



World Health  
Organization



World  
Patient Safety  
Day 17 September 2023

## World Patient Safety Day 2023 Global Conference

# “Engaging patients for patient safety”

12 – 13 September 2023  
Geneva, Switzerland

### DRAFT PROGRAMME OF WORK

Day One: Tuesday, 12 September 2023		
08:00 – 09:00	Registration	All participants
Opening session		
09:00 – 09:05	Welcome	<b>Dr Neelam DHINGRA</b> Unit Head, Patient Safety Flagship WHO-HQ  <b>Dr Rudi EGGERS</b> Director, Integrated Health Services WHO-HQ
09:05 – 09:15	Patients taking the lead: Collaborating for safer healthcare	<b>Ms Melissa SHELDRIK</b> Patient Safety Advocate Patients for Patient Safety (PFPS) Canada
09:15 – 09:25	Opening remarks by WHO Director-General	<b>Dr Tedros Adhanom GHEBREYESUS</b> WHO Director-General
09:25 – 09:30	Championing patient safety: Reflecting on developments in the past 5 years	<b>Rt Hon Mr Jeremy HUNT</b> Chancellor of the Exchequer United Kingdom
09:30 – 09:45	Opening remarks from Co-chairs of the WHO World Patient Safety Day 2023 Steering Committee	<b>Dr Ahmed AL-MANDHARI</b> WHO Regional Director for the Eastern Mediterranean  <b>Dr Nakhumicha S.WAFULA</b> Cabinet Secretary for Health Ministry of Health, Kenya
09:45 – 10:05	Keynote Address: The role of patients and families in advancing the safety of healthcare	<b>Sir Liam DONALDSON</b> WHO Patient Safety Envoy
10:05 – 10:25	Patient and Family Engagement for Patient Safety: WHO's Initiatives and Member State Survey Insights	<b>Dr Neelam DHINGRA</b>

10:25 – 10:30	WHO Campaign Video	
10:30 – 10:40	Health Worker Story	<b>Dr Olabisi OGUNBASE</b> Team Lead Maternal and Child Centre Nigeria
10:40 – 11:00	Interactive Live Canvas	<b>Dr Rudi EGGERS</b>  <b>Ms Isabelle WACHSMUTH</b> Technical Officer, Patient Safety Flagship WHO-HQ  <b>Mr Claudio ARNELL</b> Figurative and abstract painter
11:00 – 11:30	Group Photo and Coffee Break	
11:30 – 11:33	Message from WHO Regional Director for AFRO	<b>Dr Matshidiso MOETI</b> WHO Regional Director for Africa
11:33 – 11:40	Patient Story	<b>Ms Udie SOKO</b> Patient Safety Advocate Founder and Executive Director of Zambian Cancer Society

### Session 1:

Taking forward action on patient and family engagement:  
Action by countries, partners and health care services

**Moderator: Sir Liam DONALDSON**

11:40 – 11:47	Introduction by moderator	
11:47 – 11:54	A structured approach to patient engagement: National and organizational experience	<b>Dr Lydia OKUTOYI</b> Director, Health Care Quality and Safety Kenyatta National Hospital Kenya
11:54 – 12:01	The potential for family medicine and primary care in promoting patient and family engagement for patient safety	<b>Dr José María VALDERAS MARTINEZ</b> Chair, Working Party on Quality and Safety World Organization of Family Doctors. (WONCA)
12:01 – 12:08	Enhancing Patient Empowerment in Saudi Arabia	<b>Dr Ali ASERY</b> Director-General, Saudi Patient Safety Center Saudi Arabia
12:08 – 12:15	Patients at the centre of attention – German Takes	<b>Dr Ingo HÄRTEL</b> Deputy Head, Health Law, Patient Rights, Patient Safety Federal Ministry of Health Germany
12:15 – 12:22	Forging the pathway to safer healthcare through patient and family engagement	<b>Dr Zaleha MD NOR</b> Head of Patient Safety Unit Medical Care Quality Section Medical Development Division Ministry of Health Malaysia
12:22 – 12:29	Patient Safety Partners Programme	<b>Dr Aidan FOWLER</b> National Director of Patient Safety National Health Service England, United Kingdom
12:29 – 12:45	Q and A	All participants
12:45 – 12:50	Key messages	Moderator

12:50 – 13:00	Launch of OECD report - Economics of Patient Safety: Patient engagement for patient safety	<b>Mr Michael VAN DEN BERG</b> Health Policy Analyst, Health Division OECD
13:00 – 14:00	Lunch	
14:00 – 14:03	Message from WHO Regional Director for the Americas	<b>Dr Jarbas BARBOSA</b> WHO Regional Director for the Americas
14:03 – 14:10	Patient story	<b>Ms Evangelina VAZQUEZ CUIEL</b> Patient Safety Advocate Mexico

## Session 2:

Taking forward action on patient and family engagement:  
Action by patient organizations and patient safety advocates

**Moderator: Ms Sue SHERIDAN**

Director of Patient Engagement, Patients for Patient safety, US

14:10 – 14:15	Introduction by moderator	
14:15 – 14:20	Role of patient safety advocates in state legislation on patient safety	<b>Ms Helen HASKELL</b> Patient Safety Advocate Mothers Against Medical Error Unites States of America
14:20 – 14:25	Patient's experience working with governments and on the board of healthcare facilities	<b>Ms Nagwa METWALLY</b> Patient Safety Advocate Patients for Patient Safety Egypt
14:25 – 14:30	Patient participation on global patient safety organization boards	<b>Ms Isabela CASTRO</b> Patient Safety Advocate Brazil
14:30 – 14:35	Role of Non state actors in implementing patient engagement	<b>Dr Neda MILEVSKA</b> Chair, International Alliance of Patients' Organizations (IAPO)
14:35 – 14:40	How to establish a 'Patients for Patient Safety' network	<b>Dr Ratna DEVI</b> Director Patient Academy for Innovation and Research India
14:40 – 14:50	PFPS model implementing the WHO Global Patient Safety Action Plan	<b>Mr Martin HATLIE</b> Founding member Patients for Patient Safety US
14:50 – 15:55	Community education for patient safety	<b>Ms Regina KAMOGA</b> Executive Director Community Health and Information Network (CHAIN) Uganda
14:55 – 15:20	Q and A	All participants
15:20 – 15:30	Key messages	Moderator
15:30 – 16:00	Coffee Break	



Session 3		
Harnessing the power of storytelling for patient safety		
Moderator: Dr Neelam DHINGRA		
16:00 – 16:10	Patient safety storytelling toolkit	<b>Ms Maki KAJIWARA</b> Technical Officer, Patient Safety Flagship WHO-HQ  <b>Ms Sue SHERIDAN</b>
16:10 – 16:40	Power of storytelling	<b>Mr Roger LOVE</b> Vocal Coach
16:40 – 16:50	Empowering patient stories for safer healthcare	<b>Dr Sanaz MASSOUMI</b> Chief Operating Officer Patient Safety Movement Foundation United State of America
16:50 - 16:55	Empowering the patient journey through self-care interventions: an overview of WHO normative guidance	<b>Dr Manjulaa NARASIMHAN</b> Scientist, Sexual and Reproductive Health and Research WHO-HQ
16:55 – 17:00	Close of Day One	<b>Sir Liam DONALDSON</b>
17:15 – 19:00	Welcome reception – WHO Restaurant	
Day Two: Wednesday, 13 September 2023		
08:30 – 09:00	Registration	All participants
09:00 – 09:07	Day One recap	<b>Dr Neelam DHINGRA</b>
09:07 – 09:10	Message from WHO Regional Director for the Western Pacific	<b>Dr Zsuzsanna JAKAB</b> Acting, WHO Regional Director for the Western Pacific
09:10 – 09:20	Patient Story	<b>Ms Dinaaz LENTIN</b> Patient Safety Advocate Australia
Session 4: Group Work		
Patient Safety Rights Charter		
09:20 – 09:25	Introduction to the draft “Patient Safety Rights Charter”	<b>Dr Ayda TAHA</b> Consultant, Patient Safety Flagship WHO-HQ
09:25 – 09:30	Instructions for the breakout groups	<b>Dr Nikhil GUPTA</b> Technical Officer, Patient Safety Flagship WHO-HQ
09:30 – 11:00	Breakout Groups	Respective group moderators
11:00 – 11:30	Coffee break	
11:30 – 12:45	Report back and reflections by breakout groups	Respective group moderators
12:45 – 13:00	Summary and agreement on the Charter	<b>Ms Helen HASKELL</b>
13:00 – 14:00	Lunch	
14:00 – 14:03	Message on World Patient Safety Day 2023 from WHO Regional Director for South-East Asia	<b>Dr Poonam Khetrapal SINGH</b> WHO Regional Director for South-East Asia
14:03 – 14:10	Patient Story	<b>Dr Ratna DEVI</b>

## Session 5: Panel Discussion

Advancing the patient safety agenda: Patient safety as a human right

**Moderator: Dr Henrietta HUGHES**

**Patient Safety Commissioner for England**

14:10 – 15:10	<p>Panelists</p> <p><b>Dr Ezequiel GARCIA ELORRIO</b> Director, Health Care Quality and Patient Safety, Institute for Clinical Effectiveness and Health Policy, Buenos Aires, Argentina</p> <p><b>Dr Tommaso BELLANDI</b> Director of Patient Safety, Tuscany Northwest Trust, Italy</p> <p><b>Dr Rachel HAMMONDS</b> Senior Human Rights Advisor, Programme for Gender Equality, Human Rights &amp; Health Equity, WHO-HQ</p> <p><b>Ms Lynn GENTILE</b> Human Rights Officer Office of the United Nations Human Rights High Commissioner for Human Rights</p> <p><b>Honorable Adrian BELII</b> Member of the Parliament of the Republic of Moldova, Member of UNITE Parliamentarians Network for Global Health</p> <p><b>Prof Mingming ZHANG</b> Chinese Evidence Based Medicine Center, West China Hospital, Sichuan University Patient safety advocate, P.R. China</p> <p><b>Ms Helen HUGHES</b> Chief Executive Officer, Patient Safety Learning, United Kingdom</p>	
15:10 – 15:35	Discussion	All participants
15:35 – 15:40	Key messages and conclusion	Chair
15:40 – 16:00	Coffee break	
16:00 – 16:03	Message on World Patient Safety Day 2023 from WHO Regional Director for Europe	<b>Dr Hans Henri P. KLUGE</b> WHO Regional Director for Europe
16:03 – 16:10	Driving change through lived experience	<b>Ms Jolanta BILINSKA</b> Patient Safety Advocate Poland
Closing session		
16:10 – 16:25	WHO-EMRO: World Patient Safety Day 2023 campaign video	
16:25 – 16:35	Launch of the Global Knowledge Sharing Platform for Patient Safety (GKPS)	<p><b>Dr Irina PAPIEVA</b> Technical Officer, Patient Safety Flagship WHO-HQ</p> <p><b>Prof Kok Hian TAN</b> Group Director and Senior Associate Dean, SingHealth Duke-NUS Institute for Patient Safety &amp; Quality (IPSQ) Singapore</p>
16:35 – 16:45	Key messages	<p><b>Sir Liam DONALDSON</b></p> <p><b>Dr Neelam DHINGRA</b></p>
16:45 – 16:50	Patient testimony	<b>Ms Vonda VADEN BATES</b> Patient Safety Advocate United States of America
16:50 – 16:55	Message from United Nations Human Rights Office of the Higher Commissioner	<b>Ms Ilze BRANDS-KEHRIS</b> Assistant Secretary-General for Human Rights
16:55 – 17:00	Closing remarks	<b>Dr Raymond Bruce J. AYLWARD</b> Assistant Director-General Universal Health Coverage/Life Course WHO-HQ