

GLOBAL PATIENT SAFETY ACTION PLAN 2021–2030

## Towards eliminating avoidable harm in health care



## Strengthening collaboration and partnerships: actions for stakeholders

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- **The patient experiences the harm and is in the best position to relate the incidents or experiences that led to the harm**
- **Patient experiences of harm can provide valuable insights into gaps in the healthcare system and help find solutions to address them.**
- **Several patients reporting same or similar harm can lead to a body of evidence against the therapy or process.**

**Patient Voice- why is it important  
for patient safety**

#### Strategy 1.3:

Use selective legislation to facilitate the delivery of safe patient care and the protection of patients and health workers from avoidable harm

- Partner with patient-led organizations to raise public awareness of the impact that safe staffing has on patients, families and communities.

#### Strategy 1.5:

Create maximum awareness of World Patient Safety Day and Global Patient Safety Challenges as a way of maintaining a high public and political profile for patient safety

- Help to shape and amplify the messages of World Patient Safety Day every year through networks and partners. Support the implementation of annual World Patient Safety Day goals.
- Collaborate in implementation of existing WHO Global Patient Safety Challenges.

**Call to Action- key drivers of change**

### Strategy 3.3:

Put in place rigorous and evidence-based measures for infection prevention and control to minimize the occurrence of health care-associated infections and antimicrobial resistance

Strategy 4.1: Engage patients, families and civil society organizations in co-development of policies, plans, strategies, programmes and guidelines to make health care safer

- Raise awareness on the importance of preventing health care-associated infections and combating antimicrobial resistance in health care at the local, national and global levels
- Conduct research to identify behaviours that constitute and support patient and family engagement – by patients, families, clinicians, administrators and other health professionals, within various health care settings.
- Disseminate a patient safety rights charter and promote the idea of patient safety as a human right.
- Advocate full participation of patients, families and communities in all patient safety planning and programmes at global, national and local levels.
- Help create community oversight mechanisms for local health care facilities and local patient assistance programmes for people who encounter problems in their health care. Include goals related to patient and family engagement as key components of short- and long-term strategic plans.

**Call to Action- key drivers of change**

#### Strategy 4.2:

Learn from the experience of patients and families exposed to unsafe care to improve understanding of the nature of harm and foster the development of more effective solutions

- Organize national and local workshops, symposia and events to share the experiences and expectations of patients and families, especially those who have suffered avoidable harm.
- Ensure that professional associations and specialist societies invite patients and family members with patient safety experiences to their annual conferences and scientific events.

#### Strategy 4.3:

Build the capacity of patient advocates and champions in patient safety

- Use networks and collaborations to identify, recruit and train patient advocates and champions for patient safety to serve as patient representatives in government and health care settings.
- Develop and disseminate patient information materials on different aspects of patient safety and participate in public awareness campaigns.
- Work with the government to support the development of the national Patients for Patient Safety programme

**Call to Action- key drivers of change**

#### Strategy 4.4:

Establish the principle and practice of openness and transparency throughout health care, including through patient safety incident disclosure to patients and families

- Raise awareness about safety reporting systems, the right to access medical records, the right to informed consent and the right to an emergency response, including other patient safety avenues available to patients.
- Raise awareness of civil society organizations, patients and families and seek the full support of professional bodies and their members for a policy of open disclosure of patient safety incidents to patients and family members.
- Organize a flow of information from stakeholders about the practical experience of the open disclosure policy and other transparency initiatives and suggestions for improvement.
- Raise awareness of civil society organizations, patients and families about the positive purpose of the open disclosure policy and their entitlements under it.
- Increase the use of peer education for patients and families, support patients in managing their own health and encourage them to take an active role.
- Include patient and family engagement and safety in educational curricula and training courses.
- Develop and disseminate patient information and education materials on patient safety.

#### Strategy 4.5:

Provide information and education to patients and families for their involvement in self-care and empower them for shared decision-making

**Call to Action- key drivers of change**

**Thank you!**