

Implications of the **COVID-19** pandemic for **patient safety**

A rapid review

Launch event (Virtual)

Implication of the COVID-19 Pandemic for Patient Safety: A Rapid Review

Tuesday 09 August 2022, 14:00 – 15:30 CEST

Geneva, Switzerland

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Welcome and objectives of the event

Dr Neelam Dhingra

Unit Head
Patient Safety Flagship
WHO headquarters

09 August 2022



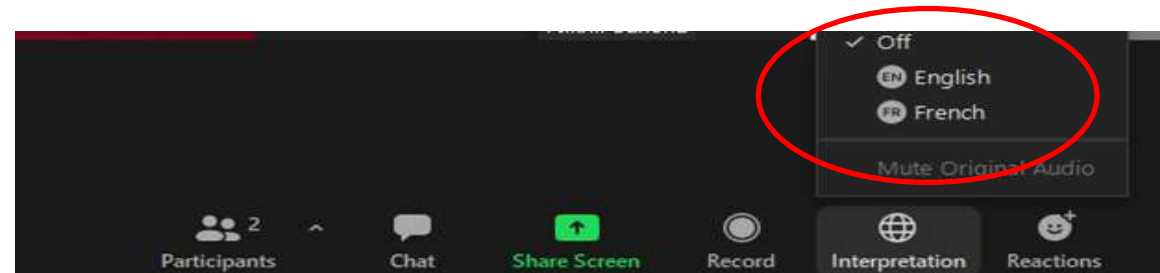
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Interpretation

Interpretation in **English, French and Spanish** is available by clicking Interpretation button.

Click on “Interpretation” and choose the language that you would like to hear. To hear the interpreted language only, click “Mute Original Audio”

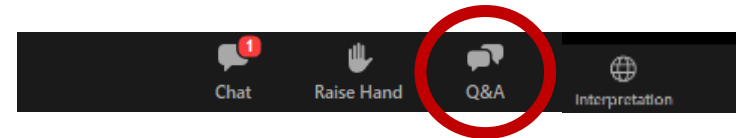


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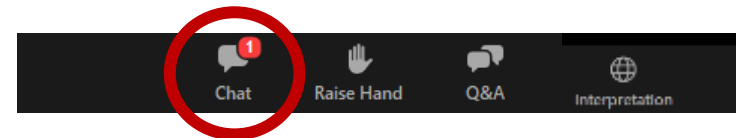
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Questions and Chat

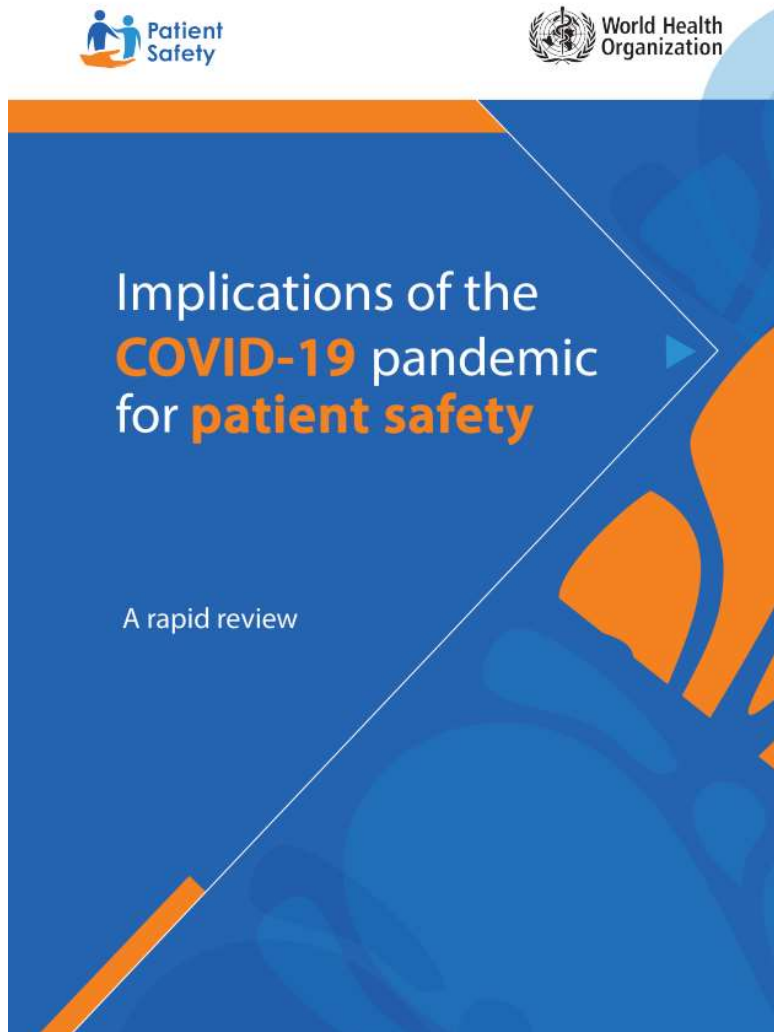
Use **Q&A** feature for questions regarding the topic and presentations



Use **Chat** feature for questions regarding IT, logistics, or the Certificate of Attendance

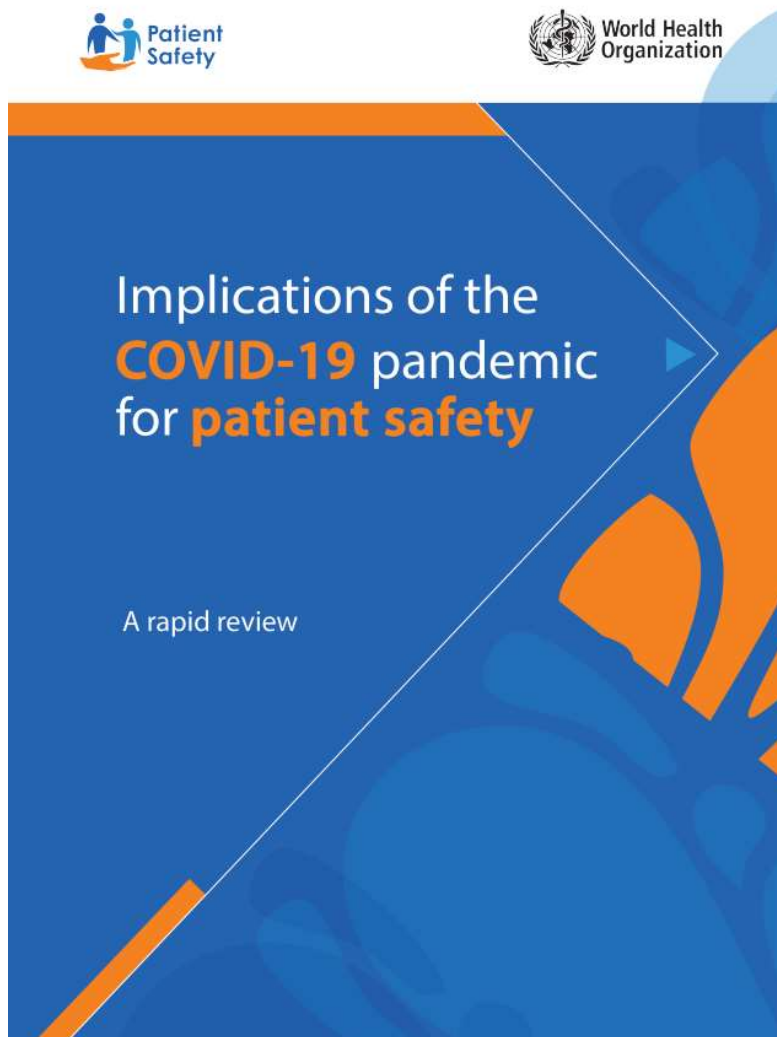


Recordings and Certificate



- **This session is being recorded** and your attendance is consent to be recorded. **Recordings will be shared after the session in English, French and Spanish.**
- **A Certificate of Attendance** will be available through the University of New Mexico via link in the Chat at the end of the session
- This session is organized in collaboration with Project ECHO

Data Use



Project ECHO® collects registration, participation, questions/answers, chat comments, and poll responses for some ECHO programs. Your Personally Identifiable Data will be shared with the project funder. This data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

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COVID-19 in the context of the 5th Global Ministerial Summit on Patient Safety

Ms Nora Kronig

Ambassador

Head of International Affairs Division
Federal Office of Public Health
Switzerland

09 August 2022



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Opening remarks and launch of “Implication of the COVID-19 pandemic for Patient Safety: a rapid review

Dr Zsuzsanna Jakab
Deputy Director-General
World Health Organization

09 August 2022



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Addressing avoidable harm in a pandemic situation

Dr Abdi Mahamud

WHO HQ COVID-19 Incident Manager
Deputy Director (a.i), Alert and Response
Coordination Department
WHO Health Emergencies Programme
WHO headquarters

09 August 2022



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Overview

“Implication of the COVID-19 pandemic for patient safety: A rapid review”

Dr Neelam Dhingra

Unit Head
Patient Safety Flagship
WHO headquarters
09 August 2022



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The rapid review

1. Explored the impacts of the COVID-19 pandemic on patient safety in terms of **risks and avoidable harm**, specifically in terms of **diagnostic, treatment and care management**
2. Established the **main patterns** of these implications within the broader **health system** context
3. Developed **methodology** with experts and scientific advisers

WHO Health System Framework and Patient Safety

Framework themes

Health services

Health and safety of health workers

Patients, families and communities,
including inequities

Leadership, governance and financing

Communication and management of
health information

Development & supply chain of medical
products, vaccines and technologies

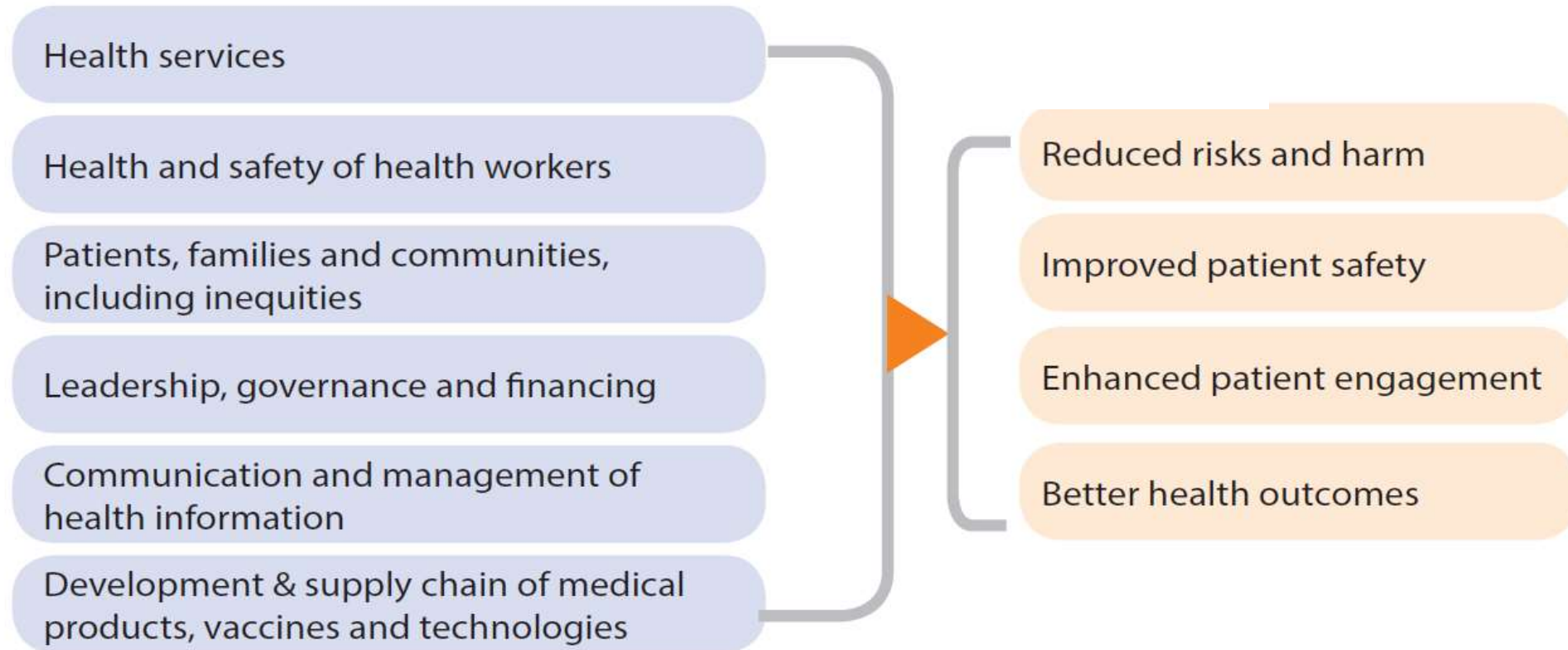
Patient safety benefits

Reduced risks and harm

Improved patient safety

Enhanced patient engagement

Better health outcomes



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The COVID-19 pandemic: positive impact on patient safety

- Leadership and culture
- Vaccines, diagnostics and therapeutics
- Service delivery transformations
- Awareness of overall health, self-care and digital literacy
- Health worker safety
- Industrial developments
- Digital transformations and innovations
- Overall approach to managing the pandemic

The COVID-19 pandemic: safety risks and harm in health services

- Health care-associated infections
- Medication safety
- Diagnostic errors
- Surgical safety
- Patient falls
- Pressure injuries
- COVID-19 immunization errors
- Antimicrobial resistance
- Other hospital-associated risks
- Telehealth-related risks and harm
- Safety concerns from COVID-19 diagnostic testing
- Collateral effects of care disruption
- Diagnostic and treatment delays from deferred acute care
- Diagnostic and treatment delays from disruptions in routine care
- Impact from disruptions in preventive care, screening and immunization programmes

The COVID-19 pandemic safety risks and harm: other key areas

- Health and safety of health workers
- Patients, families and communities, including inequities
- Leadership, governance and financing
- Communication and management of health information
- Development and supply chain of medical products, vaccines and technologies

10 key lessons learned about patient safety during the COVID-19 pandemic

1. We now know much more about the pandemic-related **safety gaps** across all core components of **health systems**, at all levels
2. **Greater understanding** is still needed about the risks and magnitude of avoidable harm from the COVID-19 pandemic
3. **Disruptions to systems and processes** of care accentuated **known** safety risks and harm in health care and introduced **new** ones
4. Loss of capacity of health systems necessary to preserve **essential health services** had negative implications for patient safety
5. Managing COVID-19 in countries experiencing **fragility, conflict and violence** added to the complexity of major existing challenges
6. The pandemic led to avoidable, direct harm to hundreds of thousands of **health workers** around the world
7. **Misinformation and disinformation** during the pandemic have, at times, obstructed the delivery of safe care
8. The pandemic exposed long-standing **health inequities** impacting patient safety
9. **Lack of interaction** between patients' families and health workers, together **with exclusion from decision-making** had very adverse consequences
10. Most consequences of the pandemic were negative for patient safety, but the **positive developments** must not be ignored

Acknowledgements

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- Ayda Taha WHO-HQ
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- Sir Liam Donaldson, WHO Patient Safety Envoy

2. All other contributors

- Patient Safety Flagship
- International Experts
- International Organizations
- Different departments from WHO headquarters and WHO regional offices

3. Swiss Federal Office of Public Health

- Nora Kronig
- Isaac Zürcher
- Martina Andricic

PANEL discussion: Patient safety impact of a pandemic: preparedness, response and recovery

CHAIR



Sir Liam DONALDSON
WHO Envoy for Patient Safety

PANELISTS



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Questions and Answers

Sir Liam Donaldson

WHO Envoy for Patient Safety

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Conclusion and way forward

Sir Liam Donaldson

WHO Envoy for
Patient Safety



Dr Neelam Dhingra

Unit Head
Patient Safety Flagship
WHO headquarters



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Closing remarks

Dr Rudi Eggers

Director
Integrated Health Services (IHS)
WHO headquarters



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