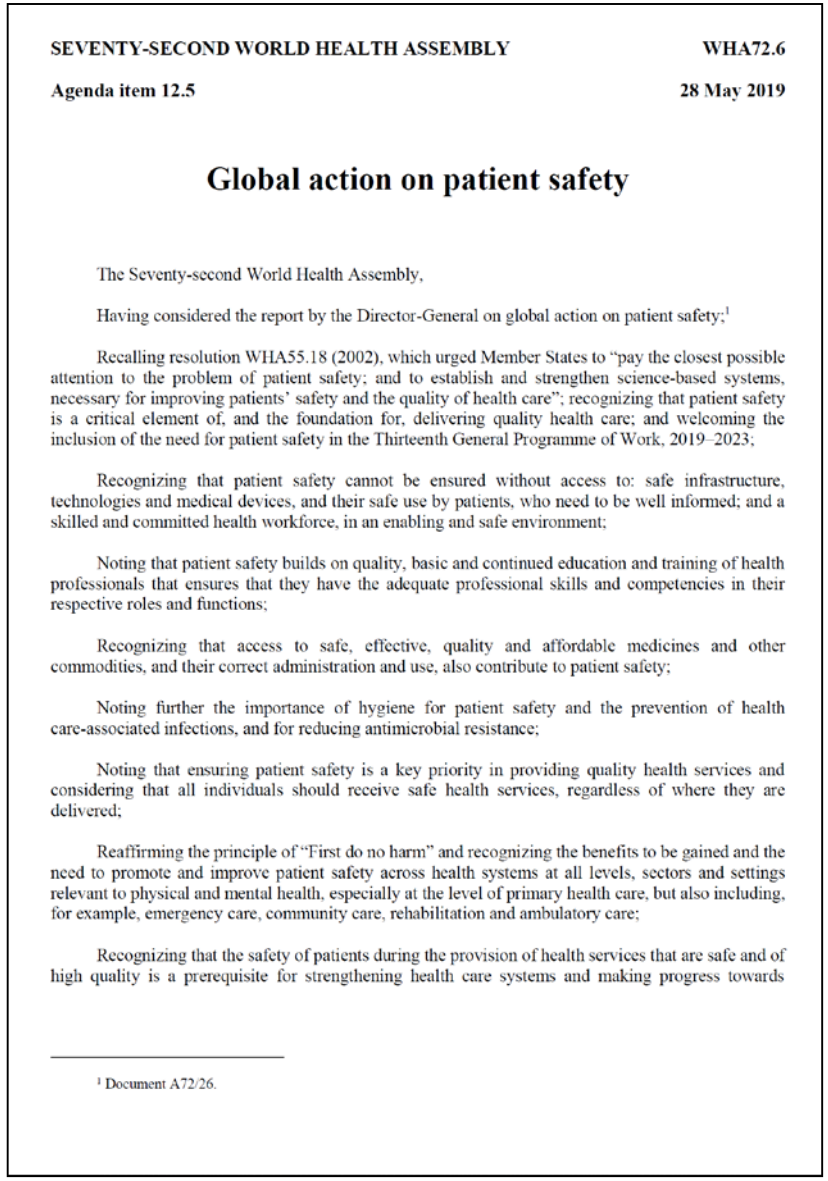
May 2019

Watershed moment for patient safety !

- ✓ Recognized **Patient Safety as a global health priority**
- ✓ Adopted resolution (WHA72.6) on **Global action on patient safety**
- ✓ Established an annual **World Patient Safety Day** on 17 September
- ✓ Urges Member States to 'recognize patient safety as a **health priority** in policies and programme essential to achieve UHC'
- ✓ Requests WHO-DG to emphasize patient safety **as a key strategic priority in WHO's work across the UHC agenda**

World Health Organization

The years ahead in global patient safety



SEVENTY-SECOND WORLD HEALTH ASSEMBLY WHA72.6

Agenda item 12.5 28 May 2019

Global action on patient safety

The Seventy-second World Health Assembly,

Having considered the report by the Director-General on global action on patient safety;[1]

Recalling resolution WHA55.18 (2002), which urged Member States to "pay the closest possible attention to the problem of patient safety; and to establish and strengthen science-based systems, necessary for improving patients' safety and the quality of health care"; recognizing that patient safety is a critical element of, and the foundation for, delivering quality health care; and welcoming the inclusion of the need for patient safety in the Thirteenth General Programme of Work, 2019–2023;

Recognizing that patient safety cannot be ensured without access to: safe infrastructure, technologies and medical devices, and their safe use by patients, who need to be well informed; and a skilled and committed health workforce, in an enabling and safe environment;

Noting that patient safety builds on quality, basic and continued education and training of health professionals that ensures that they have the adequate professional skills and competencies in their respective roles and functions;

Recognizing that access to safe, effective, quality and affordable medicines and other commodities, and their correct administration and use, also contribute to patient safety;

Noting further the importance of hygiene for patient safety and the prevention of health care-associated infections, and for reducing antimicrobial resistance;

Noting that ensuring patient safety is a key priority in providing quality health services and considering that all individuals should receive safe health services, regardless of where they are delivered;

Reaffirming the principle of "First do no harm" and recognizing the benefits to be gained and the need to promote and improve patient safety across health systems at all levels, sectors and settings relevant to physical and mental health, especially at the level of primary health care, but also including, for example, emergency care, community care, rehabilitation and ambulatory care;

Recognizing that the safety of patients during the provision of health services that are safe and of high quality is a prerequisite for strengthening health care systems and making progress towards

[1] Document A72/26.

Implementation of May 2019 Resolution (WHA 72.6):

"Global action on patient safety"

essential component to achieve UHC

- **Prioritize patient safety across WHO**
- **Develop Global Patient Safety Action Plan**
- **Promote World Patient Safety Day**
- **Provide country support (e.g. normative guidance and technical support)**
- **Create and support Global Patient Safety Challenges**

WHO Patient Safety Global Efforts

WHO Global Patient Safety Challenge: *Medication Without Harm*

Global advocacy, partnerships and networks in patient safety

Patient safety guidelines, tools, studies and checklists

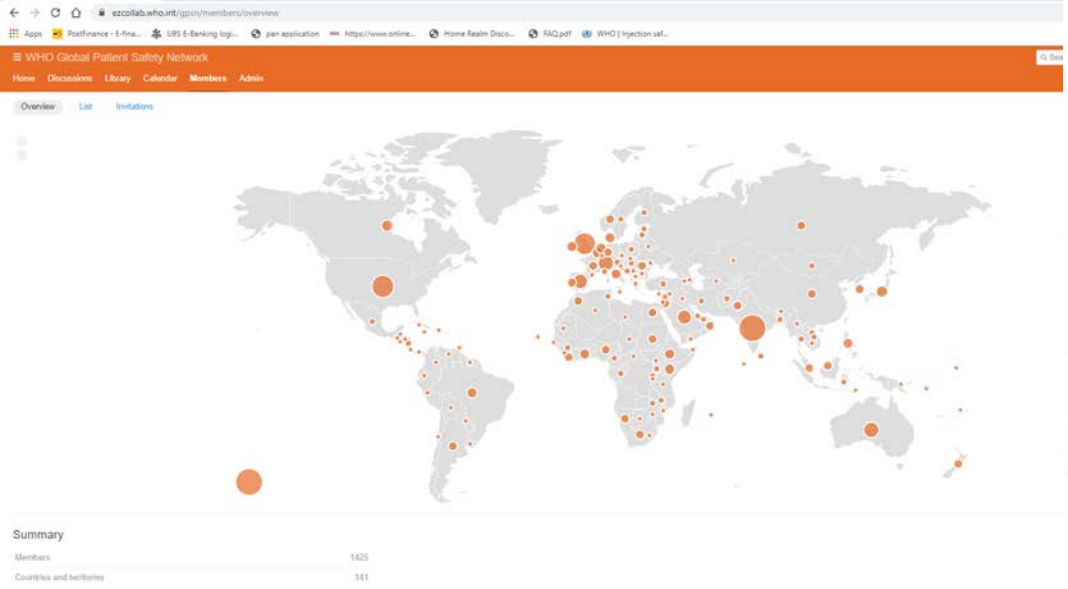
Patient and family engagement for patient safety

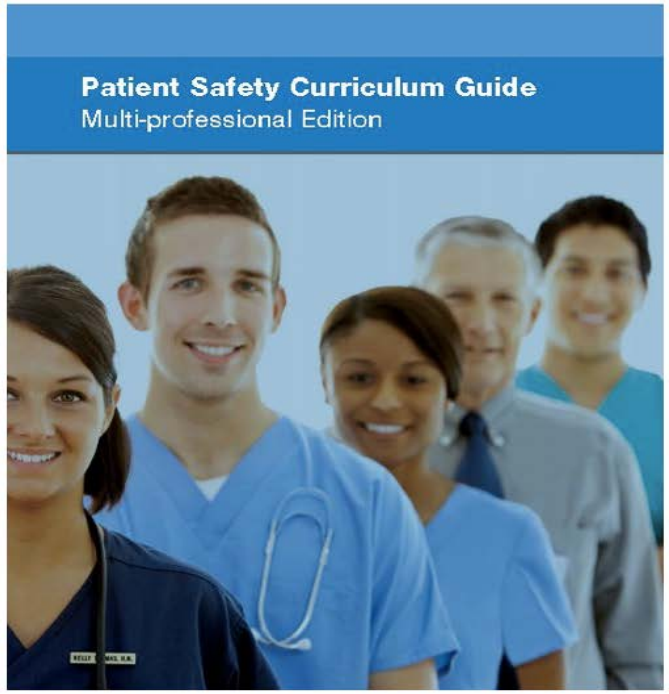
Global Ministerial Summits on Patient Safety and WHA resolution, including WPSD

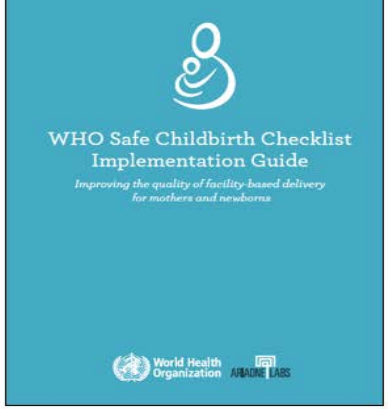
Global Patient Safety Collaborative

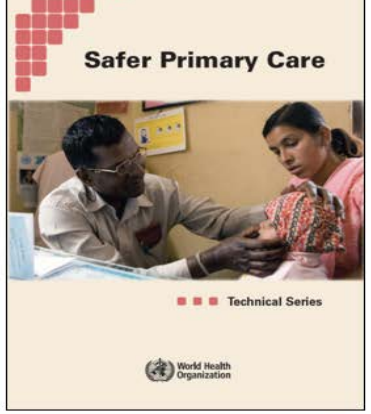
Country cooperation and support

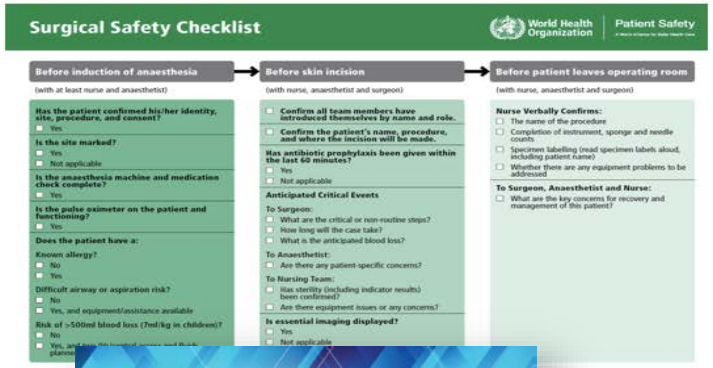
Reporting and learning systems







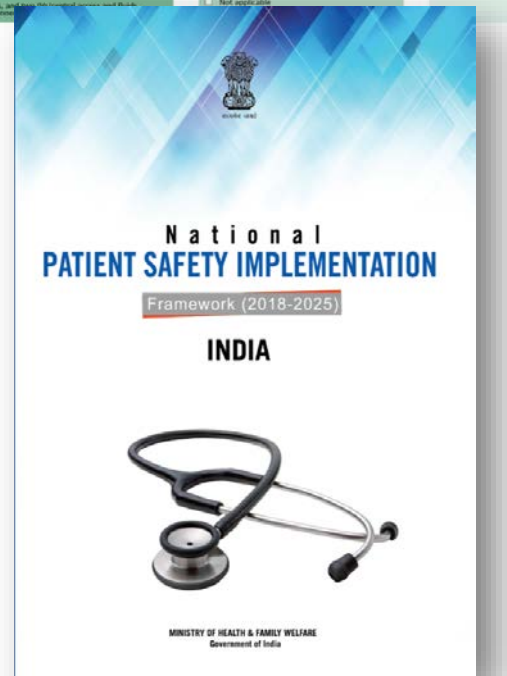




Minimal Information Model for Patient Safety Incident Reporting and Learning Systems

USER GUIDE

World Health Organization



WHO Global Patient Safety Challenge

Medication Without Harm

Global Launch, 29 March 2017

Patient Safety

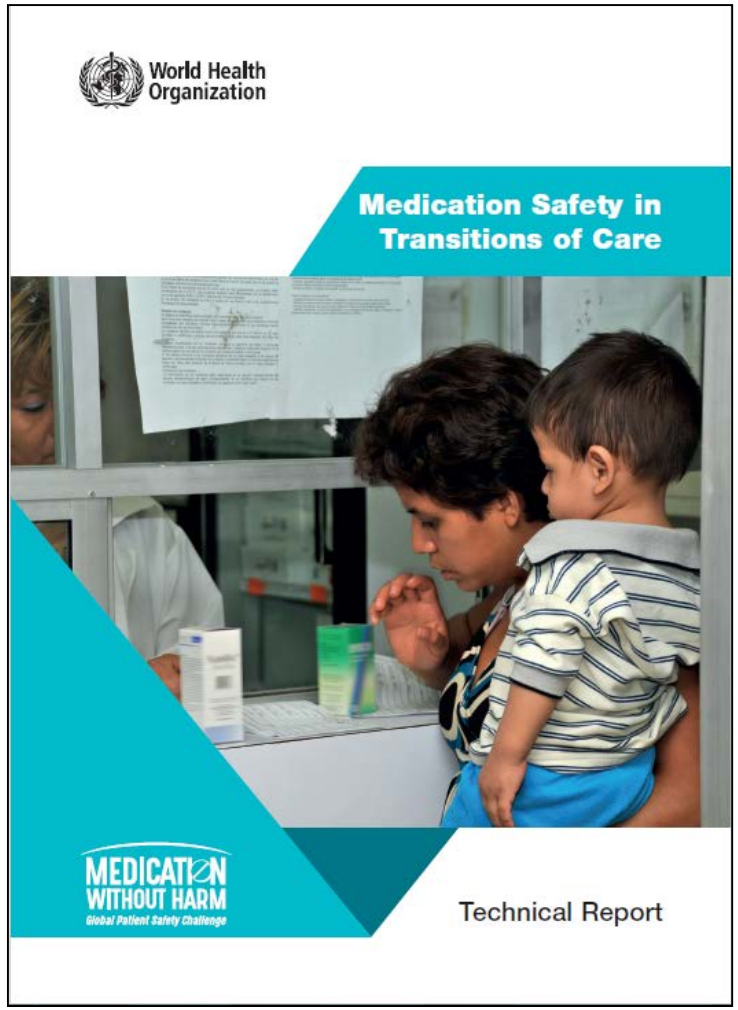
Key Actions Areas

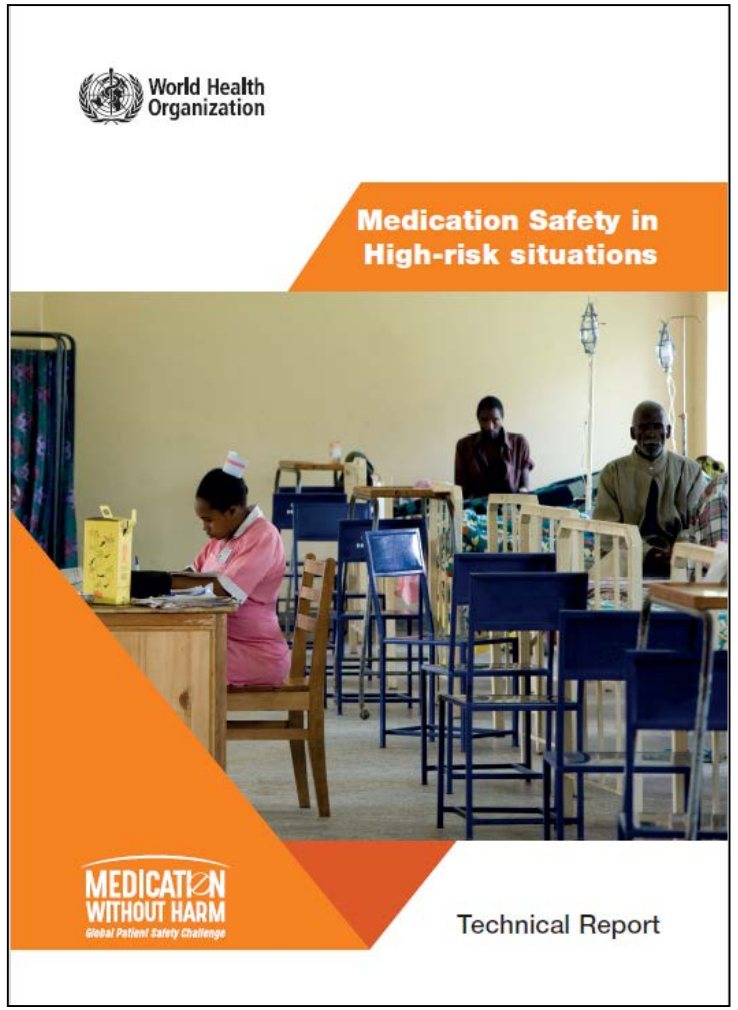
- High-risk situations
- Polypharmacy
- Transitions of Care

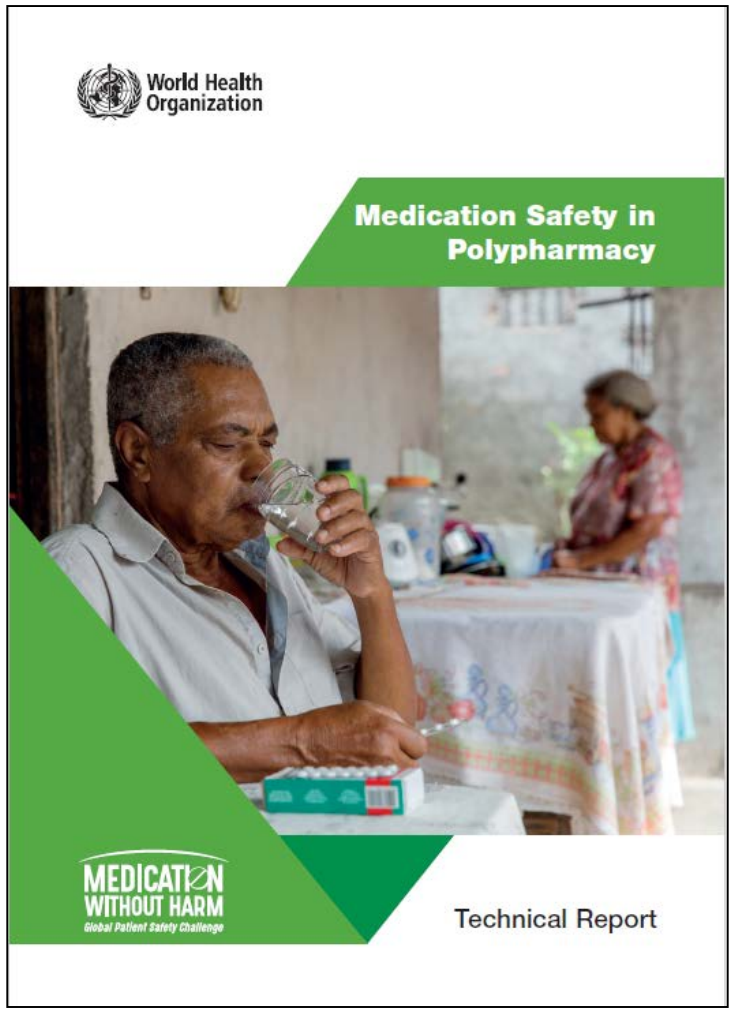
Strategic Framework

World Health Organization

Early Priority Action – Technical reports







Medication Safety Resources

World Health Organization
WHO medsafe

- Mobile app
- Infographic poster
- Pamphlet
- Booklet
- Flyer

The *very first* World Patient Safety Day

World Health Organization

World Patient Safety Day 17 September 2019

Patient Safety

World Patient Safety Day 17 September 2019

Painting the world "orange"

Journée mondiale de la sécurité des patients
17 septembre 2019
#PatientSafety

Speak up
for patient safety
No one should be harmed in health care
World Health Organization
World Patient Safety Day
17 September

WORLD
PATIENT SAFETY
DAY
17 SEPTEMBER 2019

HANDS

WORLD PATIENT SAFEY DAY

SPEAK UP FOR PATIENT SAFETY
Qatar Red Crescent
5th QATAR PATIENT

TOGETHER for Safer Care

High Level Forum:

Towards an

Africa Patient Safety Initiative

24-25 October 2019, Cape Town, South Africa

Patient Safety

- Africa Patient Safety Initiative – Shared vision for safer care
- Horizons of policy & organization culture for patient safety and quality
- Implementing WHA resolution "Global Action on Patient Safety" in Africa
- Common approaches & collaborative mechanisms for action on patient safety
- Accelerating action on Global Patient Safety Challenge: *Medication Without Harm* – ***African regional launch***
- Seeking high level commitment for patient safety in Africa
- "TOGETHER for Safer Care: Recommendations for urgent action on Patient Safety in Africa"

“A Decade of Patient Safety 2020-2030”

A Decade of Patient Safety 2020 – 2030

Implementing WHA resolution – Global Action on Patient Safety

A Decade of Patient Safety 2020-2030

Rationale

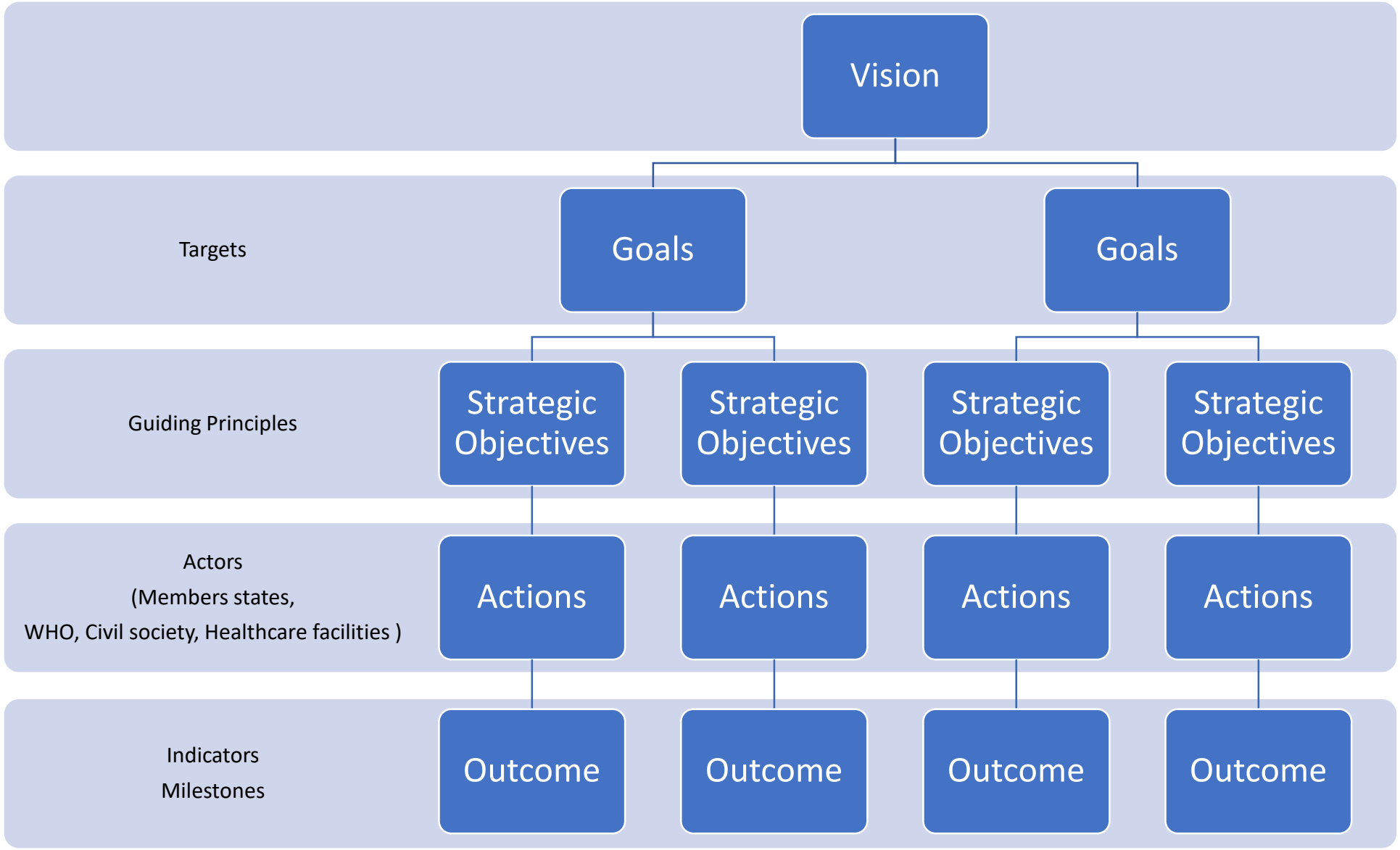
1. **Matching** the global expectation and further strengthening of WHO **leadership** in this area

2. Implementing the “Global Patient Safety Action Plan” will require **cross coordination** with different teams, departments and divisions.

3. An ‘umbrella’ positioning for patient safety promotes **greater efficiency** within WHO and has direct impact on safety at front line

4. As a flagship programme in mission mode, “A Decade of Patient Safety” will inevitably attract **greater funding opportunities**

Anatomy of a typical global action plan



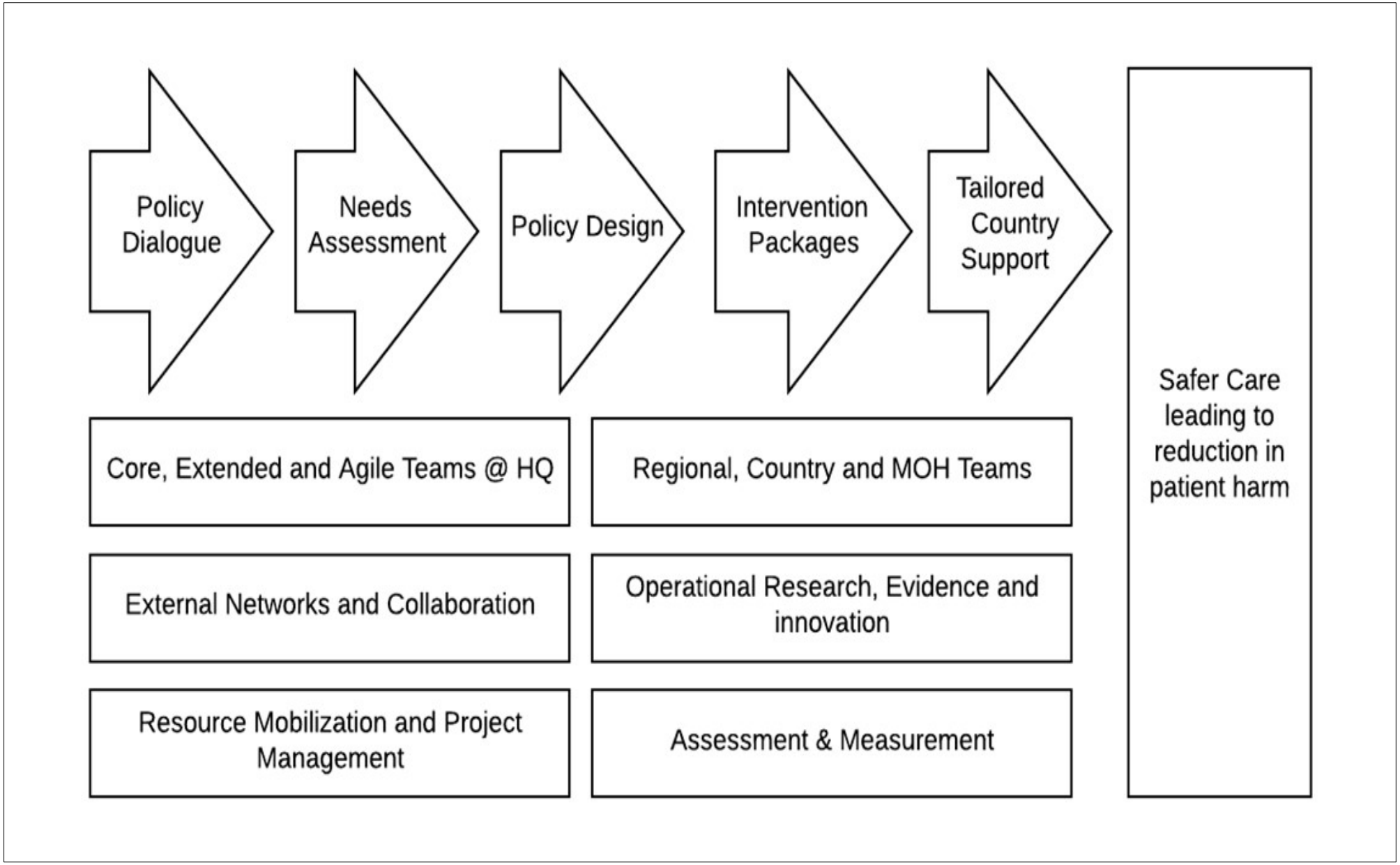
Development Process

Global Consultation
"A Decade of Patient Safety 2020-2030": Formulating the Global Patient Safety Action Plan

Objectives

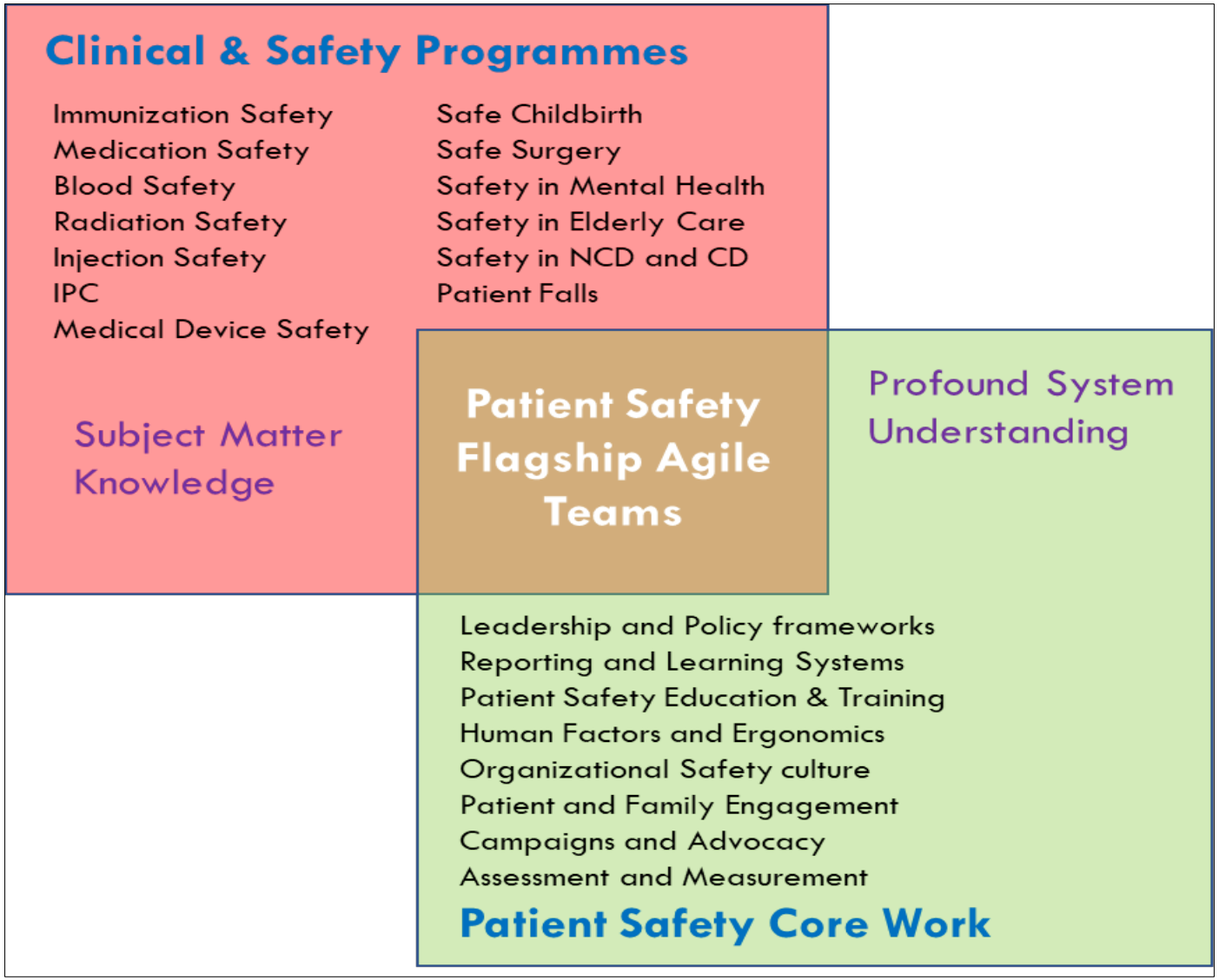
- Define the vision and goal of the Global Patient Safety **Action Plan**, and a roadmap for "A **Decade** of Patient Safety 2020-2030"
- Define the guiding principles and strategic objectives
- Translate the operating paragraph of the resolution into an operational plan. The operational plan will:
  - Evolve and list the actions for WHO, international organizations, Member States and healthcare facilities
  - Develop SMART global patient safety goals linked with the strategic objectives
- Seek input from international experts, stakeholders and partners for development of the draft Global Patient Safety Action Plan
- Define the time frames and responsibilities for various actions
- Discuss a monitoring and reporting mechanism for the Global Patient Safety Action Plan
- Discuss plans for celebrating World Patient Safety Day 2020

Value Chain: WHO Patient Safety Flagship Initiative

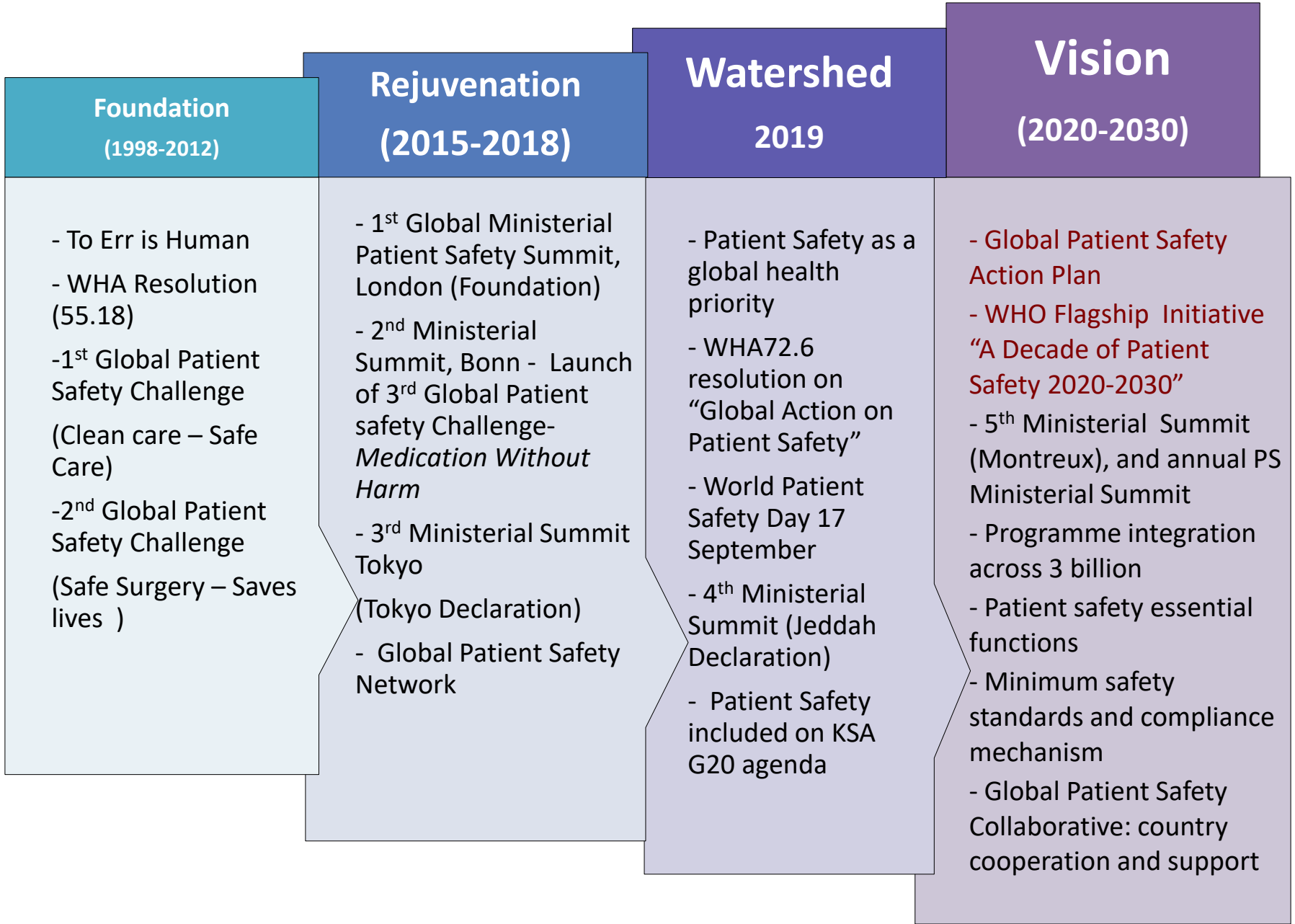


The Science of Patient Safety Improvement

working across health system and specific safety, health and clinical programmes

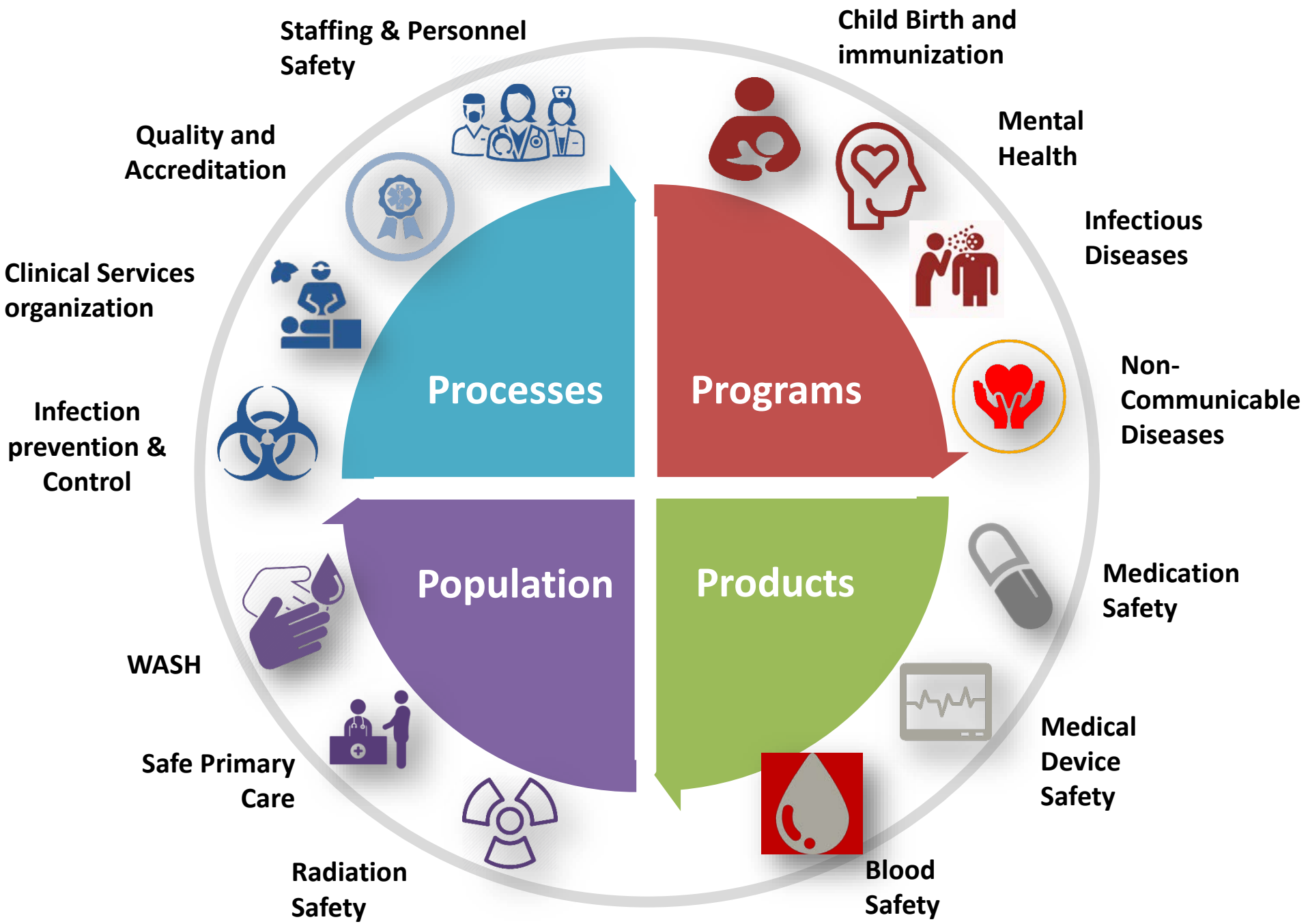


Global Patient Safety Movement – Past, Present and Future



Rationale for A Decade of Patient Safety 2020-2030

- **Matching** the global expectation and further strengthening of WHO **leadership** in this area
- Implementing the "Global Patient Safety Action Plan" will require **cross coordination** with different teams, departments and divisions.
- An 'umbrella' positioning for patient safety promotes **greater efficiency** within WHO and has direct impact on safety at point of care
- As a flagship programme in mission mode, "A Decade of Patient Safety" will inevitably attract **greater funding opportunities**


Staffing & Personnel Safety
Child Birth and immunization
Quality and Accreditation
Mental Health
Clinical Services organization
Infectious Diseases
Infection prevention & Control
Non-Communicable Diseases
Processes
Programs
Population
Products
WASH
Medication Safety
Safe Primary Care
Medical Device Safety
Radiation Safety
Blood Safety

Portfolio of the WHO Flagship Initiative "A Decade of Patient Safety 2020-2030"

Leadership, Policy and Networks • Global Patient Safety Action Plan • Global Ministerial Summits • World Patient Safety Day • Global Patient Safety Challenges, including the ongoing third Challenge: *Medication Without Harm* • Global Patient Safety Network • Patients for Patient Safety Network	**Service delivery/Practice areas, and Country support** • Patient Safety Essential Functions • Global Patient Safety Collaborative • Minimum Safety Standards • Patient Safety Solutions (medication safety, patient safety in ageing population, mental health, primary health care, IPC, emergency care, diagnostic safety, radiation safety, safe use of medical devices, surgical safety, safe child birth)
Workforce Competence and Safety • Patient safety curriculum guides • Leadership, teamwork and communications competencies for patient safety • Organizational safety culture • Human factors, ergonomics and patient safety • Health care personnel safety	**Reporting, research and innovation** • Reporting and Learning Systems • Burden of harm, financial costs, DALYs, • Global Patient Safety Goals • Patient safety assessments and measurement • Digital solutions for patient safety

WHO Flagship Initiative "A Decade of Patient Safety 2020-2030" will

- Respond to **global movement** and latest developments in the area of patient safety
- Give due prominence to the concept "**First do not harm**" and patient safety area of work
- Call for **political commitment** and immediate action at country level
- Leverage **resources** (internal and external/financial and human)
- Ensure **institutional mechanisms** within the organization for coordinated work across departments/divisions, especially with disease-specific programmes

Time for action on Patient Safety has come
Let us Walk the Talk!
World Health Organization