

World Patient Safety Day 2023

WHO Global Conference: Engaging patients for patient safety

Day One Recap



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Agree with Sir Liam Donaldson, @WHO envoy for #PatientSafety, that we must foster a culture where patients are given the space to be

- Educators
- Story tellers
- Advocates
- Partners
- Insight bringers on new risks and opportunities.

When we mainstream the voices of patients & their families into how we care for and keep patients safe, we improve outcomes for people needing health care worldwide.



Deeply moved by the compassion, conviction and impact shown by @melshe173 to ensure the legacy of her beautiful son, Andrew Sheldrick, makes health care safer for patients around the world. Thank you for what you do to bring people together to advance #PatientSafety.

#AndrewsLivingLegacy

#WorldPatientSafetyDay



We listen – we care (1)

- Patient and family engagement should happen **at all levels**:
 - **National/sub-national policy making**: patient engagement from the very beginning, along with continuous advocacy and awareness raising
 - **Organizational level** engagement: mechanisms - patient councils, reporting systems/complaints, patient representatives in governing boards and technical groups
 - **Point of care** engagement: partnering with patients, improvement in health literacy, implementation of patients' charter
 - **Community** engagement: strengthening personal communications, building cases on real stories, with ability to handle difficult communications

We listen – we care (2)

- Importance of patient engagement at **primary care** level: less complex, great opportunity for sustainable change, particularly **TRUST**
- Need for patient engagement throughout the **entire healthcare journey** and continuum of care
- Adaptation of patient engagement initiatives, supported by implementation **research and monitoring**
- Reaching out to **different groups**, including health workers, leaders, children



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We listen – we care (3)

- Patient safety - also about ensuring health worker safety, safe technologies and safe environment.
 - All should come as a package to have patient safety as an outcome
- Issues and challenges: limited understanding of legislative and regulatory environments
- Leadership commitment and safety culture is the basis for improvement
- Shift in capacity development, with focus on soft skills, and shift from 'customer care' conceptualization to 'health care'

Best practices

- Creating patient **advisory councils** - partnerships and communication mechanism
- Creating patient **advocacy groups** - platform for patients to collectively advocate for safer healthcare policies and practices
- **Non-state actors** and patient organisations: Collective action for engagement
- **PFPS Asia Pacific**: focal point/s identified from each country as advisory board, sharing experiences
- Patient participation on **governing boards of international organizations** – patient-centred care initiatives of organisations such as ISQUA

Best practices

- Patient safety **caravan**
- Patient safety organisations **implementing** global patient safety action plan
- **Community education** on patient safety empowers their proactive participation in their care – Uganda CHAIN initiative
- Patients' and families - enacting **legislation** to prevent patient harm
- **Co-producing** patient safety initiatives with patients



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Key words

- Transparency
- Safety culture
- Leadership
- Communication
- Partnership
- Training and capacity building
- Self-care
- Listening
- Co-development
- Imagination
- Oversight
- Storytelling
- Monitor
- GPSAP

Engage

Empower

Elevate

LONDON DECLARATION

Patients for Patient Safety WHO Patient Safety

We, Patients for Patient Safety, envision a different world in which healthcare errors are not harming people. We are partners in the effort to prevent all avoidable harm in healthcare. Risk and uncertainty are constant companions. So we come together in dialogue, participating in care with providers. We unite our strength as advocates for care without harm in the developing as well as the developed world.

We are committed to spread the word from person to person, town to town, country to country. There is a right to safe healthcare and we will not let the current culture of error and denial, continue. We call for honesty, openness and transparency. We will make the reduction of healthcare errors a basic human right that preserves life around the world.

We, Patients for Patient Safety, will be the voice for all people, but especially those who are now unheard. Together as partners, we will collaborate in:

- Devising and promoting programs for patient safety and patient empowerment.
- Developing and driving a constructive dialogue with all partners concerned with patient safety.
- Establishing systems for reporting and dealing with healthcare harm on a worldwide basis.
- Defining best practices in dealing with healthcare harm of all kinds and promoting those practices throughout the world.

In honor of those who have died, those left disabled, our loved ones today and the world's children yet to be born, we will strive for excellence, so that all involved in healthcare are as safe as possible as soon as possible. This is our pledge of partnership.

March 29, 2006