



Patients for Patient Safety News March 2010

Welcome to the 20th edition of PFPS News, which features articles from PFPS Champions around the world, information on next week's Patient Safety Awareness Week and a call for applications to this year's ISQua Scholarships.

PFPS Meeting, Geneva

A PFPS strategic meeting held on 26 - 27 January 2010, in Geneva, was attended by the PFPS steering group, 11 PFPS Champions and a number of others including secretariat staff.



The main purpose of the meeting was to give participants an opportunity to share experiences, including the challenges and their regional priorities, and to have open discussion on future strategies for PFPS. Participants also discussed preliminary findings of the recent Impact Analysis, and heard presentations on some of the latest Patient Safety Programme initiatives and specifically on how PFPS could become more involved in these areas.

In the welcoming speech Susan Sheridan, PFPS Expert Lead, shared with the group that since the first PFPS workshop in November 2005 in which 19 participants produced the London Declaration, there had been 15 workshops in 11 countries involving over 600 individuals and thousands had been touched through the various networks.

The Patient Safety Programme (PSP) Coordinator, Ed Kelley, provided an overview of the way PSP has evolved organically since the original World Health Assembly resolution in 2002 to improve quality of care, is currently going through a restructuring process, and so outcomes from the meeting can help to inform that process.

The presentations from the regions highlighted the variety of champion activity, including training courses, journal articles, media campaigns, expanding patients' organizations and developing patient information materials. Common challenges included a lack of support available from PFPS, low level of political commitment and understanding of patient safety in many countries, capacity of healthcare systems and funding, but differences between countries were recognised and participants expressed the need for regional strategies that integrate with WHO objectives as well as a programme wide plan. Awareness raising, patient education, networking and information exchange and creating partnerships were the main priorities, with many specifically interested in research, incident reporting and further promoting the global challenges.

Preliminary findings from the impact analysis mirrored the level of champion activity expressed by the meeting participants. Many called for increased opportunities for interaction with other champions and involvement with the other PSP programme areas, along with the need for practical tools and more support from PFPS to help their advocacy work.

The presentations from PSP programme leads highlighted opportunities for champion involvement, specifically in the save lives clean hands campaign, APPS in AFRO, reporting and learning programme and also the opportunity of an introduction for champions to their WHO regional and country offices. There was also interest in the research and safe surgery programmes and PFPS will look further at potential involvement in these areas.

The discussions and suggestions from the regional presentations, along with findings from the impact analysis and opportunities from other PSP initiatives will all feed into the creation of a strategic plan and operational priorities for PFPS.

For more information email Anna Lee at leea@who.int

Look inside:

- 2010 ISQua Scholarships
- Patient Safety in Saudi Arabia

PFPS Champion Activities



Patient Rights in Albania and Macedonia

Jolanta Bilinska, PFPS Champion, Poland

Albania

At a patient safety meeting in Tirana in December 2009, participants presented their achievements in patients' rights in their countries. They also made a resolute action plan for the future. Participants were from Albania, Macedonia, Serbia, Poland, Bulgaria, Lithuania and Croatia.

The main points were that health is a right, therefore it should originate from people. It deserves serious attention by policy makers and active civil society to develop policies and establish working plans now and for the future. Patient's rights are becoming a concern of increased importance by EU institutions and stakeholders, especially in relation to the New Directive on Patients Rights and cross-border care presented on July 2008.

The Active Citizenship Network (ACN) established a European Charter of Patients' Rights, which includes the following 14 rights: the right to preventive measures, access care, information, consent, free choice, privacy and confidentiality, respect of patient's time, observance of quality standards, safety, innovation, avoidance of unnecessary suffering and pain, personalized treatment, to complain, to receive compensation. All these rights are fundamental in relation to European citizens and healthcare services.

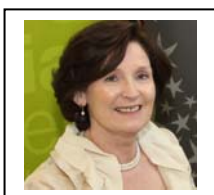
Macedonia

21 participants from 18 countries from Eastern European and Asian countries were involved in a meeting in Skopje in November. The meeting was divided in two parts, the first part including a presentation on the patient safety situation in each country and the second one was work in groups for setting the priorities and realistic actions by region that could be taken toward those priorities.

To start the process the following priorities and challenges of patients' involvement in the health policy process were identified; continuation of patient voice representation in Health Council, establishing two-way communications, health prevention educational programs, organizing workshops to prepare media on the issues of raising awareness about patients' issues and to empower NGOs to speak up to health authorities.



If you have any questions please email jolanta at j.bilinska@nfz-lodz.pl



Update from Champion in Ireland

Mary Vasseghi, PFPS Champion, Ireland

Since September 2007 when I became a PFPS Champion I have been busy. At that time I was undertaking my MBA to obtain the necessary skills to effect change in the cardiac and patient safety fields, I completed this extensive course in summer 2009. This corresponded with my winning a prestigious Social Entrepreneur award for my work in combating Sudden Cardiac Arrest and death in the young (approximately 2 people under 35 years old die from this every week in Ireland, and similar numbers exist worldwide).

The award will provide support for two years while I continue my efforts to make Ireland heart safe, save the lives of our youth by promoting cardiac screenings, CPR and AED placement. I also chair the Sudden Cardiac Death council, which works in partnership with healthcare professionals, the public and organisations. However, my work is not limited to the cardiac field; I am attempting to effect change in the community care of our elderly population, sitting on a working group advising the Department of Health and Children on the development of adverse event reporting and on the ISQSH council influencing quality and safety in the healthcare system. In addition to our common goals, I see my role as a patient safety advocate extending outside the hospital where so much remains to be done.

For more information email Mary maryvasseghi@gmail.com

More PFPS Champion News



New Association in Israel

Sara Yaron & Yael Applbaum,
PFPS Champions, Israel

Since we returned from Dublin, we have spent a lot of energy to implement the ideas and insights obtained there. After two years of hard work, we have established an association for safety in health care.

The association was established by physicians, patients and health care policy makers. The association has set a goal of partnership between the three parties for better safety of medical care.

The Association is preparing its first conference to be held in spring 2010, which will include presentations and workshops.

For more information email aron-i@bezeqint.net
or yael.applbaum@moh.health.gov.il



Three PFPS Champions at Arezzo

Silvana Simi & Rebecca O'Malley, PFPS Champions,
Italy and Ireland

The 4^o Forum Risk Management in Healthcare, held in Arezzo, Italy, 24-27 November 2009, was co-ordinated by the Health and Social Policy Ministry, the National Health Institute, the National Agency for Regional Healthcare Services and the Italian Regions. These Institutions share the responsibility of making patient safety the main healthcare strategic goal over the next few years.

This year's conference could be considered a natural progression of the previous three conferences, in trying to report, discuss, synthesize and summarise all the initiatives aimed at reducing medical errors and malpractice.

The title of this year's conference was "The Patient at the Centre" and the emphasis was on greater patient responsibility and involvement in order to achieve improved outcomes, better quality of life, and reduction of errors.

The Tuscany Region Healthcare Administrators are quite committed to the involvement of lay people in healthcare so, together with Silvana Simi, an Italian PFPS Champion, they organised the 26th November session "The Importance of the Patient".

Silvana was able to arrange for Rebecca O'Malley, PFPS Champion from Ireland, to be invited to deliver one of the two opening lectures of the 4-day conference, "The Patient as a Catalyst for Change". In this presentation Rebecca shared her own story of breast cancer misdiagnosis, how she was let down by the Irish health system and what she has been doing to help change attitudes and practices in the Irish healthcare system. This included sharing her experience of being invited onto a small Health Service Executive working party of about 10 people whose task is to standardise the HSE's investigation process following an incident or complaint. Rebecca also delivered another presentation entitled "The Patient's role in reducing medical errors".



The session "The Importance of the Patient" focused on the role of the patient/citizen. Talks were given by R. Tartaglia and S. Albolino from the Tuscany Risk Management and Patient Safety Centre on healthcare quality and safety; M.P. Costantini on patient's rights; P. Mosconi (Mario Negri Institute, Milan) on the results of a research on the involvement of Italian patients and organizations in healthcare; Silvana Simi and Lucio Patoia (another Italian PFPS Champion) on patients and research and the pivotal role of WHO patient safety actions to promote patient participation and empowerment.

For more information email silvana at s.simi@ifc.cnr.it
or Rebecca theomalley@eircom.net

My Medicine List Campaign in Washington State

Chelsea McCall Coblentz, Patients for Patient Safety Champion, United States

In Washington State, USA, a campaign titled My Medicine List, has been launched to build public awareness of the need for patients to take an active role in managing their medications. Our goal is for every person to maintain an up-to-date list of every medication they are using and to share it with their health care provider during each visit. The campaign is sponsored by the Washington Patient Safety Coalition, which is a program of The Foundation for Health Care Quality. The planning committee is made up of dedicated volunteers from Washington's many organizations and associations.

We have launched a website that is filled with useful information and documents, www.MyMedicineList.org. On the welcome page visitors are greeted with a picture of Dr. Maxine Hayes, Washington State Health Officer and spokesman for the initiative. She tells visitors to "Help your health care providers help you! Always carry a list of all the medications you take - and share it with your health care team at every visit." Visitors can click links to see helpful information including samples of what a medicine may be. They can also download sample medicine lists. We have also made resources available for health professionals, including a provider toolkit, media links and related publications.

The work of this team continues. We are busy working to improve our initiative so that it reaches as many individuals as possible. Our recent undertakings include translating our website into multiple languages and expanding advertisement through our communities. We hope to launch these activities to the public in the near future.

For more information email Miriam Marcus-Smith, Program Director, Washington Patient Safety Coalition msmith@qualityhealth.org and visit www.wapatientssafety.org. For information on the Foundation for Health Care Quality visit www.qualityhealth.org.

Other Patient Safety News

Patient Safety: Challenges, Opportunities and Future in Saudi Arabia

Saeed Al Qahtani, Head, Planning Department and Quality Management Consultant
King Fahad Specialist Hospital, Saudi Arabia

Patient safety is of paramount importance in any healthcare service. Therefore, implementation of patient safety culture for the purpose of preventing and / or reducing medical errors needs to be a priority in any strategic plan of a healthcare system. The Ministry of Health of Saudi Arabia supports the patient safety concept through:

1. Patient Safety Committees
2. Educational sessions and workshops
3. Creating a position of Patient Safety Officer in all hospitals.

Saudi healthcare organizations are committed to promote Patient Safety Culture through education of staff, patients' and families about their rights and responsibilities. Indeed, there are several other important considerations

like Top Management Commitment; establishment of bed management department and patient rights department; and making accreditation of hospitals a regulatory requirement. The following are the most important challenges faced while implementing these actions:

1. Staffing competency levels
2. Lack of dependable statistics
3. Closed Healthcare system with high resistance to change
4. Lack of quality infrastructure
5. Poor or absent incident reporting system

On the other hand, some hospitals support the patient safety approach through compliance with International Patient Safety Goals and put patient safety as a regular item in each relevant meeting as well as in their

strategic planning. Others need more resources for adequate staffing, effective health information system and improved documentation system.

A major initiative is underway for establishing patient safety departments in ministry of health facilities. It is also under consideration of the higher authorities to create scholarships for risk management in order to support selected scholars for studying abroad in the related fields. Thus, patient safety is one of the top priorities in the strategic plan of the Ministry of Health of Saudi Arabia for the next 5 years.

For more information email Saeed1994@hotmail.com

Announcements!



ISQua Conference Scholarships - Call for applications

The International Society for Quality in Health Care (ISQua), in collaboration with the World Health Organization (WHO) is offering applicants from developing countries or countries with economies in transition, scholarship places to attend the ISQua 2010 International Conference, which will take place in Paris, France, between 10 - 13 October 2010.

The scholarships aim to identify and support up and coming 'leaders', who would benefit from the exposure and opportunity to establish useful networks. Priority will be given to professionals who are relatively junior in their career and whose organizations are considered least able to afford such an opportunity. The scholarships do not target senior country officials working for well recognized institutions. These scholarships are also available to those involved with Patients for Patient Safety.

The scholarship covers:

- registration for the main conference programme (3 days of conference with lunches).

The Scholarship **DOES NOT COVER**

- expenses for travel, accommodation and additional meals
- registration fees for additional programmes or activities

To **apply** for a scholarship:

- Complete an application using the form provided.
- Attach your CV - not more than 2 pages
- Attach a support letter from your organization or other organizations, stating that they are prepared to support you with travel and accommodation. The letter should indicate how it would be beneficial to the organization for you to attend the Conference.

Applications close 15 April 2010

Download the application form:
www.who.int/patientsafety/research

For more information go to www.isqua.org or email Pat j Martin: martinp@who.int and Triona Fortune at tfortune@isqua.org



Patient Safety Awareness Week

The National Patient Safety Foundation (NPSF) will kick off Patient Safety Awareness Week on **March 7, 2010**, in a concerted effort to raise awareness of patient safety initiatives, improve the quality of health care, and strengthen alliances between patients, families and their healthcare providers.

Throughout the week of March 7-13th, participating hospitals and healthcare systems will plan events to promote patient safety within their own organizations. Activities will focus on educating patients on how to become more involved in their own health care and events will foster partnerships between healthcare providers and their patient community.

In its eighth year, Patient Safety Awareness Week is sponsored by NPSF and celebrated by healthcare organizations around the world.

The 2010 theme – **Let's Talk! Healthy Conversations for Safer Healthcare** – focuses on communication. Healthy communication between provider, patient and families helps assure treatment adherence and reduces unnecessary care. Participating hospitals will engage their staff, patients and community with activities and events that emphasize the critical need for communication for a safe healthcare system.

“Clear and open communication between patients and their healthcare providers is fundamental to effective patient engagement, a key to safe care,” said Diane C. Pinakiewicz, president of the National Patient Safety Foundation.

We invite you to visit the Patient Safety Awareness Week Store at www.psawstore.com to purchase buttons, posters and other materials to build patient safety awareness within your organizations and respective communities.

For more information please visit www.npsf.org or contact Claire Meyers at cmeyers@npsf.org

WHO Patient Safety

WHO **SAVE LIVES: Clean Your Hands** - 5 May 2010

We have now started an intense, dedicated campaign in the lead up to 5 May 2010. We hope to increase global registrations to 10 000 by May 2010, and are very grateful for your support in achieving this milestone.

"On 5 May 2010, the World Health Organization (WHO) in their SAVE LIVES: Clean Your Hands annual initiative activities, will again issue a global call to action inviting health-care workers, facilities and organisations throughout the world to actively campaign for improved hand hygiene at the point of care to reduce health care-associated infections and to demonstrate their commitment to this priority global movement.."

Analysis of current registration numbers shows that some countries have made tremendous progress and in other areas we still have a long way to go. You are able to view the numbers by country and region at www.who.int/gpsc/5may/registration_update. We need to achieve another 4000 registrations by May 2010, which means we still have a long way to go to keep this global movement high on the agenda of countries and health-care facilities for the sake of patient safety.

How health-care facilities can register for **SAVE LIVES: Clean Your Hands** - 5 May 2010

There is a simple online registration process www.who.int/gpsc/5may/register or, if health-care facilities have difficulty accessing the internet, they can register by post. Block registrations can also be done by one focal point in a country or region using the spreadsheet on the web pages. All facilities registering will receive a commendation letter from Professor Didier Pittet.

How you can help

- **WHO fliers that can be used at events** are available on request and we would be grateful if you could use these when you can
- **disseminate information about our free infection control webinar series** including the lecture on 5 May by Professor Pittet - information is available on our web pages
- **spread the word through newsletters, etc** whenever you can - a short call to action message that can be used is attached to this email
- **include slides on **SAVE LIVES: Clean Your Hands** - 5 May 2010 in presentations** you may be giving - template slides to overview the SAVE LIVES initiative can be made available on request
- **add the 5 May 2010 signature to your email** (see signature message at top of this article)
- **encourage health-care facilities to share their 5 May 2010 plans with us** by emailing savelives@who.int

WHO support

- **an advocacy briefing kit** which is already available on our web pages
- **an 'invitation to participate'** which can be used in journals, newsletters, health magazines, as posters... - this is now available on the web pages
- **further SAVE LIVES messages for you to adapt/send** on to others - these come in the form of the monthly SAVE LIVES newsletter but additional wording can be provided on request - as we are sure you will appreciate it is important to ensure consistency with messaging. All previous monthly SAVE LIVES newsletters are available on the web pages
- **information on WHO activities for 5 May 2010** - again available on the web pages.

For more information go to www.who.int/gpsc/5may or email savelives@who.int

Next time...

In the next newsletter read feedback from IAPO's Global Patient' Congress in Istanbul, and hear from champions on their latest activities around the world.

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