

Patients for Patient Safety News

July 2006



Welcome!

Welcome to the first Patients for Patient Safety (PFPS) News. This is the first edition of our new bi monthly News update which we hope you will find informative and a useful mechanism for keeping in touch with our development and progress. The last 18 months have been busy and Patients for Patient Safety has been gaining momentum across all regions of the world thanks to the outstanding commitment of patients, consumers, family members, health care professionals, WHO staff, Patients for Patient Safety Steering Group members, facilitators and the support of partner agencies who have provided us with financial support and allowed us to work with them to hold some of our key events in collaboration with their organizations.

We hope you enjoy this first edition and if you have anything you would like to contribute to future editions please get in touch with the Patients for Patient Safety Project Manager, Rachel Heath at safety@patientsorganizations.org

Lead, Patients for Patient Safety
World Alliance for Patient Safety

PATIENTS FOR PATIENT SAFETY WORKSHOP PROCESS

The first Patients for Patient Safety Workshop was held back in London in November 2005 and brought together a group of 21 patients and patient safety advocates, whose experience established them as committed patient safety champions. 19 different countries were represented and the group spent an incredibly powerful few days together sharing experiences, knowledge and lessons. The foundations of a global movement, promoting active patient involvement and partnership to tackle patient safety issues around the world, were laid.

Although the group represented a diverse set of countries, regions, cultures and challenges, participants were joined by a common commitment to preventing tragedies of health care harm, and the belief that patients and consumers have something very important to contribute.

The group worked together, creating their values and commitment which is embedded in the London Declaration (see below).

Regional Workshops

Patients for Patient Safety in 2006 and 2007 will hold patient and patient advocate workshops across all 6 WHO regions in the world. The first one of these was held in May 2006 in San Francisco, USA in conjunction with the Pan American Health Organization (PAHO) and ran in conjunction with the National Patient Safety Foundation (NPSF) annual conference. The workshop brought together 40 patients and advocates from across Canada, USA, Argentina, Mexico, Peru, Chile and Costa Rica to look at the development of the Patients for Patient Safety programme across that region.

It is planned a similar event will take place in the Eastern Mediterranean region before the end of the year. Further information on the plans for each of the remaining regional workshops will be posted on our website and in future editions of Patients for Patient Safety News.

To visit our website:
http://www.who.int/patientsafety/patients_for_patient



THE CHAMPIONS

REGIONAL ACTIVITY AND COMMITMENT DEVELOPS

Since attending a PFPS workshop Champions have been incredibly busy around the world establishing local and regional networks, attending conferences, arranging workshops, meeting with local and national leaders, establishing patient committees and Patient Safety organizations, writing for magazines and journals and working in partnership with their local health care systems to bring about change and make health care systems safer for all.

A new patient safety foundation has been set up in Poland and also in Zambia; several champions have delivered presentations at national and regional conferences on the PFPS programme, all champions have been disseminating information materials on the programme and raising awareness of patient involvement and patient safety.

At a local level, several champions have helped to establish patient advisory groups in local health care organizations and run patient volunteer education programmes in their local clinics and hospitals.

It is very exciting that so many of the Global group have managed to connect with their National health care leaders in health care safety organizations and Ministries of Health.

Their achievements and progress in just 8 months is fantastic and their commitment, passion and perseverance, outstanding. If you are keen to learn more about the activities in your global region please contact your PFPS Global Champion (see below) - they'll be very happy to hear from you!

"It is an exciting honour to be part of Patients for Patient Safety which is a crucially important and groundbreaking initiative that places the consumer voice in the forefront of patient safety worldwide" Stephanie Newell, PFPS Global Champion, WPRO, Australia.

Participants in the Inaugural PFPS Workshop were:

Africa Region (AFRO)

Cosmas Chola Kalwambo	Zambia	kalwambocc62@yahoo.com
Robinah K Kaitiritimba	Uganda	unhco@utlonline.co.ug
Humphrey Umbanyi	Nigeria	hubanyi2003@yahoo.com

Europe Region (EURO)

Jolanta Ewa Bilinska	Poland	dwm.ixb@nfz-lodz.pl
Vasyl Kvariuk	Ukraine	vasylkvaryuk@tb.org.ua
Matthias Wienold MD mph	Germany	wienold@aol.com
Silvana Simi	Italy	s.simi@ifc.cnr.it
Ian Hayes	UK	hayes96@btinternet.com

The Americas Region (PAHO)

Ryan Sidorchuk	Canada	rsidorchuk@wrha.mb.ca
Maria Rosa Golia	Argentina	goliamr@speedy.com.ar
Evangelina Vazquez Curiel	Mexico	curiel@servidor.unam.mx
Jennifer Dingman	USA	pulsecolo@yahoo.com

Western Pacific Region (WPRO)

Mingming Zhang	China	cochrane@mail.sc.cninfo.net
Stephanie Newell	Australia	stephnewell@hotmail.com

South East Asian Region (SEARO)

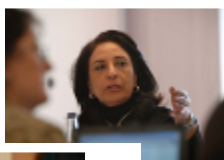
Murrigan Thevar	India	patientsafetyindia@gmail.com
Deodatta Gore	India	deo64@rediffmail.com

Eastern Mediterranean Region (EMRO)

Hussain Jafri	Pakistan	info@alz.org.pk
Nagwa Aly Metwally	Egypt	nagwametwally@hotmail.com
Raqiya Homeidan	Yemen	raqiya@sahooly.com



PFPS Global Champion, China Presenting on PFPS: 4th Asian-Pacific Conference on Evidence –based Medicine



Patient Champions in discussion at PFPS programme strategy meeting



Session with Patient Safety Experts Inaugural PFPS Workshop November 2005

South East Asia Region: Patient Safety Workshop – New Delhi, 12-14 July

PFPS Champion Involvement - Murrigan Thevar, PFPS Global Champion, SEARO

The main objective of this event was to raise awareness of the magnitude of the problem of adverse events in health care in the South East Asia region (SEARO). The Global Patient Safety Challenge also launched their 'Clean Care is Safer Care' initiative. Participants came from all countries in the SEARO region, including policy makers, leaders, doctors, nurses and NGOs.

Some of the main issues we focused on were - explaining the Systems Approach and its importance to safe health, hand hygiene and healthcare, the doctor-patient relationship and regulatory issues.

I felt that problems and basic issues in neighboring countries are very similar. Listening to their problems and how they handle them gave me hope and confidence. Most participants felt that such initiatives from WHO brings a lot of change and positive results in developing countries. They felt such meetings and discussions should happen often so the different countries can share their learning and ideas.

Although this meeting was primarily a WHO initiative, the Ministry of Health and Family Welfare, Government of India, made a commitment to take patient safety issues more seriously. I felt this would benefit the large population in India and especially the rural areas (since in such areas the only health care is mostly through government clinics).

The opportunity to attend this event changed my own way of thinking. I came away with less doubt about how this could work in such a large country like India. The need for networking and co-operation between different vertical and horizontal levels in the health care system is very necessary to make sure that this initiative moves forward and I am keen to ensure that patients are included in that process.

I had the opportunity to present on the doctor-patient relationship and this led to discussions around this relationship and the different stereotypes, about both sides, being explored. Also many participants expressed a sense of sadness with the way media picks up and portrays adverse events in the health care system negatively which amplifies the original problems.

Unfortunately there was little media coverage of the event. Focusing on such initiatives would help bring a positive change to attitudes about the health care system in the public's eyes, across the SEARO region and beyond.

Patient Safety Work Develops in the Americas

– Marty Hatlie, PFPS Steering Group Member

At the first regional workshop of the PFPS program in San Francisco, consumer and provider partners from throughout the PAHO region (North and South America) gathered to share their experiences and develop a network dedicated to accomplishing change through partnership. Held in conjunction with the U.S. National Patient Safety Foundation Congress, the event was supported by several interested organizations eager to see PFPS grow and succeed. The Canadian Patient Safety Institute (CPSI) sponsored the participation of 10 Canadian patient advocates and Consumers Advancing Patient Safety (CAPS) led a fundraising effort to provide scholarships for 11 participants from the United States. In addition to CPSI and CAPS, organizations that supported the WHO/PAHO regional workshop included the U.S. Agency for Healthcare Research and Quality, American Hospital Association, Arizona Hospital and Healthcare Association, Institute for Healthcare Improvement, Joint Commission on Accreditation of Healthcare Organizations, Joint Commission Resources, Inc. and Partnership for Patient Safety. Building on the London Declaration crafted last year at the PFPS inaugural event, participants worked on several initiatives, including a statement of values to guide future work and a statement of priorities. Workshop facilitators were assisted by simultaneous interpretation between English and Spanish, which worked beautifully to foster dialogue and strategy development for the PAHO region.

Ryan Sidorchuk, PFPS Champion from Winnipeg, Canada, is now leading the development of a follow-up workshop in Vancouver in October, 2006. This will serve as a national laboratory for drilling down PFPS work to the country level. Argentina also is working with PAHO and PFPS champions in a follow-up event in August, 2006. Active networking also is thriving virtually, as workshop participants stay in touch, offer and ask for help, and share ideas via email and a new electronic community developed for PFPS champions in the PAHO region.



PFPS PAHO Regional Workshop, San Francisco USA, May 2006

Collaboration between Patients and Leaders is Key

- Margaret Murphy, PFPS Steering Group

As the Patients for Patient Safety Champions engage with health systems in their own countries, the positive benefits of patient involvement are being increasingly acknowledged by a greater number of individuals within healthcare systems. It is crucial to the success of the effort that such champions are identified – professional leaders who are prepared to “raise their heads above the parapet” and who have the vision to co-champion with patient representatives in the interest of patient safety. The combined efforts of such a collaboration can only result in earlier and more effective interventions producing better outcomes for patients.

Effecting change in a health system can seem to be a daunting task. But the cumulative effect of addressing single issues will, in time, produce the mechanism for continuous improvement.

Sir Liam Donaldson, Chair World Alliance for Patient Safety, has repeatedly modelled this type of collaboration as evidenced recently in his insistence on adherence to guidelines and protocols for the proper administration of the drug Vincristine and his championing of the issues relating to Kernicterus in infants. Read more at:

<http://news.bbc.co.uk/1/hi/health/5203570.stm>

LONDON DECLARATION

Patients for Patient Safety WHO World Alliance for 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

WHO WORLD ALLIANCE FOR PATIENT SAFETY

Patients for Patient Safety is just one of the areas of work under the World Alliance for Patient Safety. The other areas of focus include, Reporting, Classification, Research, Solutions and The Global Patient Safety Challenge, which is currently focused on 'Clean Care' and Infection.

Over the last 6 months Patients for Patient Safety Champions have been ingrained into all 5 areas of the Alliance work in order to ensure the Alliance work is patient-centred. We now have patient representation in all areas. If you are interested in any of the five areas in particular please contact Rachel Heath, Patients for Patient Safety Project Manager and she will link you up with the appropriate Champion. You can contact Rachel on safety@patientsorganizations.org

New Alliance Forward Programme – 2006/7

The new Forward Programme for the Alliance work is now available. To download a copy please visit our [website](#) or [click here](#). The programme outlines the development and plans in each of the 6 action areas as well as outlining the new areas of work the Alliance will focus on in the coming year.

Alliance Progress Report

You can access the progress report on all 6 areas of the Alliance work over the last year, on the [website](#) or [click here](#)

DATES FOR THE DIARY...

Western Pacific

- **August 20-23** - 4th Australasian Safety and Quality in Healthcare Conference 2006, Melbourne, Australia.

Pan America

- **August 10-11** – Patients for Patient Safety Meeting, Buenos Aires, Argentina
- **October 19-21** – Halifax 6-The Canadian Healthcare Safety Symposium, Vancouver, Canada.
- **October 23-25** – SIGN (Safe Injection Global Network) Conference, Mexico City, Mexico.

Europe

- **November 27-28** – Risk 2006 – Risk Management Conference, London, UK.

“ Working with an International team strengthened my efforts, boosted my confidence and empowered me to push hard to find solutions.” Nagwa Metwally, PFPS Global Champion, EMRO, Egypt.

Don't forget to visit our website at:
http://www.who.int/patientsafety/patients_for_patient