### World Patient Safety Day 2023

### WHO Global Conference: Engaging patients for patient safety



## Launch of the Global Knowledge sharing platform for Patient Safety (GKPS)



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Patient Safety Flagship

WHO HQ



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SingHealth Duke-NUS Institute for Patient
Safety and Quality (IPSQ)





## Global Knowledge Sharing Platform for Patient Safety (GKPS)

### The aim of the GKPS is:

to promote and facilitate the exchange of information, best practices, experiences, insights, tools and resources

among

- ✓ health and care workers
- ✓ patients and patient organizations
- √ academic and research institutions
  - ✓ professional organizations, and
    - √ other stakeholders

and foster opportunities for collaborations with the overarching goal of reducing harm in health care and improving patient safety







## Global Knowledge Sharing Platform for Patient Safety (GKPS)

### The conceptualization

- Do we need another platform?
- Do we need a platform to share knowledge?
- Do we need to go global?
- Do we need to learn more "I know that I know nothing"?









## Global KNOWLEDGE Sharing Platform for Patient Safety (GKPS)

## Knowledge is a power

- Comprehensive and reliable understanding of a subject: multiple sources and types of knowledge
- Informed decision-making: diversity of perspectives, approaches and viewpoints
- Subject evolution: better choices through examining historical perspectives and trends in addition to contemporary knowledge
- > Personal empowerment and professional development
- Global awareness and social influence: advocacy and positive transformations







## Global Knowledge SHARING Platform for Patient Safety (GKPS)

## Knowledge multiplies when it's shared

- Nuanced understanding of a subject and enhancing reliability
- Sharing best practices, lessons learned and experiences of different stakeholder groups
- > Fostering inter-disciplinary collaboration and continuous learning
- > Encouraging research, innovation and creativity: progress in a subject area
- Sharing is Caring







## **GLOBAL** Knowledge Sharing PLATFORM for Patient Safety (GKPS)

## Complexity of a global challenge

- > Facilitating international knowledge exchange
- Transcending geographical and social boundaries, with prompts to cultural nuances
- Navigating easer and triangulating the knowledge in a rich yet complex information universe
- > Building community with shared responsibility
- > One stop-shop for tools and resources
- Supporting implementation of the global strategies, plans, frameworks and national improvement efforts









## Global Knowledge Sharing Platform for Patient Safety (GKPS)

### **AKNOWLEDGEMENTS**

SingHealth Duke-NUS Institute for Patient Safety and Quality

Florence Centre on Patient Safety and Clinical Risk Management

Imperial College London - the academic partner for the Global Patient Safety Collaborative

WHO colleagues at three levels

All other partners and colleagues participated in the process













## Launch of the Global Knowledge Sharing Platform for Patient Safety (GKPS) <u>www.gkps.net</u> 回語回

Professor Tan Kok Hian

Group Director and Senior Associate Dean

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)





























## Accelerate Global Patient Safety Action Plan (GPSAP) 2021 – 2030

We are all Partners
Advocate and translate the strategic direction and
recommendations from the Global Patient Safety Action Plan
Towards Eliminating Avoidable Harm in Health Care

1	Policies to eliminate avoidable harm in health care	1.1 Patient safety policy, strategy and implementation	1.2 Resource mobilization and allocation	1.3 Protective legislative measures	1.4 Safety standards, regulation and	1.5 World Patient Safety Day and Global Patient	4	**************************************	Patient and family engagement	4.1 Co-development of policies and programmes with patients	4.2 Learning from patient experience for safety improvement	4.3 Patient advocates and patient safety champions	4.4 Patient safety incident disclosure to victims	4.5 Information and education to patients and families
	in readir care	framework	2.2	2.3	accreditation	Safety Challenges	5		Health worker education, skills and safety	5.1 Patient safety in professional education and	5.2 Centres of excellence for patient safety education	5.3 Patient safety competencies as regulatory	5.4 Linking patient safety with appraisal system	5.5 Safe working environment for health workers
2	High-reliability systems	2.1 Transparency, openness and	Good governance for the health	Leadership capacity for clinical	Human factors/ ergonomics for health systems	Patient safety in emergencies and settings of				training 6.1	and training	requirements	of health workers	6.5
		No blame culture	care system	and managerial functions	resilience	extreme adversity	6		Information, research and risk management	Patient safety incident reporting and learning systems	Patient safety information systems	Patient safety surveillance systems	Patient safety research programmes	Digital technology for patient safety
3	Safety of clinical processes	3.1 Safety of risk-prone clinical procedures	3.2 Global Patient Safety Challenge: Medication Without Harm	3.3 Infection prevention and control & antimicrobial resistance	3.4 Safety of medical devices, medicines, blood and vaccines	3.5 Patient safety in primary care and transitions of care	7 (		Synergy, partnership and solidarity	7.1 Stakeholders engagement	7.2 Common understanding and shared commitment	7.3 Patient safety networks and collaboration	7.4 Cross geographical and multisectoral initiatives for patient safety	7.5 Alignment with technical programmes and initiatives





A MOU between World Health Organization (WHO) and SingHealth Duke-NUS Institute for Patient Safety (IPSQ) In effect from 11 Apr 2023 to 11 April 2025



- 1. Develop an online platform as a repository with basic interface to house patient safety resources and tools
- 2. Broaden connectivity and engagement among the patient safety community to access to patient safety related materials
- 3. Call for online submission of resources and tools for sharing on www.gkps.net



## **Overview of the Website**

About Us	Introduction and about International Advisory Group
World Patient Safety Day	About WPSD & Call for best practices & patient stories
Patient Safety Challenges	About WHO Patient Safety Challenges & links to resources
Resources and Tools	Submitted Resources & Tools + Links to Resources & Tools
Networks	Listing of Patient Safety Networks & Organizations
Events	Event Calendar and call for events/programmes

## **Pictorial Overview**





#### Patient Safety

Focusing on patient safety and health care systems linkages to eliminate preventable harm to improve patient safety and health outcomes at the point of care.

CLICK HERE

ONLO HEALTH ONGANIZATION

World Patient Safety Day

World Patient Safety Day calls for global solidarity and concerted action by all countries and international partners to improve patient safety.

CUCK HERE



#### Best Practices Related to Themes of World Patient Safety Day

Best Practices Related to Themes of World Patient Safety Day

Best Practices Related to Themes of World Patient Safety Day

## Annually, World Patient Safety Day falls on 17 September

Annually on World Patient Safety Day, all nations and international allies are encouraged to collaborate and take action to enhance patient safety globally. The event unites patients, families,

Recognizing the central role that patients, their families and caregivers play in advancing safe care, "Engaging patients for patient safety" is the theme for World Patient Safety, Day 2023.

Here are some submitted resources and tools aligned to Strategic Objective 4 - Patient and Family Engagement of the Global Patient Safety Action Plan (GPSAP) 2021-2030.

- 1. Collection of Patient Stories more
- Asia-Pacific Patient and Family Engagement Cocreation and Consensus Report more
- 3. Building a Patient Advocacy Network more
- 4. Plain English Glossary more

In commemorating the World Patient Safety Day, we invite you to share best practices that are related to the theme of each World Patient Safety Day:

#### **Patient Stories**

09 SEP 2025

Patient stories wield significant influence in driving patient safety and fostering improvement within the health care system. These narratives establish a vital human connection, making it possible for health care facilities and professionals to better appreciate and grasp the impact of their actions and decisions on eatient's lives.

By sharing their experiences, patients part a reliable face to health care issues, evolving emostly and a sense of urgency and purpose among health care facilities and professionals. The insights fall engagement and obscacy, emoryoming patients to become champions for their own safety and the broader health care community. Patient stories also sene as valuable educational tools, promoting transpersery by recoraging open discussions and inspiring change at both individual and institutional levels.

#### Patient Stories are the drivers of Patient Engagement and Patient Safety.

#### Click here to share patient stories with Global Community today.

The following collection of links to patient stories is categorized by the organizations that produce/share the stories:

#### 1. WHO "What if Stories" Webinar Series

	Title and Speaker	Link to Story
	Maternal Safety by Regina Kamoga	View
	Maternal Newborn Safety by Isabels Castro	View
	Medication Safety in Transition of Care by Soojin Jun	View
	Medication without Harm in Polypharmacy by Sue Sheridan	Vlew

#### 2. Agency for Healthcare Research (AHRQ) - TeamSTEPPS

Title and Speaker	Link to Story
Newborn Saby and Communicating Critical Test Results by Sue Sheridan	View

#### 3. Institute for Healthcare Improvement (IHI)

Title and Speaker	Link to Story
Maternal Newborn Safety by Beth Caley Ullem	Vlew

#### Links to Resources and Tools

Resources and Tools

Submitted Resources and

Links to Resources and Tools

Patients safety is a dynamic and evolving held, driven by advancements in medical knowledge, technology and beep practices. Safety informed and equipped with the right recurses is essential for health care providers, facilities, and policymakers alike. From guidelines to protocols to incident reporting systems and educational materials, this collection of links to patient safety resources and tool, mapped to relevant strategic objectives of the <u>Colobal Patient Safety Action</u> <u>Plant (PSAP) 2021-2003</u>, to granised in a systematic form, making it a valuable reference source for you to seek quick access to essential resources in patient safety.

Our commitment is to continually update and expand this collection to ensure that it remains relevant to help you in your efforts to promote patient safety. Whilely you access the collections of lifes, we would also like to encourage you to contribute by thaning links to useful patient safety resources and tools: Click these to submit, your Patient Safety improvements. Experiences and Practices with the Collection Committee Vision of Contribute or programments of the contribute of the cont

#### Collection of Links to Resources and Tools

#### 1. Links to Patient Stories

#### 2. Inventory List of National Policies and Strategies for Patient Safety

3. Links to Resources and Tools mapped to Strategic Objective 1 of GPSAP 2021-2030

4. Links to Resources and Tools mapped to Strategic Objective 2 of GPSAP 2021-2030

Links to Resources and Tools mapped to Strategic Objective 3 of GPSAP 2021-2030
 Links to Resources and Tools mapped to Strategic Objective 4 of GPSAP 2021-2030

#### verview

Medication Without Harm

Safe Surgery Saves Lives

Clean Care is Safer Care

#### Global Patient Safety Challenge

The World Health Organization (WHO) launched the Global Patient Safety Challenge to address pressing issues of patient harm in health care settings. Since 2005, the challenges were initiated to raise awareness, drive actions and promote strategies for improving patient safety on a global scale.

Key elements of the challenges include focus on:

- 1. Areas of priority on specific areas as guided by the theme of each challenge
- Guidelines and recommendations as well as best practices to assist health care facilities, professionals and stakeholders in implementing effective strategies to enhance patient safety
- Data collection and sharing to provide essential understanding of the scope of focus and improvement change made
- 4. Capacity building as each challenge often involve capacity building efforts such as training to equip health care professionals with the necessary knowledge and skills
- Global collaboration between countries, health care facilities, and stakeholders to share experiences, successes and challenges in improving patient safety

#### **Submitted Resources and Tools**

Resources and Tools

#### Submitted Resources and

Links to Resources and Tools

 $These patient safety resources and tools are submitted by health care ministries, facilities, stakeholders and \underline{World Health Organization (WHQ)}.$ 

We welcome you to submit patient safety improvement, experiences and practices, as well as its implementation resources and tools for sharing on this page: Click here to submit.

#### Submitted Resources and Tools that are mapped to <u>Global Patient Safety Action Plan</u> (GPSAP) 2021-2030:

Submitted Resources and Tools	Mapped to Relevant Strategic Objective (SO) of GPSAP 2021-2030
Maldives Patient Safety Journey	SOs 1 to 6 more
Impact of Hospital Readiness on Patient Safety Incidents during COVID- 19 in Indonesia: Health Worker Perceptions	SOs 1, 2 and 3 <u>more</u>
Psychometric Test: Indonesian Version of the Nursing Home Survey on Patient Safety Culture	SOs 1 and 2 more
Singapore General Hospital Best Practices	SOs 2, 3 and 5 more
Promoting Speaking Up For Patient Safety In Your Organization	SOs 2 and 5 more
Patient Fall Risk Assessment Record in Outpatient Department	SO 3 more
Nursing Fall Prevalence Audit Checklist	SO 3 more
Cross-Institutions Infection Control Audit Tools	SO 3 more
Electronic Inpatient Medication Record (eIMR) Audit Checklist	50 3 <u>more</u>



## Promotes Sharing of Best Practices Related to the Themes of World Patient Safety Day

In commemorating the World Patient Safety Day 2023, we invite you to share best practices that are related to "Engaging Patients for Patient Safety" and share Patient Stories

Theme	Share Best Practices
Engaging Patients for Patient Safety	<u>Click to share</u>
Medication Safety	<u>Click to share</u>
Safe Maternal and Newborn Care	Click to share
Health Worker Safety: A Priority for Patient Safety	Click to share
Speak up for Patient Safety!	Click to share
	Engaging Patients for Patient Safety  Medication Safety  Safe Maternal and Newborn Care  Health Worker Safety: A Priority for Patient Safety

## **Over 140 Patient Stories Linked**

## Let's continue to share to expand this library of stories

#### 1. WHO "What if Stories" Webinar Series

Title and Speaker	Link to Story
Maternal Safety by Regina Kamoga	<u>View</u>
Maternal Newborn Safety by Isabela Castro	<u>View</u>
Medication Safety in Transition of Care by Soojin Jun	<u>View</u>
Medication without Harm in Polypharmacy by Sue Sheridan	<u>View</u>

#### 2. Agency for Healthcare Research (AHRQ) - TeamSTEPPS

Title and Speaker	Link to Story
Newborn Baby and Communicating Critical Test Results by Sue Sheridan	<u>View</u>

#### 3. Institute for Healthcare Improvement (IHI)

Title and Speaker	Link to Story
Maternal Newborn Safety by Beth Daley Ullem	<u>View</u>
Medication Safety in Transition of Care by Soojin Jun	<u>View</u>
Medication Safety and Adverse Event by Desiree Collins Bradley	<u>View</u>
Pediatric Death from Unsafe Care and Full Disclosure by Carole Hemmelgarn	<u>View</u>
What Happened to Josie?	View

#### 4. Patient for Patient Safety at World Alliance for Patient safety

	Title/ Region	Link to Story
	Chicago in PAHO/ American Region	<u>View</u>
	Global Patient Champions	<u>View</u>
	Latin America in PAHO/ American Region (Spanish with English subtitle)	<u>View</u>
	South East Asia Region	<u>View</u>
	When Things Go Wrong	View

#### 5. Patient Safety Movement Foundation

	Patient Story	Link to Story	
	Anna Farley Edwards	<u>View</u>	
	Anders Pederson	<u>View</u>	
	Martha Mills	<u>View</u>	
	Rihan Neupane	View	

View over 100 PSMF Patient Stories here

#### 6. SingHealth Patient Advocacy Network (SPAN)

Title and Speaker	Link to Story
Patients and Caregivers as Partners-in-Care by Health Facility Leaders & Patient Advocates	<u>View</u>
A Simple Gesture Goes a Along Way Featuring Dr Khoo Sork Hoon	<u>View</u>
A Simple Gesture Goes A Long Way Featuring Assoc Prof Anantham Devanand	<u>View</u>
A Simple Gesture Goes A Long Way Featuring Dr Nicolea Tan (Part 1)	<u>View</u>
A Simple Gesture Goes A Long Way Featuring Dr Nicolea Tan (Part 2)	<u>View</u>
Focus on What Matters: Patient Centred Care through Digital Transformation by Ailing Sim Devadas	<u>View</u>
Nurturing Yourself While Navigating the Nuances of Caregiving Featuring Josie Liow	<u>View</u>
Thank You! A Shoutout to all Healthcare Professionals by SPAN Advocates	<u>View</u>

#### 7. Safe Surgery Campaign

Title and Speaker	Link to Story
Sepsis by Armando Nahum	<u>View</u>

### 8. The Society to Improve Diagnosis in Medicine (SIDM) DEM Conference 2018

Title and Speaker	Link to Story
Colon Cancer Tested Too Late by Susie Becken	<u>View</u>
Delayed Diagnosis of Stage 2 Colorectal Cancer by Jeanette Averette	<u>View</u>
Failure to Detect Rapidly Deteriorating Kidneys - Roberta Reed	<u>View</u>
Failure to Communicate Test Results by Col. Steven Coffee	<u>View</u>
Near Miss with Delayed Diabetes Test by Barry McKeown	<u>View</u>
Missed Diagnosis of Onset Stroke by Kimberly Rodgers	<u>View</u>
Missed Diagnosis of Sepsis by Sara Kiehl	<u>View</u>
Undiagnosed Infection by Desiree Collins Bradley	<u>View</u>
Wrong Diagnosis of Heart Condition by Lyn Behnke	<u>View</u>

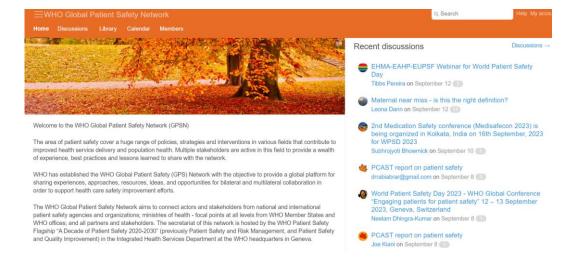
#### 9. Other Patient Safety Stories

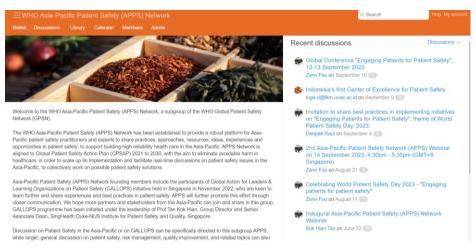
Title and Speaker	Link to Story
Alison Philips at HSJ Patient Safety Congress 2018	<u>View</u>
The Beryl Institute-The Power of Patient's Story	<u>View</u>
Films by Patientstories.org.uk	<u>View</u>
Melissa Sheldrick Story	<u>View</u>
Patient and Family Stories by Healthcare Excellence Canada	<u>View</u>
Patient Stories by Patient Safety Movement Foundation	<u>View</u>
PrêmioJulia Lima (Portuguese)	<u>View</u>
Sue Sheridan: My Story	<u>View</u>
The Human Factor: Learning from Gina's Story	<u>View</u>
The Lewis Blackman Story	<u>View</u>
Voices of Safety Campaign by International Alliance of Patients' Organizations and Patients for Patient Safety Observatory	View
We ADVANCE	View



## Be an Active Member of the Global and Asia-Pacific Patient Safety Networks

- WHO established the **Global Patient Safety (GPS) Network** to provide a global platform for sharing experiences, approaches, resources, ideas, and opportunities for bilateral and multilateral collaboration to support health care safety improvement efforts.
- In 2023, the Asia-Pacific Patient Safety (APPS) Network was established to provide a robust platform for Asia-Pacific patient safety practitioners and experts to share practices, approaches, resources, ideas, experiences and opportunities in patient safety; to support building high reliability health care in the Asia-Pacific. APPS Network is aligned to Global Patient Safety Action Plan (GPSAP) 2021-2030.







## **Connect with Patient Safety Organizations**

Patient safety organizations, encompassing both health care focused entities and patient advocacy groups, play pivotal roles in safeguarding the well-being of patients within the complex landscape of health care. These organizations collectively serve as guardians of patient safety by addressing a spectrum of crucial responsibilities

We welcome you to include your organization in the patient safety organization listing on GKPS Email: gkps@singhealth.com.sg

\*Note: this is a non-exhaustive list that will be periodically updated. If you wish to include your patient safety and health care quality organization, please email to: gkps@singhealth.com.sg

- Agency for Healthcare Research and Quality (AHRQ)
- Australian Commission on Safety and Quality in Healthcare
- Canadian Patient Safety Institute
- Center of Excellence for Patient Safety and Quality, Airlangga University
- ECRI Institute
- International Alliance of Patients' Organizations
- International Society for Quality in Healthcare (ISQua)
- Mothers Against Medical Error
- National Health Service Patient Safety
- National Quality Forum
- Patient Academy for Innovation and Research
- Patient For Patient Safety Network Asia-Pacific
- · Patient for Patient Safety Canada
- Patient for Patient Safety Ireland
- Patient for Patient Safety US
- Patient Safety Movement Foundation (PSMF)
- Saudi Patient Safety Center
- <u>SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)</u>
- <u>SingHealth Patient Advocacy Network (SPAN)</u>
- The Beryl Institute
- The Institute for Healthcare Improvement
- The Joint Commission
- The Organisation for Economic Co-operation and Development (OECD)
- World Organization of Family Doctors- Working Party: Quality & Safety
- · World Patients Alliance



## **Submitted Resources** and Tools

Mapped to Strategic Objectives of Global Patient Safety Action Plan 2021 - 2030

Submit Patient Safety Resources and Tools for sharing with the global patient safety community via the Global Knowledge Sharing Platform for Patient Safety (www.gkps.net)

## Submitted Resources and Tools that are mapped to <u>Global Patient Safety Action Plan</u> (<u>GPSAP</u>) 2021-2030:

Submitted Resources and Tools	Mapped to Relevant Strategic Objective (SO) of GPSAP 2021-2030
Maldives Patient Safety Journey	SOs 1 to 6 more
Impact of Hospital Readiness on Patient Safety Incidents during COVID- 19 in Indonesia: Health Worker Perceptions	SOs 1, 2 and 3 <u>more</u>
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Nursing Fall Prevalence Audit Checklist	SO 3 more
Cross-Institutions Infection Control Audit Tools	SO 3 more
Electronic Inpatient Medication Record (eIMR) Audit Checklist	SO 3 more
Health Workers' perspective on patient safety incident disclosure	SO 4 more
Asia-Pacific Patient and Family Engagement Consensus Report	SO 4 more
Building a Patient Advocacy Network	SO 4 more
SingHealth Patient Advocacy Network Plain English Glossary	SOs 4 and 5 more
Healthcare Improvement Toolkit	SO 5 more
The Psychological Experience of Frontline Nurses Amid The COVID-19 Pandemic	SO 5 <u>more</u>
Prevalence of burnout among healthcare professionals in Singapore	SO 5 more
Patient Safety Engagement Report	SOs 1 and 7 more



## Links to Resources and Tools

Mapped to Strategic Objectives of Global Patient Safety Action Plan 2021 - 2030

#### Collection of Links to Resources and Tools:

- 1. Links to Patient Stories
- 2. Inventory List of National Policies and Strategies for Patient Safety
- 3. Links to Resources and Tools mapped to Strategic Objective 1 of GPSAP 2021-2030
- 4. Links to Resources and Tools mapped to Strategic Objective 2 of GPSAP 2021-2030
- 5. Links to Resources and Tools mapped to Strategic Objective 3 of GPSAP 2021-2030
- 6. Links to Resources and Tools mapped to Strategic Objective 4 of GPSAP 2021-2030
- 7. Links to Resources and Tools mapped to Strategic Objective 5 of GPSAP 2021-2030
- 8. Links to Resources and Tools mapped to Strategic Objective 6 of GPSAP 2021-2030
- 9. Links to Resources and Tools mapped to Strategic Objective 7 of GPSAP 2021-2030

Share Links on Patient Safety
Resources and Tools with the global patient safety community via
the Global Knowledge Sharing Platform for Patient Safety
(www.gkps.net)



## **Empowering Patient Safety Expertise**

In developing global patient safety and health care quality leaders, and expertise in implementing and advancing the Global Patient Safety Action Plan (GPSAP) 2021-2030, we welcome you to share events/ programmes/ courses that are aligned to the following learning objectives:

- 1) Enhance awareness and promote understanding of GPSAP 2021-2030 for leaders and health care professionals at every level up to the point of care.
- 2) Assess current health care practices, identify areas for improvement and priorities for actions among the various strategies in GPSAP 2021-2030.
- 3) Learn from each other, share, harness & adapt best practices.
- 4) Work towards developing good strategies and effective contextualized implementation of needed areas in every country in the world.

Share patient safety
events/ programmes/
courses with the
Global Patient Safety
Community via the
Global Knowledge
Sharing Platform for
Patient Safety
(www.gkps.net)





# Global Knowledge Sharing Platform for Patient Safety (GKPS) www.gkps.net

World Patient Safety Day 2023 Global Conference

13 September 2023

start sharing your Patient Safety
Improvements, Experiences and Practices with the
Global Community today!







A MOU between World Health Organization (WHO) and SingHealth Duke-NUS Institute for Patient Safety (IPSQ) In effect from 11 Apr 2023 to 11 April 2025



### **Moving Forward for GKPS**

- 1. Welcome advices & set up the International Advisory Group
- Develop criteria for categorizing of best practices aligned to the Global Patient Safety Action Plan 2021-2030, and related to the themes of World Patient Safety Day for sharing globally
- 3. Encourage and curate more submissions
- 4. Facilitate links to events and good websites with patient safety materials
- 5. Publish best practices









## Thank You