



INFORMATION NOTE

EXPERTS' CONSULTATION TO INITIATE ACTIONS FOR THE DEVELOPMENT OF THE LEADERS' GUIDE ON PATIENT SAFETY AND QUALITY OF CARE IN SERVICE DELIVERY

Dates: 20-21 March 2014

Venue: WHO HQ, 20 Avenue Appia, 1211 Geneva 27, Switzerland

Background

WHO has initiated efforts to address the global need for strengthening leadership capacity to deliver safe and quality health services by developing a 'Leaders' Guide to Patient Safety and Quality of Care in Service Delivery'. The Guide will target hospital CEOs, departmental directors, managers and senior administrators from ministries of health and health-care institutions, facilities and associations, as well as educators teaching this subject.

Why a Leaders' Guide on Patient Safety and Quality of Care

1. A literature search confirms that knowing and understanding patient safety and the quality improvement of health services are critical leadership competencies.
2. Leaders have the authority and responsibility to position quality and safety as strategic priorities in their organizations, and to direct efforts to address them.
3. Experiences from WHO workshops have highlighted the need of leaders to be engaged in patient safety and quality improvements.
4. Although initiatives to address the safety and quality challenges of health-service delivery from a leadership perspective exist in many resource-rich countries, there is no single comprehensive initiative to address this at the global level.
5. Given its position as a global, public health organization, competent at bridging the gap between developed and developing countries, WHO is best positioned to develop this Guide which will have global reach, application and impact.



A draft Leadership Competencies Framework on Patient Safety and Quality of Care has been developed through a literature search and analysis of findings. This draft Framework will be approved by participating experts at the planned March 2014 Consultation. The Framework will form the basis for:

- technical discussions during the meeting;
- agreement on the competencies necessary for enhancing leaders' capacity to prioritize and direct the delivery of safe and quality health services;
- agreement on the learning topics/chapters and content of the Leaders' Guide.

7 Goals of the Leaders' Guide on Patient Safety and Quality of Care

1. Address the global need for organizational/leadership education and training in patient safety and quality improvement.
2. Raise the international profile of the importance of leadership for safe and high quality service delivery.
3. Inform health-care leadership about the key areas in patient safety and quality improvement.
4. Engage leadership to support patient safety and quality improvements in their organizations.
5. Provide guidance and tools to develop leaders' competencies in patient safety and quality improvement.
6. Enhance patient safety and quality as a theme throughout health-care management curricula.
7. Foster international collaboration and research in this area.

Purpose of the expert consultation

1. Approve Leadership Competencies Framework.
2. Based on the Framework, discuss and agree on the proposed chapters and content of the Leaders' Guide.
3. Discuss and agree on the composition of subgroups of the Expert Working Group (EWG), as well as on the role of experts.
4. Discuss and agree on the best fit between chapter content and authoring experts.
5. Agree on chapter deliverables, working methods, timelines and the final first draft of the Leaders' Guide.



6. Reach agreement regarding the content of each chapter. Content can either be updated from the existing Patient Safety Curriculum Guide and WHO documents, or be generated/written from scratch.

Agenda items to be covered at the consultation

- Aims and purpose of the Leaders' Guide.
- Presentation and discussion on the Competencies Framework for developing the Leaders' Guide. Discussion will also focus on the timeline for entering changes suggested by experts and approval.
- Presentations by participating experts (5-10 minutes each) on their institutional success stories regarding leadership actions/competencies to improve safety and quality.
- Expert discussion on which work areas (chapters) they can contribute to and how.
- Brainstorming:
 - o competencies - knowledge and performance requirements to be addressed in the Leaders Guide
 - o important 'learning objectives' missing from the Framework
 - o 'learning objectives' which can be merged conceptually and within chapters.
- Linking agreed chapters with authoring experts and their institutional teams
- Subgroup composition of Expert Working Group (EWG):
 - o How many subgroups?
 - o Nominate Chairs of subgroups
 - o Methods of working: consultations, TCs, VCs, e-mail frequency of meetings
 - o Researching and writing new content (who, workload)
 - o sourcing and updating existing content (who, workload)
 - o Roles of experts and methods of contributing: writing, updating, reviewing, approving, promoting, disseminating
 - o Deliverables and timelines.
- Next steps towards the development of the first draft.



Consultation Documents

- 1) Consultation programme.
- 2) Aims and Purpose of the Leaders' Guide.
- 3) Expected outcomes of the consultation and proposed timelines of the developmental phases.
- 4) Competencies Framework for Leaders: Patient Safety and Quality of Care in Service Delivery (Draft Framework is based on literature search and analysis of issues, informal expert discussions, analysis of similar frameworks, synthesis of evidence acquired).
- 5) List of participating experts
- 6) List of existing written content (relevant chapters from the 2011 Patient Safety Curriculum Guide; content from other WHO sources; WHO Concept Paper on the need for a 'Leaders Guide on Patient Safety and Quality of Care in Service Delivery').