



GLOBAL PATIENT SAFETY ACTION PLAN 2021–2030

Towards eliminating avoidable harm in health care



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

Prof Kok Hian Tan

Group Director & Senior Associate Dean
SingHealth Duke-NUS Institute for Patient
Safety & Quality, Singapore



Virtual Launch Event, 4 August 2021

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 health 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

1. 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



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

Part 02



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

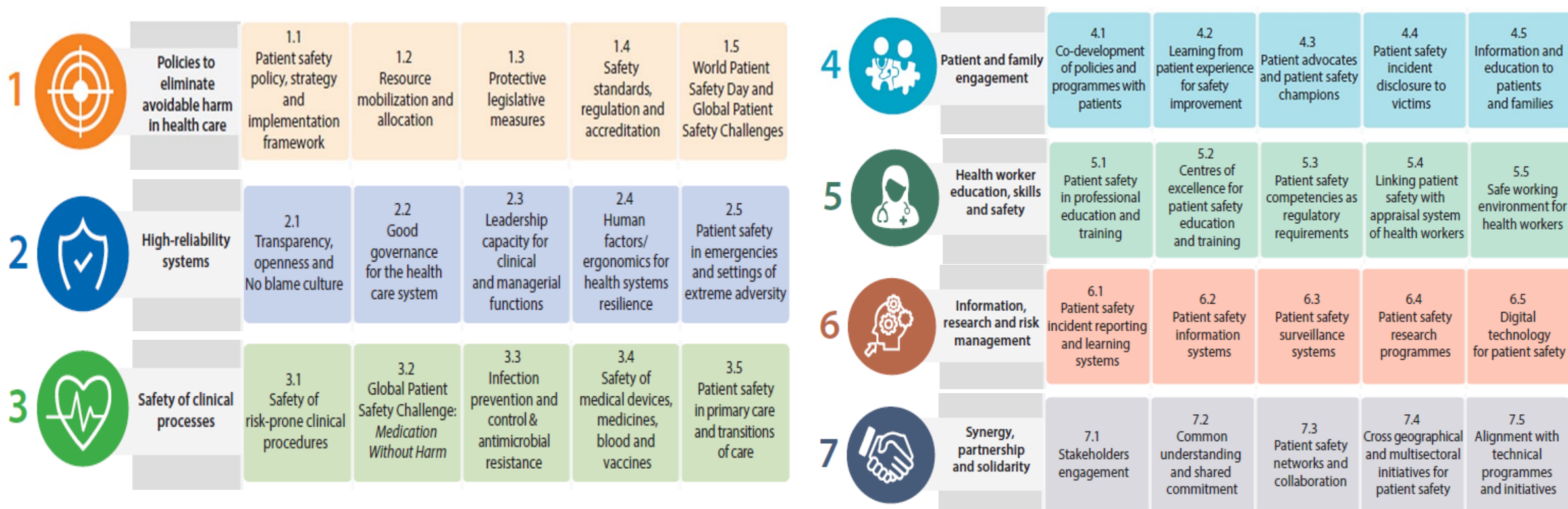
Outcome-Based Curriculum:

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



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!



Academic Medicine
improving patients' lives



TARGET
ZERO HARM

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