

Patients for Patient Safety News November 2009

Welcome to PFPS News! There has been a lot of activity over the past three months and this edition includes articles from the PFPS Workshops in Denmark and Mexico, Champion news from Argentina and Indonesia, and much more!

PFPS Workshop, Mexico

Evangelina Vasquez Curiel, PFPS Champion, Mexico

Patients for Patients Safety's IV Regional Workshop was held in the Tecnológico de Monterrey Campus, México City, September 21 to 23. The event was part of the 2nd International Week of Innovation and Quality in Health, where the results of the IBEAS (International Study on the prevalence of adverse events in Latin America) were presented. This event brought together some excellent diverse visions, approaches and efforts towards patient safety in the region, each of the participants performed outstanding presentations. Some of the presentations are highlighted below;

Antonio Heras's from 'Yes-quality of México' gave a great opening for our event with a moving speech, where he showed his interest in patient engagement and his concern about patient safety in our country.

Omar Aguilar M.D., introduced the project "It's in your hands" that is taking place in Mexico as part of the WHO 1st Global Patient Safety Challenge, Clean Care is Safer Care, which focuses directly on hand hygiene. Florencia Cabrera, from Nosocomial Infections Committee/National Institute of Cardiology, Mexico, said that in reality there is no hospital without nosocomial infections and shared how they control this problem in hospitals like theirs.

During the next session Susan Sheridan spoke about the importance of patient engagement. There were over 500 people in the audience, mostly patients or relatives of patients who have experienced adverse effects in the healthcare system. This module was very valuable because it was representing the diverse approaches that patients have been taking towards patient safety; Susan Sheridan talked about the patients' world movement in a very moving and inspiring way.

I spoke about the Panamerican Patients for Patient Safety network's creation and strategic model. Denice Klavano, of PFPS Canada explained modifications that have been made in Canada, for example, health professionals have to apologize and give explanations when an adverse event happens. Claudia Cattivera's participation showed that it is possible to create strong alliances between patient organizations and doctors, and Mario Ríos explained a fundamental part of the patient movement regarding human rights.

Dr. Javier Barroso Aguirre, an important researcher in the area of hospital acquired infection, talked about the importance of including patients to help prevent health care related infections. Researcher Erick Huerta from Redes, A.C., then spoke about the use of technology to improve patient safety through an electronic medical record that meets everyone's needs.

The Module about the importance of sharing real personal stories of patients who have experienced an adverse effect, and their participation in the creation of Latin-American Networks was coordinated by Salvador Amor, a doctor who, as a patient had suffered an adverse event in surgery.

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- Rational Drug Use



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The presentations of Randall Madrigal from Costa Rica, Edison Loachamin from Ecuador and Lucia Aguilar from Mexico, showed different situations of adverse events and diverse approaches about how to participate in patient safety to avoid experiencing an adverse event.

In the Module "Safe Surgery Saves Lives", Guillermo Romero M.D gave a summary of the campaign in Mexico, of which he will be in charge of beginning this year. Pedro Negrete, Mexican Network participant, talked about how he, as part of a group of anesthesiology residents in Guadalajara's Civil Hospital, has been promoting the Surgical Safety checklist with modifications to emphasize it in this specialty.

The Module, "Patient Safety: A priority for Nursing", was facilitated by Cristina Cometto, who leads the Panamerican Nurse's Network, and she gave an excellent presentation and also shared her commitment to the prevention of adverse events through partnership with the Panamerican Patient's Network.

It was an amazing event, even though it finished at 8 o'clock on the evening of the closing day, there were still around 100 participants after such an intense journey.

For more information email Evangelina at curiel@servidor.unam.mx



PFPS Champion, Slovenia

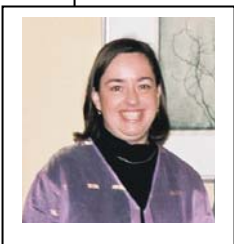
Vladimira Leskovec, Patients for Patient Safety
Champion, Slovenia



Very well known Slovene PFPS Champion Vlasta Gjura Kaloper, MD (picture above left) passed away in December 2008. She was a very enthusiastic fighter for patients rights and their safety. She was a medical doctor of transfusion medicine and also a patient, since she became chronically ill at age 30 after the birth of her second daughter. Since then she was very active in different non - governmental patients organizations.

In her memorial The Umbrella Association For Patients With Chronic Diseases Slovenia and Slovenian Lymphoma Patients Association, prepared the first International Conference 'Together We Can Make a Difference' on relations between patients, medical doctors and health policy relations between non-governmental organizations, governments and their administrations, physicians and the pharmaceutical industry. The Conference took place on 17th and 18th of September in Ljubljana.

I met Vlasta for the first time at the PFPS workshop in Dublin in 2007, and since that time we had been busy planning and working together on various projects. We prepared, printed and distributed materials to raise awareness of health care professionals about patient safety. We prepared posters on patient safety and distributed to all Slovenian health care services. We prepared a workshop on patient safety and sentinel events for medical, nursing, pharmacy and social work students in Ljubljana. We both Participated at the E-Health Conference in Portorož in May 2008.



The work continues and these are some of my patient safety activities in 2008 to 2009. I was invited to prepare 4 subjects, Patients' Rights and Safety, Health Policy, Curriculum at the Primorska University. I have been involved as coordinator of the Euro-Asian Initiative for Patient Safety in Slovenia and I prepared several lectures in different countries of the initiative, including the 1st General meeting, 'Patient Safety in the Republic of Slovenia' in Ukraine, and 'Patient Safety in Slovenia – Present Activities and Future Challenges', in Moldova. The final meeting took place in Macedonia from 18 to 22 November, where a booklet was presented 'Patient Safety in Eastern Europe and Asia: Baseline and Advances'.

Let me finish with the words of Vlasta: 'Life is the most precious gift, and it could be a pity if we won't make good use of it – whatever life is!'

For more information please email Vladimira at vladimira.leskovec@guest.arnes.si

Denmark PFPS Workshop

Katrine Kirk and Birgit Hartoft, PFPS Champions, Denmark

Patients for Patient Safety in Denmark have doubled their numbers at a recent official PFPS in-country workshop. We are standing taller and speaking louder than ever. We believe that our joint efforts will have a significant impact on the Danish Health Care sector in the next few years.

In April 2007 the first Danish in-country workshop was held for 15 patients and caregivers who had been touched by medical harm. We joined forces to raise the medical community's awareness of how listening to and collaborating with patients can improve the safety and quality of healthcare. It has been a journey of trials and tribulations, but also of triumphs when our contributions have been welcomed and acted upon.

'It is two years and a bit since we had the first ever PFPS workshop in Denmark, and a lot has happened since then. Sometimes it doesn't feel like much has really happened. We are still struggling with the same issues as two years ago, but those of us who have been Patient Safety Champions since then have participated in a number of different activities from big events like national and international patient safety conferences, and 'health and welfare fairs', to talking to classes of nursing students and radiographers, groups of risk managers, and participating in leadership rounds in several hospitals. In other words, we are slowly, but steadily becoming a resource of importance to the work towards better patient safety.' **Birgit Hartoft, PFPS Champion since 2007**

'The... workshop was a fantastic and life-affirming weekend, and I want to thank the other patient safety champions for sharing your stories with me and the rest of the world. I received so much food for thought, and I was deeply touched. ..As a nurse, I find it hard to stand with a foot in each camp, especially because I am new and rather ambitious in my wish to deliver care of high quality and safety. It's frustrating to feel that I'm beating a locked door. I want to make a contribution NOW, and I look forward to collaborating closely with other patient safety champions. I hope that we together can lift some of the burden. You are all fantastic people and your stories touch my heart.' **Kira Ørbekker, newly appointed PFPS Champion**

Our stories and messages have been heard on national TV, in the printed media and at numerous live presentations. We have campaigned for a more attentive relationship between health care professionals and patients, where hospitals accept responsibility and say sorry when harm has occurred. It has taken time for us to find our path and figure out how best to collaborate under the auspices of the Danish Society for Patient Safety. We have learned that it's necessary to devote time together to form a strong, supportive network. This has helped us to find our voices in facing the medical community.

On 5 – 6 September, nine new PFPS champions joined the established network at a WHO workshop. Here, we got to know each others' stories and learn about patient safety work in Denmark.

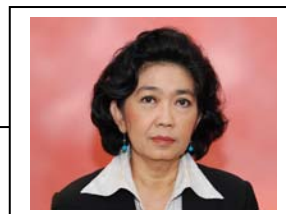
Anna Lee from the WHO Office for Patient Safety in London and Margaret Murphy from Ireland, a very special Patient Safety Champion, participated. Margaret was also here for the first workshop in 2007, and it was a joy to meet her again, to hear her clear exposition of her own story and of the many different activities she is involved in both locally and internationally, and to have a chance to exchange a few experiences with her. There is much we can learn from her, and - according to her - much that we can contribute both locally and internationally too.

We spent the better part of a day simply sharing our stories of medical harm. We discussed the issues of how to present the stories to health professionals if we want to move them at a personal level and motivate them to change unsafe practices. There was also a presentation from a man involved in raising awareness of traffic safety issues. It was useful to hear about how voluntary "safety champions", who had been disabled in traffic accidents, have campaigned to change the attitudes of young people.

The whole Danish champion network will continue to meet for a full day every three months. We all participate in an annual patient safety conference in Denmark. Between these meetings, we team up in smaller groups to work on specific projects. In 2010, we will help the Danish Society for Patient Safety to launch a number of initiatives aimed at raising awareness of patient safety in the general public. We will also continue visiting hospitals, nursing schools and conferences to speak up in honor of patients who have been harmed and on behalf of future patients. It has taken some time, but the Health Sector has realized that we are here, and here to be used.

PFPS in Denmark is just beginning to realize that there is further potential for impact if we draw on the resources of the international PFPS network, and contribute to it with our own experiences and ideas. Along with our 20 fellow champions, we look forward to a very active life as Patient Safety Champions. We are proud to be part of the global PFPS network. **For more information email Katrine at katrine.kirk@yahoo.dk**

Other Champion News



Rational Drug Use Indonesia

Link to the full article www.who.int/bulletin/volumes/87/8/09-010809

Wati Pujiarto, Patients for Patient Safety Champion from Indonesia has been leading a public campaign to raise awareness of irrational drug use in Indonesia, calling for an end to the practice of parcelling ground-up drug mixtures to treat paediatric conditions.

The mixtures, known as 'puyers' are often prescribed for children when not needed, which not only can be ineffective and unsafe for the child, but can lead to the overuse of antibiotics and steroids which can lead to drug resistance. Another risk is the mixing of many drugs at any one time, where adverse drug to drug interactions can occur.



The main reasons these practices have continued is down to convenience, culture and money. Wati has been carrying out a study into prescribing practices, and one of the findings is that doctors rarely informed parents about the cause of a given ailment, focusing on the symptoms rather than the cause. Prescribing 'puyers' has become part of the health-care culture in Indonesia and doctors often preferred to prescribe brand-name drugs likely to generate money for providers.

Wati's NGO has been reaching out to educate the public, rather than persuading doctors to change their practices. Through the 'Be Smarter, Be Healthier' campaign, Wati is using radio, television and the Internet to 'encourage people to get health information to reduce their dependency on curative services from doctors' adding that a more informed public will encourage doctors to adopt rational use practices.

The campaign is provoking controversy and Wati has been surprised by the number of doctors that have spoken out against her, calling her misleading. However Wati has been encouraged by the public response.

For more information email Wati at purnamawati.spak@cbn.net.id

Antimicrobial Resistance

Caroline Staffell, Senior Membership Officer at the International Alliance of Patients Organizations, attended the Joint FIP (International Federation of Pharmacists) - WHO Session on Antimicrobial resistance, in Istanbul in September. Some of the main issues and recommendations discussed at the meeting are summarised below;

Antimicrobial Resistance (AMR) is threatening the treatment and control of infectious diseases globally, increasing costs and straining health systems around the world. With resistance rising universally, tackling AMR is now seen as a priority.

Findings have shown that major actors in health are not well informed about AMR, and there is a severe lack of information from patient – provider to pharmacists. Counterfeits are also posing a problem, and in terms of locating drug resistant diseases in developing countries, there is little or no baseline data.

Some of the recommendations / strategies being developed include the facilitation of information exchange on AMR, the provision of a pathway for the certification of formal and informal drug dispensing, and looking at the need to establish and maintain updated national standard treatment guidelines. The need for community based surveillance in resource constrained settings was also discussed, along with the need to frame AMR as 'value added' to existing programme priorities rather than as separate and competing activities, and similarly to focus on regional and local strategies that capitalize on existing initiatives and resources.

It has been recognised there is a need to strengthen global leadership on this issue, to bridge the gap between global strategy and country / regional action, and to mobilize existing regional organizations to get behind the campaign. Finally, the meeting discussed the role of Pharmacists, that they are well positioned to meet many of the demands of 'stewardship' in relation to the containment of AMR as regulators, managers and educators.

For more information on Tackling AMR go to www.who.int/patientsafety/campaigns/amr

WHO Patient Safety

Hand Hygiene Campaign Meeting

In August, the Save Lives, Clean Hands Campaign, brought together more than 47 participants from 25 countries in Geneva. The attendees represented countries where hand hygiene campaigns are now operating or about to begin.

Professor Didier Pittet, Expert Lead, Clean Care is Safer Care, stressed the ongoing importance of hand hygiene and the contribution WHO Patient Safety has made since the campaign was initiated four years ago.

'...I described in detail the experience I had with my son Uriel's stay in a paediatric hospital..., where he contracted a hospital-acquired infection. It was extremely emotional for me to share those moments of anguish, desperation and pain, but it was good to share the positive experience they also left: those moments gave me the strength and experience to dedicate myself to the cause of patient safety...'

The purpose of my talk was...to touch the hearts of the participants, so that through me, they could understand what it's like to be a family member of someone who has suffered a nearly fatal nosocomial infection, but also what it's like to feel so positive now about our work in preventing hospital-acquired infections...I loved the remarks of other participants from different countries,..because they showed the great efforts they are making in their hand hygiene campaigns...'

Evangelina Vasquez, PFPS Champion, Mexico

His presentation was followed by a lively session on 'patient voices' which covered some of the consequences that HCAI bring to patients and their families. Another session included the results of an international survey on the current status of the various hand hygiene initiatives in different countries.

Many participants contributed to the event with oral and poster presentations prompting discussion and interaction. One of the key recommendations was that facilities should adopt a more multidisciplinary approach to hand hygiene improvement at local level.

A report on the Geneva meeting will be available from the website, as well as ongoing information on the activities of campaigning countries.

For more information please email savelives@who.int

The meeting was 'Extremely high level with representative(s) from Health Ministries including Heads of infection Control. The gathering heard 17 countries short report(s) on national campaigns in hand hygiene and another 4 the following morning'
Nance Upham, PFPS Champion and Steering Group member

African Partnerships for Patient safety

African Partnerships for Patient Safety (APPS), in collaboration with WHO's Regional Office for Africa, held its implementation workshop for the first wave hospital partnerships in Kampala, Uganda from 20 – 23 October 2009.

Six partnership teams from each of the African, Swiss and English arms of the programme attended the workshop to develop plans for implementation over the next two years. Participants had the opportunity to develop and refine their two-year plans and to gain technical support in key areas including infection control, community engagement and communications.

The official launch took place on the final day of the workshop. Keynote addresses were given by representatives from the Ugandan Ministry of Health, and the WHO Country Office and from the National Patient Safety Agency in England and Wales. The launch included a ceremonial exchange of partnership plans between the African hospital teams and their European partners. In 2010, APPS will channel its efforts into delivering on the project plans developed by each partnership to improve patient safety.

'...I am leaving as a changed person...the workshop was very timely for my community and country. People have lost their sense of safety under the pretext of poverty. Hand washing does not need much...' **Magdalene Wando. Community Representative. Cameroon**

For more information www.who.int/patientsafety/implementation/apps



PFPS Champion Activities



Medical Education in Patient Safety

Jorge Martínez, PFPS Champion, Argentina

On October 20-23 the XVIII Pan-American Congress of Schools of Medicine was held in Argentina. PFPS Champion, Prof. Dr. Jorge César Martínez, was invited to speak about patient safety.

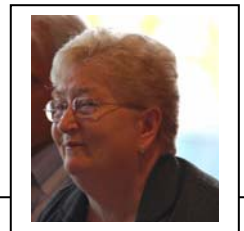
Prof. Martínez started his lecture by describing the history of PFPS since the creation of the London Declaration with its defined mission and goals. He emphasized some of the initiatives WHO Patient Safety has developed.

Dr. Martínez went on to present the Pedagogic Strategy he is introducing in his School of Medicine to teach Safety with the support of the Dean Dr. Eduardo Albanese and the authorities of the Academic Council of Salvador University in Buenos Aires. They have been selected as one of the ten Pilot Sites around the world to evaluate the Implementation of WHO Patient Safety Curriculum Guide for medical students. Topics include improving medication safety, minimizing infection, understanding and learning from errors and engaging with patients and carers.

It was the first time this important issue was presented as a Pedagogic Project to involve official teaching and learning commitment to be performed when the students enter the School of Medicine with continuous reinforcement until they leave.

It has been planned to stay in touch with students for 10 years after they leave the University in order to become acquainted with their experience on promotion of safe care in the different environments they work.

For more information email jormar@intramed.net or go to www.who.int/patientsafety/activities/technical



ISQua

Margaret Murphy, PFPS Champion and steering group member was invited to run a session at this year's ISQua (International Society for Quality in Healthcare) Conference, held in Dublin in October. This year's theme for the conference was Designing for Quality, and Margaret's session was titled the Positive Patient Experience, using champions experiences to highlight global examples of patient / healthcare system partnerships to improve quality and safety.

For more information email Margaret at margaretmurphyireland@gmail.com

Other News



Workshop on Patient Centred Healthcare in Latin America

In Argentina, October 12-14, the International Alliance of Patients' Organizations (IAPO) together with four regional supporting organizations, held a workshop for 27 patient groups from 11 Latin American countries. The aim of the workshop was to support groups to promote patient-centred healthcare in the region, exploring the ways patient groups can contribute to healthcare policy making, improving access to healthcare services and treatment.

Non-communicable diseases such as cancer, diabetes and heart disease, are exerting an increasing burden on healthcare systems throughout the region. In order to cope, health systems need to develop so that they are able to address the ongoing needs of patients. IAPO believes this can only happen with the meaningful engagement of patient representatives in the development of healthcare policies at all levels.

Following the workshop, the patient groups met with Argentine Ministry of Health officials, the national nursing association and healthcare stakeholders to discuss practical strategies for strengthening healthcare systems in the region. As a result of the workshop, the patient groups are developing strategies to overcome their shared challenges.



"...The workshop has given us the opportunity to share knowledge and resources which will greatly help us to be more effective in the work we do and best serve the patients we represent..." Blanca Mesistrano, *Asociacion Civil FibroAmerica*

IAPO is positive about taking forward work with these groups and maximising the potential they have together to effectively advocate for improved access to healthcare in Latin America

For more information email Jeremiah Mwangi, jeremiah@patientsorganizations.org or go to IAPO's website www.patientsorganizations.org

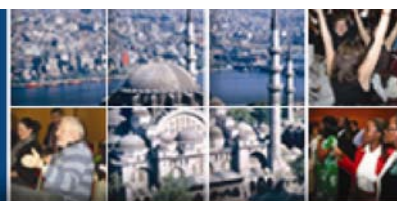


4th Global Patients Congress

Strengthening Healthcare Systems Globally:
The Value of Patient Engagement

23-25 February 2010 • Hyatt Regency, Istanbul, Turkey

www.patientsorganizations.org/congress



The 4th Global Patients Congress, Strengthening Healthcare Systems Globally: The Value of Patient Engagement, provides a unique opportunity for patient organizations, across diseases and across borders, to come together and participate in an exciting agenda. This event will help to foster global networks, develop practical skills, and enable engagement and understanding of key policy issues affecting patients in the international arena.

For more information on the Global Patients Congress please visit:

www.patientsorganizations.org/congress

Next time...

If you have any news to share for the next newsletter please send contributions through to Anna, at leea@who.int before 25 January 2010.