





Improving patient safety at the point of care: actions for health care facilities and services

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Global Patient Safety Action Plan: Health Care Facilities & Services

Primary care facilities and service providers

Tertiary and secondary care facilities and health care organizations

Long-term care facilities and service providers

Palliative care service providers

Mental health facilities and service providers

Pre-hospital care service providers

Specialized clinics and diagnostic service providers

Substance use disorder facilities and dementia care facilities

Outreach health care service providers

Community-based and home-based health care service providers

Subnational and district health service management teams



Global Patient Safety Action Plan: Framework for Action

- Health Care Facilities are Partners
- Advocate and translate the strategic direction and recommendations from the Global Patient Safety Action Plan
- Towards Eliminating Avoidable Harm in Health Care



Global Action for Health Care Facilities: Reducing Avoidable Harm

- The Global Patient Safety Action Plan 2021–2030 sets a vision and philosophy of zero harm "first, do no harm" Greek physician, Hippocrates (460–375 BC).
- Achieve the maximum possible reduction in avoidable harm due to unsafe health care globally.
- Drive forward policies, strategies and actions based on science, patient experience, system design & integration and work with all partners (in the whole continuum of care) to eliminate all sources of avoidable risk and harm to patients and health workers.
- Strengthen health systems globally to diagnose, treat, cure, and care.
- Make zero avoidable harm to patients a mindset and a rule of engagement in the delivery of health care everywhere.

Global Action for Health Care Facilities: Build High Reliability System

- Build high-reliability health systems and health organizations that protect patients daily from harm.
- Require robust process improvement, strengthening systems and strong leadership commitment.
- Need for health care facilities to build high reliability within their operating context and resource availability.

Develop a Culture of Safety in Our Health Care Facilities

- Developing a culture of safety is cardinal to any sustainable efforts towards patient safety improvement.
- The safety culture must intertwine with the overall organizational philosophy and culture.
- Leadership commitment, transparency, open and respectful communication, learning from errors and best practices, and a judicious balance between a no blame policy and accountability are indispensable components of safety culture.
- A strong safety culture is core to reducing patient harm and critical for providing a safe working environment for health workers.
- Creating a psychologically safe work environment, whereby health workers can speak up regarding patient safety and other concerns without fear of negative consequences.

A Collaborative Ecosystem for Health Care Facilities

• Important for front-line service providers to work collaboratively with partners (from policy-makers to health workers, in government organizations, various heath care stakeholders and WHO).

Engage patients and families as partners in safe care.

 COVID-19 global pandemic brought increased recognition of risks to patients and staff. Impetus to efforts that promote safer care at every level & to make health care systems more resilient to the impact of harm than ever before.

Build Capacity & Capabilities & Promote Leadership Learning & Sharing with our Health Care Facilities

- Enhance awareness & promote understanding of the GPSAP, for leaders and health care workers at every level up to the point of care.
- Assess current healthcare practices, identify areas for improvements, & priorities for actions among the various strategies in GPSAP.
- Learn from each other.
- Share, harness & adapt best practices.
- Work towards developing good strategies and effective contextualised implementation of needed areas.

A Programme for Global Patient Safety Action Plan 2021–2030

Global Action for Leaders & Learning Organizations on Patient Safety (GALLOPS) Start October 2021

Organized by Singapore Health Services (SingHealth)
Grant Support by Temasek Foundation, Singapore

Speakers & Participants from Singapore, Asian countries & World Health Organization Patient Safety Flagship

To learn & share best practices that can be contextualized and adapted for each of the countries

GALLOPS

100 HEALTHCARE LEADERS (ASIA COUNTRIES)

PROGRAM OBJECTIVES

- Accelerate action to implement Global Action on Patient Safety (WHA 72.6) resolution in Asia
- 2. Establish a network of patient safety advocates to foster real-time engagement for learning & sharing of best practices.
- 3. Help develop multidisciplinary teams across different levels of care to prioritize strategies as according to GPSAP, develop actions for health care facilities and improve patient safety.

GALLOPS CURRICULUM



| Part 1: Webinars | Part 2: Onsite Sessions in Singapore | | | | | | |
|---|---|---|--|--|--|--|--|
| Segment 1 | Segment 2 | Segment 3 | | | | | |
| Understanding of Global Action on Patient Safety | Sharing of Best Practices/ Policies in Patient Safety & Quality & Hospital Visits | Briefing and Sharing of Key Components in Patient Safety Policies | | | | | |
| Patient Safety & Quality Domains | | Group Work on Identification of Key Components in Patient Safety Policies | | | | | |

Part 01

Part 02

7 Nov to 11 Nov 2022 (Along with 7th World One Health Congress)



6, 7, 11 & 12 Oct 2021 3 – 6.30pm SG Time

Outcome-Based Curriculum:

An outcome-based curriculum mapped to the intent, strategies and actions

- 1. Global Patient Safety Action Plan 2021–2030 Towards Eliminating Avoidable Harm in Healthcare
- 2. World Health Assembly 72.6 (Global Action for Patient Safety)

THE GLOBAL PATIENT SAFETY ACTION PLAN

GLOBAL PATIENT SAFETY ACTION FRAMEWORK

| 1 | | Policies to eliminate avoidable harm in health care | 1.1 Patient safety policy, strategy and implementation framework | 1.2 Resource mobilization and allocation | 1.3 Protective legislative measures | 1.4 Safety standards, regulation and accreditation | 1.5 World Patient Safety Day and Global Patient Safety Challenges | 4 | *** | Patient and family engagement | 4.1 Co-development of policies and programmes with patients | improvement | 4.3 Patient advocates and patient safety champions | 4.4 Patient safety incident disclosure to victims | 4.5 Information and education to patients and families |
|---|---|--|---|--|--|---|---|---|---|---|---|--|--|--|--|
| 2 | | High-reliability | 2.1 Transparency, | 2.2 Good governance | 2.3 Leadership capacity for clinical | 2.4 Human factors/ ergonomics for | 2.5 Patient safety in emergencies | 5 | | Health worker education, skills and safety | 5.1 Patient safety in professional education and training | 5.2 Centres of excellence for patient safety education and training | 5.3 Patient safety competencies as regulatory requirements | 5.4 Linking patient safety with appraisal system of health workers | 5.5 Safe working environment for health workers |
| | W | systems | openness and No blame culture | for the health care system | and managerial functions | health systems resilience | and settings of extreme adversity | 6 | Information, research and risk management | 6.1 Patient safety incident reporting and learning | iniormation | 6.3 Patient safety surveillance | 6.4 Patient safety research | 6.5 Digital technology | |
| 3 | | Safety of clinical processes | 3.1 Safety of risk-prone clinical procedures | 3.2 Global Patient Safety Challenge: Medication Without Harm | 3.3 Infection prevention and control & antimicrobial resistance | 3.4 Safety of medical devices, medicines, blood and vaccines | 3.5 Patient safety in primary care and transitions of care | 7 | | Synergy, partnership and solidarity | 7.1 Stakeholders engagement | 7.2 Common understanding and shared | networks and | 7.4 Cross geographical and multisectoral initiatives for | 7.5 Alignment with technical programmes |
| | | | | | | | | | | | | commitment | collaboration | patient safety | and initiatives |

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Global Patient Safety Action Plan: Health Care Facilities & Services

 Unique and exciting opportunities for all of us, as health workers and leaders working in Health Care Facilities & Services to build a better health care system together

 Aim towards effectively eliminating avoidable harm in health care

Working within a collaborative global ecosystem is essential

Thank You!





Institute for Patient Safety & Quality







Global Patient Safety Action Plan 2021 – 2030 Towards Eliminating Avoidable Harm in Health Care

