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(ARO) and Ethics Conference
Calgary, Alberta, Canada
18-20 June 2014

Welcome!

Margaret Murphy, External Lead Advisor, Patients for Patient Safety (PFPS)



Spring is in the air! Welcome everyone to this 2014 Spring edition of PFPS News. I first wish to congratulate the newly created "PFPS Editorial Group". Five PFPS champions, Iren Hunyadi (Australia), Denice Klavano (Canada), Randall Madrigal (Costa Rica), Mary Vasseghi (Ireland) and Nasr Ali Ahmed (Yemen), have come forward and put their talents to good use.

Despite the holiday period, PFPS champions continue to actively advocate for safer and people-centred services and so PFPS has been represented in many high-profile events. The World Innovation Summit for Health (WISH) in Doha, Qatar, in last December showcased the work of PFPS and I was delighted to have caught up with many PFPS champions. Recently, Nittita went to present the work of PFPS in Brussels, which helped raise the profile of the programme further.

Around the globe, we have heard of so much progress and accomplishments, from evaluation of PFPS Canada, outreach work by Evangelina Vasquez Curiel in Mexico, Jeanine Thomas advancing MRSA advocacy, the shaping of the PFPS Ecuadorian network and the participation of Irish champions in the IHI Open School. In the EMRO, Nagwa still works tirelessly and we are pleased to hear from champions in Yemen too. We also congratulate Josephine Ocloo on being appointed as Patient and Public Representative to the National Patient Safety Steering Committee, NHS England.

New ground is also being broken following the invitation to the Irish champions to undergo the Train the Trainer Programme in relation to Open Disclosure. When trained, they will join the training teams in their local hospitals. I feel particularly heartened to have seen so many champions contributing to the review of PFPS Rules and Procedures. This collective wisdom will help move our network forward in a way that resonates with champions while also being relevant to the ever-changing world of health care and patient safety.

Last, but not least, a big THANK YOU to everyone who has completed the survey on the "Testimonial Project". PFPS' involvement in this project, not only helps raise awareness of our network and the champions at WHO level, but also demonstrates the value of patient engagement. Well done everyone!

Enjoy reading and do please share your achievements and challenges in future editions.

Testimonials Project

Nittita Prasopa-Plaizier

Patients for Patient Safety (PFPS) has been a key contributor in the creation of the *WHO Strategy on People-centred and Integrated Health Services*. PFPS, in collaboration with the International Alliance for Patients' Organizations (IAPO), conducted a patient experience survey, inviting people to provide their personal experience with health services, including both positive and negative experiences. The purpose was to gain a better understanding of people's perceptions of *people-centred* and *integration* and to identify common themes of people-centredness and integration present in health services, from the perspective of patients. Similar surveys were also conducted with family physicians and hospital managers.

The *WHO Strategy* is a key initiative of the new WHO Service Delivery and Safety Department, that aims to increase integration and people-centredness in existing health systems. It is part of an overall WHO effort to improve health for all, which places universal health coverage (UHC) at the top of the WHO agenda. The *WHO Strategy* aims to complement UHC by ensuring that health services are responsive and oriented around the health needs of individuals and communities.

To date, over 60 PFPS champions and IAPO members have provided testimonials. By completing the survey, you contributed to the "*WHO Strategy on People-centred and Integrated Health Services*". Your contribution demonstrated the value of PFPS champions and the PFPS network. Thank you to all.

New Governance for PFPS

Liz Speakman

As we approach the 10th anniversary of Patients for Patient Safety, the success of the PFPS programme can be a source of pride to all concerned. From its beginnings with the London workshop in 2005 which brought together the first 24 Patients for Patient Safety champions, we can now count over 300 Champions in 53 countries! The World Alliance for Patient Safety evolved into WHO Patient Safety, and this in turn is now part of a newly created department: WHO Service Delivery and Safety.

At the same time, the global health-care environment is evolving. The importance of the patient's voice is increasingly recognised as a key factor in improving health care. Health policy-makers are more willing than ever before to engage with patients and their representatives. This presents both challenges and opportunities for PFPS and it is important that the structure of the programme is robust, to promote and support patient engagement with health-care providers and policy makers.

Many PFPS Champions will already have seen from the Community of Practice that we are in the process of drafting new documentation for the governance of the network. This includes new Rules of Procedure, both for PFPS champions and also for a proposed new PFPS Advisory Group, which is to replace the existing PFPS Steering Group. Other new documentation include Terms of Reference for the Advisory Group, a Consent Form, the Declaration of Interest Form, a Declaration of Acceptance, and the Application Form for membership of the Advisory Group.

This documentation needs to properly reflect the needs and wishes of the champions network. It also needs to uphold the principles of constructive and collaborative patient empowerment and engagement on which the PFPS programme was founded. Many champions have differing perspectives and opinions, but PFPS is keen that all should feel able to contribute their views. The documents have been posted on the Community of Practice and we have extended the time in which champions can provide us with their comments.

Thank you to all Champions for helping with this important stage in the continuing advance of the PFPS programme.

The Patient and Family Engagement Framework Project

Nittita Prasopa-Plaizier

We are excited to work on initiating a collaborative project between the Patients for Patient Safety Programme (PFPS) and the Gordon and Betty Moore Foundation (GBMF), a US-based organization that has a deep and growing interest in meaningful patient and family engagement in health care. The collaborative project aims to create a global integrated model for safety improvement, linking patient and family engagement with implementation of the science of safety improvement.

On 26-28 February 2014, Nittita travelled to Washington D.C. to participate in the Moore Foundation Convening: "Roadmap for Patient and Family Engagement". This was an opportunity to learn about the methods and outcomes of the convening, as well as the research conducted for the preparation of the background papers. The meeting brought together over 60 professionals, researchers, research funders and patients to a dynamic brainstorming, idea-exploring forum. It was encouraging to witness so much passion, enthusiasm and many promises to bring about changes in patient engagement.

Nittita used this opportunity to discuss the development of the joint WHO-GBMF project with partners at the GBMF with the added benefits of catching up with Sue Sheridan and meeting Helen Haskell.

Patients' Needs Driving Innovation in Global Health

Nittita Prasopa-Plaizier

On March 11, Nittita represented WHO and presenting at the session "*Patients' Needs Driving Innovation in Global Health*", held in Brussels, Belgium. The event was jointly organized by DSW (Deutsche Stiftung Weltbevölkerung), EPHA (European Public Health Alliance), EFPIA (European Federation of Pharmaceutical Industries and Associations) DNDi, Global Health Advocates and PATH.

It aimed to showcase how patients' involvement contributes to innovation in global health. A Member of the European Parliament gave the welcoming address via video link. With a representative from the British Medical Journal (BMJ) as moderator, other panellists included a TB patient and representatives from Sanofi, the European Commission, DNDi and The Aids Support Organisation, an NGO in Uganda.

Below is a highlight from a staff member of the World Health Organization EU Office, in Brussels:

Patients should play an active role in health-care processes in order to fight poverty related and neglected diseases. This is one of the main conclusions of the debate "Patients' needs driving innovation in global health", organized by DSW, EPHA, EFPIA and PATH yesterday in Brussels. "Our approach to see patients not as receivers of health-care but as advocates in health care is successful. Inviting patients' input is vital in this context", stressed Nittita Prasopa-Plaizier, WHO programme manager of "Patients for Patient Safety", who was one of the main speakers.

World Innovation Summit for Health (WISH) 2013, Doha, Qatar

Nittita Prasopa-Plaizier



Margaret Murphy and Sir Liam Donaldson at WISH

The World Innovation Summit for Health (WISH) is an initiative of the Qatar Foundation. Chaired by Professor Lord Darzi of Denham, the 2013 WISH was held on December 10-11, in Doha, Qatar. It was a high-profile event bringing together a mix of public, private and academic sectors and patients. Also present were some well-known public figures, who joined the discussion about innovative ways of improving health services.

There were nine forums, namely Accountable Care, Antimicrobial Resistance, Big Data and Health Care, End-of-Life, Health and Ethics, Mental Health, Obesity, Road Traffic Injuries and Patient Engagement.

Sir Liam Donaldson, WHO Envoy for Patient Safety, Margaret Murphy (who was a panellist on the Patient Engagement Forum), and Nittita were among over 900 thought leaders, thinkers, policy-makers, researchers, practitioners and patients (from 67 countries) who participated in the Summit.

There were also several PFPS champions participating in the Summit, including Sue Sheridan (USA) and Nasr Ali Ahmed (Yemen). All contributed to the patient engagement report. The submissions showing the work of PFPS and the mCheck project were included in the patient engagement report.

Link to the report: <http://www.wish-qatar.org/reports/2013-reports>



Margaret, Nasr, Sue and Nittita at WISH



Sue and Margaret at WISH

Celebrating 10 years of Patients for Patient Safety (PFPS)

Nittita Prasopa-Plaizier

Patients for Patient Safety (PFPS)'s journey began in 2005 with 24 individuals whose passion led to the development of the "London Declaration". The network of Patients for Patient Safety champions was created to bring patients' voice to health care and use their experience as learning tools. A year earlier, in 2004, the World Alliance for Patient Safety was created as a special programme in WHO to coordinate global efforts for patient safety improvement. Ten years on, patient safety has become part of mainstream work in WHO and considered an essential component in service delivery.

Patient and family engagement has also gained increased recognition. The patient's experience and perspective have been used as measures to identify needs, evaluate

process or assess outputs and outcomes of health services. Patient and family engagement is increasingly seen as a core component of efforts for patient and people-centred health services.

In November 2013, the WHO Patient Safety Programme was incorporated into a newly created department called Service Delivery and Safety (SDS). The SDS Department consists of four units, namely:

- Special projects/programmes and campaigns: this includes work programmes that are cross-cutting or initiatives with specific mandates;
- Services Organization and Clinical Interventions (SCI): this includes work in the areas of transplantation, blood transfusion safety, service delivery, essential and emergency surgical care, hospital regulations and accreditation;
- Traditional and Complementary Medicine (TCM)
- Patient Safety and Quality Improvement (PSQ): this unit includes the majority of programmes formerly housed within the WHO Patient Safety.

PFPS is part of the Patient Safety and Quality Improvement (PSQ) administrative structure. In practice, however, we work across teams and departments to promote patient leaderships and bring the patient voice to health care. In the coming months, we will set out a journey to reflect PFPS achievements as a programme, as a network and as patient advocates. I hope you will join us by sharing your experience as patient advocates or PFPS champions. Watch this space!



First PFPS Workshop, London, 2005

Update from AMRO/PAHO

Canada

*Author: Ioana Popescu
Reviewer: Denice Klavano*

Carol Kushner co-chair of Patients for Patient Safety Canada (PFPSC), a patient-led programme of the Canadian Patient Safety Institute (CPSI), and Ioana Popescu, patient safety improvement lead with CPSI, had a teleconference in January with Stephanie Newell, a Patients for Patient Safety champion in Australia, to explore the relationship between PFPSC and CPSI and provided details about membership intake processes to inform the development of the Australian network.

Carol Kushner and Ioana Popescu also had a teleconference in February with Kate Robson, co-chair of the **Canadian Family Advisory Network** to discuss common issues and possibilities for working together on patient safety initiatives.

Co-chairs Donna Davis and Carol Kushner were honoured in December to find out they had been nominated for the **Quality of Life Award**, sponsored by the Canadian College of Health Leaders. The award honours those who work to improve the lives of their patients and families as well as the community through their desire, creativity and dedication. The winners will be announced at a gala event in June 2014.

Carol Kushner participated in the **National Patient Safety Consortium** on 27 January 2014, with high level representation from national health-care organizations to create an action-oriented strategy for identifying and spreading good patient safety initiatives.



Carol Kushner and Hugh MacLeod, CEO of CPSI, at the National Patient Safety Consortium Meeting in Toronto

A third party evaluator (Tazim Virani and Associates) was recently recruited to evaluate PFPSC's impact and value and to recommend options to better position the programme in the future. We are very excited to have Nittita Prasopa-Plaizier and Margaret Murphy as part of the advisory group to guide this evaluation.

Denice Klavano, PFPSC Canada Champion, was appointed (for a period of one year) an honorary advisor, representing the patient and family voice, to the board of the International Society for Quality in Healthcare.

Link to the Canadian Family Advisory network : <http://www.caphc.org/aboutcfan/>

Link to the awards nomination: http://cchl.in1touch.org/site/awards_nominations

Link to the National Patient Safety Consortium: <http://www.patientsafetyinstitute.ca/English/News/PatientSafetyNews/Pages/National-healthcare-organizations-get-on-same-page-for-patient-safety.aspx>

Costa Rica

*Author: Randall Madrigal
Reviewer: Denice Klavano*

Randall Madrigal is aware that patient safety must involve a range of health care and allied professionals. Randall, PFPSC Champion from Costa Rica gave a speech on 22 February 2014 in Costa Rica on "Patient Safety – A Commitment for All".

The audience was composed of Costa Rican pharmacists, all members of the Association of Pharmacists of Costa Rican Hospitals. Randall spoke about the importance of patient safety and what patients need to know to understand the issues and the patient's role in patient safety. Randall, a lawyer, also addressed the legal aspects of patient safety, an area where many have questions. Additionally, Randall shared his own story in relation to patient safety, where he himself had suffered an adverse event as a hospital patient.

Randall explained that in Costa Rica, pharmacists play a major role in preventing medication errors. Pharmacists are professionals, trained to spot errors and intervene when prescriptions and medications are being dispensed. Costa Rican law now mandates that every pharmacy must have a pharmacist to review and clear any prescription before the medication is delivered to the patient/consumer.

The pharmacists were glad to hear Randall's speech and highlighted the great contribution that they can make to improve patient safety, through ongoing vigilance (pharmacovigilance).

Ecuador

Author: Wilber Alvarez
Reviewer: Denice Klavano

On January 31, 2014, the coordinators of the PFPS Ecuadorian network held a meeting at the Hospital Dr Abel Gilbert Ponton, Guayaquil, Ecuador. This meeting with future champions, discussed the concrete steps which need to be taken to further realize the creation of the PFPS Ecuadorian network. Besides the future champions, physicians, healthcare practitioners, executives and representatives from other administrative areas also attended this important meeting. Among the future PFPS champions, Ludivina Peñafiel Morales and Patricia Cardenas (lawyer) will play a central role in the Ecuador network. Both Mrs Morales and Mrs Cardenas suffered adverse events several years ago, and since then have been engaged in actions and advocacy to improve patient safety.

The Ecuadorian network extends its gratitude to the members of the Pan-American Network and to WHO PFPS for their valuable contribution towards the establishment of the PFPS Ecuadorian network.

Mexico

Author: Evangelina Vasquez Curiel
Reviewer: Randall Madrigal and Denice Klavano

As part of community outreach, Evangelina Vasquez Curiel, PFPS Champion from Mexico and Coordinator of the PFPS Pan-American Network, met with a group of children from Paulo Freire Elementary School to talk about patient safety. This initiative is part of the health literacy programme that Evangelina has undertaken in Mexico. An enthusiastic group of 9-year olds received information about patient rights and the importance of hand hygiene in preventing infections. The kids showed particular interest in the topic of hand hygiene, but they were really curious about the movement and purpose of Patients for Patient Safety too.

Evangelina was impressed by the interest shown by the children and the research that the children themselves conducted on patient safety, prior to the meeting. The kids were very enthusiastic. They wanted to learn more and asked Evangelina how they could get further information, including reading materials. Further to this presentation and request for information, Evangelina, in collaboration with other champions from Mexico, will present a

workshop children in May this year. Evangelina also invited the children to participate in the movement of Patients for Patient Safety of Mexico; an invitation which they gladly accepted.



Evangelina Vasquez Curiel and kids at Paulo Freire Primary School in Mexico City

USA

Author: Jeanine Thomas
Reviewer: Denice Klavano

Jeanine Thomas, President and Founder of the MRSA Survivors Network participated on 7 February in a meeting at the Brookings Institution's head office in Washington, D.C. Jeanine Thomas has been an appointed member of the Antibacterial Drug Development Counsel since 2012. The Brookings Institution is an internationally renowned liberal think tank based in Washington, D.C.

Antimicrobial drug resistance (AMR) is a global public health threat, poised to increase due to the inappropriate use of existing drugs, coupled with the decline in innovative antibacterial drug development. Patients and physicians are confronting infections caused by pathogens resistant to all antibacterial drugs, in both inpatient and outpatient settings.

Attending this important meeting to discuss strategies were numerous stakeholders such as the U.S. National Institute of Health (NIH), the Food & Drug Administration (FDA) officials, the Centers for Disease Control & Prevention (CDC), the European Medicines Agency official, leading infectious disease specialists from U.S. university medical schools, the Infectious Disease Society (IDSA), Pharmaceutical companies, private foundations

and a patient advocacy non-profit organization.

The meeting comprised panellists giving short presentations, followed by an open discussion on facilitating drug development for unmet medical needs and promoting the prudent use of commonly prescribed antibacterial drugs. New information and strategies were shared.

Update from EMRO

Egypt

*Author: Nawga Metwally
Reviewer: Nasr Ali Ahmed*

PFPS champions in Egypt have expanded their activities to another important hospital in Cairo (Ein Shams University Hospital), with a particular focus on the Geriatric and the Gynecology & Obstetric wards. Nagwa Metwally led a visit to this hospital last February. It was a significant visit given the special care that the elderly needs and also the fact that this hospital seems to be the only hospital providing care to those range of population. During the visit, the PFPS team noted many weaknesses and difficulties affecting the level of care provided to patients - disadvantaged, ageing patients. Some of those difficulties are related to the infrastructure and some others to the health care providers. These wards were obviously lacking in equipment and materials for the daily care requirements of patients, e.g. beds, gloves, nappies, ICU beds, etc. Also the lack of many infection prevention measures was detected.



Nawga Metwally and a team of volunteers during the visit to the Obstetrics ward

The visit allowed them to identify the weaknesses to be considered in the next steps plan. Staff training on patient empowerment and patient support was the top priority.

Nagwa and the team have taken actions to encourage the hospital leadership for PFPS ownership, to be more supportive in addressing those issues in the hospital plans, and also to adopt some fund-raising ideas. Few ICU beds and blankets for the elderly and Obstetric wards were received. The visit ended with a meeting, in which a fund-raising strategy for the restoration of the hospital wards was developed in detail.

Yemen

*Author: Nasr Ali Ahmed
Reviewer: Laura Pearson*

Based on the results of the adverse events study carried out in Yemen in 2008, in collaboration with the WHO Eastern Mediterranean Regional Office (EMRO), that aimed to assess the size and nature of patient harm in health care settings, Yemen has responded early to the regional and international calls for action to improve the safety of health care. These results have triggered a new sense of urgency to develop a national plan of activities to improve the safety of patient care in Yemen. According to the study, it was estimated that about 84% of the adverse events were preventable, so we realized that there are opportunities to improve patient safety. (*BMJ* 2012;344:e832 doi: 10.1136/bmj.e832 (Published 13 March 2012).

Despite difficulties and challenges faced by the national health system, many patient safety improvements have been achieved, and patient safety standards implemented and piloted in Al-Wahdah hospital in Aden City, since 2010. These were within the EMRO regional PSFHI (Patient Safety Friendly Hospitals Initiative), a tool based on the results of the baseline assessment. The tool has formed a platform for us to launch and carry out different patient safety activities. As a result, patient safety policies were also developed to ensure patient's rights, patient identification, infection control (IC), hand hygiene (HH), decontamination of re-usable equipment, safe injection, verbal orders, safe surgery, life-saving drugs and communication during medical and nursing handovers. We have conducted several training sessions on implementation of these policies, with a particular focus on IC. The last workshop was held in Dec 2013. There is an approved plan for 2014 to expand the PSFHI to another six hospitals in the governorates of Sana'a, Lahj,

Taiz and IBB (Public & Private), also in collaboration with WHO EMRO.

There is effective communication between the patient safety programme at MOH and the Medical Council that undertakes the investigation of patients' complaint, in order to learn more about the weaknesses and defects in the health-care system, so that MOH can consider these defects and decide on the appropriate interventions.

It is important to mention that the culture, behaviour and attitudes in health-care organizations still present real challenges to changing the way many patient safety issues are being perceived by health personnel. For that reason, we are preparing to conduct a national survey this year to assess the safety culture in the health organizations using a validated tool in coordination with the Gulf Cooperation Countries (GCC) and some NGOs. The results should provide valuable information on how changes will be implemented, especially the reporting of incidents and the openness of discussions for learning from adverse events.

Update from EURO

United Kingdom

Author: Josephine Ocloo
Reviewer: Mary Vasseghi

In January 2014, Josephine Ocloo was successfully appointed as Patient and Public Voice (PPV) representative on the National Patient Safety Steering Group. This Committee is run by NHS England which oversees the budget, planning, delivery and day-to-day operation of the National Health Service (NHS) in England. The committee is chaired by Dr Mike Durkin, Director of Patient Safety in England and Josephine will co-chair the committee as a lay patient representative. Overall, the Patient Safety Steering Group provides oversight of and an accountability framework for the work of a number of Patient Safety Expert Groups. These provide senior clinical advice on patient safety to the commissioning system and support NHS England's priorities in patient safety and lead on the



development and dissemination of agreed patient safety advice and guidance for both commissioners and providers. The Steering Committee will ensure effective alignment of activity between the whole commissioning system and NHS England's Patient Safety Expert Groups. It will work with the Patient Safety Expert Groups to raise awareness of NHS England's priorities and to consider and approve proposed patient safety activities to be undertaken by the Expert Groups.

Further essays in patient engagement

Author: Ioana Popescu
Reviewer: Denice Klavano



Hugh MacLeod, CEO, Canadian Patient Safety Institute, Patient, Husband, Father, Brother, Grandfather and concerned citizen, continues to publish a series of essays in Longwoods on a variety of topics, including patient engagement entitled "The Ghost of Healthcare Consciousness"

His first series of 22 essays gained popularity and a big following in a short period of time. According to the publisher, the first 22 essays "had more than 50 000 reads and 38 pages of feedback". Seven essays from this series were among the publisher's top 25 reads for over a year (from June 2012 to July 2013).

For the most recent essay (The Patient-Oriented Healthcare Model) please follow the links below. A synthesis of the 23 Essays in Series I - (Implementing Leadership in Healthcare: Guiding Principles and a New Mindset) is also readable here.

Readers can give feedback, comments etc. Enjoy reading!

Link to the most recent essay <http://www.longwoods.com/content/23692>

Link to the synthesis Series I (23 essays) <http://www.longwoods.com/content/23641>

PFPS Editorial Group

Katthyana Aparicio

Early this year, PFPS launched a call for expressions of interest to set up the PFPS editorial group. We hereby thank the champions who expressed interest in being part of this group for their willingness to contribute and collaborate with us.

We are delighted to announce and welcome the members of the Editorial group:

Denice Klavano, PFPS champion, Canada

Denice is employed as a Patient Representative for Capital Health in Nova Scotia. She is a member of Patients for Patient Safety Canada (PFPS), a programme of the Canadian Patient Safety Institute. She acted as a volunteer consultant to the Queen's Joanna Briggs Collaboration (QJBC) for Patient Safety Practices in Nursing and Health Care and recently served on a pan-Canadian committee for patient safety in mental health. Denice is also the Canadian representative to the Pan-American Health Organization (PAHO), as well as being a member of the American Society for Quality (ASQ). Denice was recently appointed an honorary advisor, representing the patient and family perspective, to ISQUA, the International Society for Quality in Healthcare.



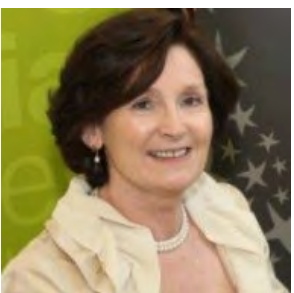
Randall Madrigal, PFPS champion Costa Rica

Randall is a lawyer and has extensive experience in health rights. He is an active member of the Health Rights Commission of the Costa Rica Lawyers College and advocates for patient safety and promote patients' rights.



Mary Vasseghi, PFPS champion, Ireland

Mary has been a champion of PFPS Ireland since 2006 and is currently based in Iran where she hopes to advocate for patient safety. She holds an MBA with specific focus on health care and has worked with and within the healthcare systems of Ireland, France and Iran for the past 30 years.



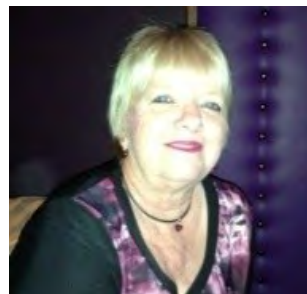
Nasr Ali Ahmed, PFPS champion, Yemen

Nasr has been the designated National Focal Point of the Patient Safety Programme at the Ministry of Health (MOH) of Yemen since 2007. He has a BSc degree in nursing and also a certificate in health administration from MOH Yemen. Nasr is an active member of the technical committee for quality and Patient Safety in the Gulf Cooperation Council (GCC), of the High Quality & Patient Safety Committee, of the National Accreditation Team and of the regional team for quality and patient safety research of WHO/EMRO.



Iren Hunyadi, PFPS champion, Australia

Iren is Chair of the Health Consumers Action Group for Western Australia. She is passionate about patient safety and has been a patient advocate for 40 years. She practiced patient-centered care and empowered the patient to ask questions. She promotes patients' rights and responsibilities and was involved in 2009 with the developing of the Perth Declaration for Patient Safety.



PFPS webinar series

Katthyana Aparicio

PFPS is hosting a series of open webinars that started in December 2013. These free technical webinars are for anyone interested in patient engagement and patient safety improvement. Each session lasts about an hour, including questions and answers. Recordings are available on PFPS webpage after each session.

The first webinar was delivered by Jeanine Thomas, a PFPS champion from United States, on 11 December 2013. She talked about prevention of MRSA (methicillin-resistant staphylococcus aureus) infection and how patients can become advocates in their community. She explained very clearly what MRSA is, the different types of MRSA, the different ways that MRSA can be acquired, the risks and consequences and she provided several examples of how patients can prevent an infection.

The second webinar was about medication safety and the patient's role in ensuring this. It was delivered on 14, January 2014 in Spanish, by three panellists: Evangelina Vazquez Curiel, Juana Velazquez, both PFPS champions from Mexico and Sandra Rivera who was invited to co-deliver the presentation because of her background in pharmacology. Juana Velazquez kicked off the webinar by explaining the common errors in medication in the health-care services, the role of nursing and how patients can be involved to help to prevent some of the errors. Then, Evangelina illustrated this presentation with concrete examples. Finally, Sandra explained about the rational use of medicines, the side effects and the interactions with other medicines or even with food.

The third webinar delivered on 11 February 2014 by Dr Kadar Marikar, who is CEO of the Malaysian Society for Quality in Health (MSQH) and one of the co-founders of the PFPS Malaysian Network, presented the Malaysian experience in setting up a PFPS network. After giving some background information about the local context, he explained how important it is to count on the local authorities' support to ensure high quality health system customer/patient-cantered. Thus, the Ministry of Health supported the creation of the network because engaging patients in health-care facilities and working with them as partners can significantly improve and enhance patient safety.

The fourth webinar was delivered on 11 March 2014 by Nancy Alvarez, Public Health Physician, and Andrea Martones, Lawyer with expertise in health rights. Andrea started the session explaining how the Chile's health system works, providing a comprehensive overview of the different actors, as well as the implication of each one of them. Chile has recently implemented a law on quality that includes the reporting of adverse events, patients' rights, among other aspects. Then, Nancy talked about the results on the study of adverse events carried out in 2009-2010 and how these results have influenced the implementation of a strategy to improve patient safety in Chile.

If you want to know more about these webinars, the slides and the recording of each session are available at http://www.who.int/patientsafety/patients_for_patient/pfps_webinars/en/index1.html

There are two more webinars left in the current series, with the next scheduled to take place on 15 April 2014, focusing on open disclosure.

Then, on 6 May 2014, join us for the final webinar, where

we will look at transforming hospitals into safe and friendly places with the help of patients. This webinar will be delivered in Spanish.

Link to register to the webinars: http://www.who.int/patientsafety/patients_for_patient/pfps_webinars/en/

Upcoming Events

6th Global Patients Congress IAPO

Author: Rachel Seal-Jones

Reviewer: Mary Vasseghi



"I regard universal health coverage as the single most powerful concept that public health has to offer. It is inclusive. It unifies services and delivers them in a comprehensive and integrated way, based on primary health care." *Dr Margaret Chan, WHO Director-General*

Around the world, governments are realising the potential of universal health coverage to transform health systems and ensure access to health care for all.

However, what does universal health coverage mean and how can health-care stakeholders work with patients to ensure that access to health care is patient-centred?

These questions will be explored as part of IAPO's 6th Global Patients Congress. The focus of this year's IAPO Congress is: **'Better access, better health: A patient-centred approach to universal coverage'**. It will explore what universal health coverage means from a patient perspective and explore its potential to improve health for all.

IAPO has a number of exciting keynote speakers at this event, including:

- Dr Marie-Paule Kieny, Assistant Director-General, Health Systems and Innovation, World Health Organization
- Dame Sally Davies, Chief Medical Officer, United Kingdom (UK) Government
- Sir Michael Hirst, President, International Diabetes Federation (IDF)

The Congress will be a unique opportunity for patient representatives and other stakeholders to come together and explore how quality in health care is defined, what the future of patient empowerment and engagement is and what patient-centred universal health coverage looks like. This year's Congress will mark the beginning of a journey that will define universal health coverage from the patient perspective.

IAPO is delighted to be collaborating with the World Health Organization during the Congress. Dr Hernan Montenegro von Muhlenbrock, Health Systems Advisor at WHO will be a panellist in the plenary session: "Breaking barriers to access". This session will explore issues around what the barriers to access in health care are, and how to overcome them. Additionally, WHO's PFPS Programme will be running a session at the Congress in IAPO's quality stream entitled "Patient safety: The impact of patients in improving quality of care". The session will give an overview of how WHO engages patients, communities and non-governmental organizations (NGOs) as well as illustrate the role of patients in patient safety and quality improvement efforts globally through the work WHO PFPS and PFPS champions.

The panel will share their experiences and their work in advocating and driving efforts to improve patient safety and quality of care in different settings. Nittita Prasopa-Plaizier will chair this session and the speakers are:

- Margaret Murphy, External Lead Advisor, WHO Patients for Patient Safety (PFPS) Programme
- Hussain Jafri, IAPO Governing Board Member and Patients for Patient Safety Champion Pakistan
- Jolanta Bilinska, IAPO Governing Board Member and Patients for Patient Safety Champion Poland
- Peter Walsh, Action Against Medical Accidents (AvMA) and Patients for Patient Safety Champion UK.

Link to the congress website:
www.globalpatientcongress.org

Clean your Hands Global Campaign, 5 May 2014

Claire Kilpatrick

Are you ready to prevent the spread of antimicrobial resistant germs?

For 5 May 2014, the celebration of the SAVE LIVES: Clean Your Hands annual global campaign, WHO is asking health-care facilities to join them in highlighting the role of hand hygiene in combatting antimicrobial resistance (AMR). *No action today; no cure tomorrow – it takes just 5 Moments to change the world by cleaning your hands of drug-resistant germs.*



A paradigm shift has occurred in our world that cannot be reversed – multidrug-resistant pathogens are here to stay and already causing harm to patients, but these can be managed through infection prevention action. WHO is therefore issuing a number of new tools and proposing a number of activities to support this call to action, to allow for a high global profile again on 5 May 2014. These include:

- Surveys on AMR in health care related to blood infections, urine infections and antibiotics given post-surgery.
- New posters highlighting the role of hand hygiene to combat AMR and featuring the importance of Moment 5 for Hand Hygiene linked to health-care
- A literature review of drug-resistant organisms and the relationship with hand hygiene action.
- **Tips for patients with an emphasis on Moments 1 and 2 for Hand Hygiene and on appropriate antibiotic use – this will be done in conjunction with our colleagues who have expertise in presenting information for patients, and builds on the patient focused tips issued last year by WHO for 5 May 2013.**
- Access to a free teleclass on 5 May by Professor Didier Pittet, which will present examples of activities and support from all around the globe.

All information can be found at http://www.who.int/entity/gpsc/5may/EN_PSP_GPSC1_5May_2014/en/index.html and we thank you in advance for promoting 5 May to your networks.

Antimicrobial-Resistant Organisms (ARO) and Ethics

Author: Ioana Popescu

Editor: Denice Klavano

The Consensus Development Conference on Screening and Surveillance of Antibiotic Resistant Organisms (AROs) sponsored by the Government of Alberta, Canada, will be held from 18 to 20 June 2014 in Calgary, Alberta, Canada.

The purpose of this conference is to develop a consensus statement that reflects the collective evidence-informed judgment of a multi-disciplinary jury, including representatives from health, economics, safety, the public and media, concerned with the screening and surveillance of AROs. Hospital-acquired infections are the fourth leading cause of mortality in Canada.

Two members from Patients for Patient Safety Canada will participate in this important conference. Kim Neudorf will present with Dr Yves Longtin in the ethics and policy stream, and address the question: "What can patients, the public, and health-care professionals do to help control this public health problem, including education about the appropriate use of antimicrobials?", Barb Farlow will be part of the distinguished jury, charged with the responsibility of developing a consensus statement derived from the information presented, which will be subsequently published.

Please contact Kim Neudorf at kimneu@shaw.ca if you are interested in sharing your insights on this topic of significant relevance to patient safety.

Link to the conference: <http://aroscalgary2014.ca/>

PFPS Skype: If you wish to speak to us interactively, our Skype name is [pfps.geneva](https://www.skype.com/name/pfps.geneva). Prior appointment required.

WHO/PFPS Editorial Group: Nittita Prasopa-Plaizier, Katthyana Aparicio and Laura Pearson.

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Future PFPS News

Share your news with us!

PFPS News: Contributions for the next PFPS News are invited. The deadline for submissions is 30 May 2014.

PFPS Community of Practice: This forum is for PFPS champions only and terms and conditions will apply. Join the forum at: <http://pfps-communities.net>. If you have problems accessing the CoP, please contact Katthyana Aparicio at pfps@who.int.