



**Patient Safety**  
Global Ministerial Summit 2018



**World Health Organization**

## PFPS News

### Special Edition 2018

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**Stay up-to date on  
the PFPS  
Programme, tools,  
resources and the  
activities of patient  
advocates.**

# Welcome!

*Helen Haskell*



Happy holidays from WHO Patients for Patient Safety! The December 2018 Patients for Patient Safety (PFPS) newsletter shows that we have much to be thankful for as we head into 2019. This edition of the newsletter documents both the increasing attention being paid to the cause of patient safety and the growing activity of our patient champions worldwide.

From the WHO Patient Safety and Risk Management Unit in Geneva we have reports on meetings and initiatives that have helped move patient safety forward at the global scale. These include the third Global Ministerial Summit on Patient Safety in Tokyo, the 2018 World Health Assembly side event “Global Action on Patient Safety for Achieving Effective UHC”, the Global Patient Safety Challenge “Medication Without Harm”, the international young doctors’ conference “Patient Safety for a New Medical Generation”, and multiple meetings related to safety in medical radiation. All these initiatives had active participation from PFPS champions or other patient representatives. In radiation safety alone, PFPS champions participated in meetings in Europe, North Africa and Australia. At the Ministerial Summit, where Ugandan champion Robinah Kaitiritimba delivered remarks on patient engagement, ministers work collaboratively with patients and families who have been affected by harm, international organizations, and other key stakeholders to increase visibility and works towards global action on patient safety, including the establishment of an annual World Patient Safety Day to be celebrated on 17 September each year. The World Health Assembly side event also resulted in high-level political commitment to patient safety and universal health coverage.

PFPS champions have also been busy elsewhere. In Miami, champions from four countries organized a PFPS side event at the International Alliance of Patients’ Organizations Global Congress. In Costa Rica, the tireless Pan-American Network collaborated with the Costa Rican Bar and the San José College of Physicians and Surgeons to hold a three-day conference with more than 40 speakers, including the Costa Rican Minister of Health and patient champions from across the Region. PFPS Canada created a guide for patient engagement with government, and celebrated Canadian Patient Safety Week by discussing medication safety with 30 elected officials. In Denmark, the Danish Patient Ambassadors developed recommendations for safer patient records from the patient’s point of view. In other countries, champions wrote white papers (Argentina) and gave talks in national and international venues (Mexico, Malaysia, and Egypt).

Overall, the events of the past year suggest an encouraging trend, not just towards increasing awareness of patient safety, but towards awareness that patient safety solutions are an integral part of other overarching concepts like patient engagement and universal health coverage. Our wish for 2019 is that you all have a happy and productive new year, and that patient safety continues on its path to gaining ever broader acceptance and understanding throughout the world.

## SPRING SEASON

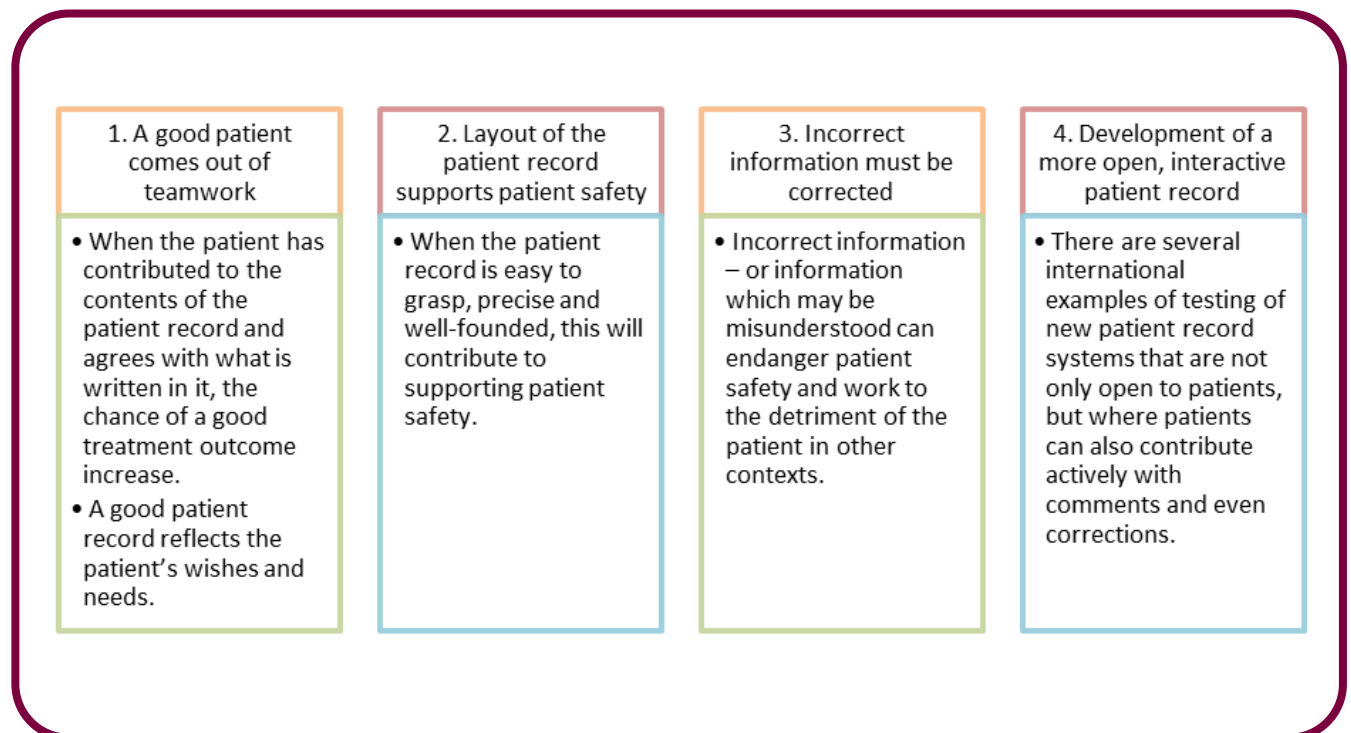
### Denmark - WHO European Region

**Safer patient records: Recommendations from Danish “Patient Ambassadors” to health care professionals, to patients and their families, and to health care managers**

*Charlotte Frensdved*

The Patient Ambassadors from Denmark have developed some important recommendations for “safer patient records” based on the output of a seminar – “Patient records, a healthcare working tool” – which was held in spring 2018. The seminar agreed that the framework regarding the patient interview is essential for a safe patient record. In addition, it is fundamental to have the conversations in a safe and secure setting, including a suitable physical setting, and that mutual respect is displayed in the conversation. The outcome of the conversation will be best if both parties are well prepared.

Furthermore, the health care professionals are responsible for ensuring that the patient record is adequate and accurate. However, patients themselves and their family members or caregivers play a crucial role in ensuring that the patient record is accurate. For example, as a patient or family member of a patient you may find inspiration in the material entitled: “Thanks for asking”, which can be found at <https://godtduspoer.dk/> (in Danish). These recommendations denote the Patient Ambassadors thoughts on how health care professionals, health care managers, patients and caregivers can contribute to a safer patient record.



*\*Danish Patient Ambassadors are a network of patients and/or family members who have experienced detrimental treatment in health care. The network was established in the spring of 2007 and forms part of the international Patients for Patient Safety Global Network under the auspices of WHO.*

For more information, please visit: <https://patientsikkerhed.dk/safer-patient-records-new-recommendations-from-danish-patient-ambassadors/>

## Contribution from Uganda - WHO African Region

### 3<sup>rd</sup> Global Ministerial Summit on Patient Safety, Tokyo, Japan

*Robinah Kaitiritimba*

The third Global Ministerial summit on Patient Safety was hosted by the Japanese Government on 13-14 April 2018 in Tokyo. The meeting brought together experts on patient safety, policymakers and many health professionals. Robinah was nominated by the World Health Organization to be one of the representatives of the low-and middle-income countries component. The focus of the meeting was on patient safety and the promotion of patient safety through universal health coverage (UHC). There was a rich global experience on governance, policy, training for health professionals and inter-sectoral as well as inter-professional linkages.

#### Governance

Governments were called upon to ensure that leadership is built broadly within governments, but also at the level of ministries of health and the health care delivery service point. Individuals and teams that provide leadership should have the skills, empathy, understanding and appreciation of patient safety to ensure those structures and resources that will support the roll-out of UHC putting patients at the centre of care. Ms Chris Power from Canada made a moving presentation that demonstrated the gains that leadership can deliver through Chief Executive Officers and leaders even with minimal resources.

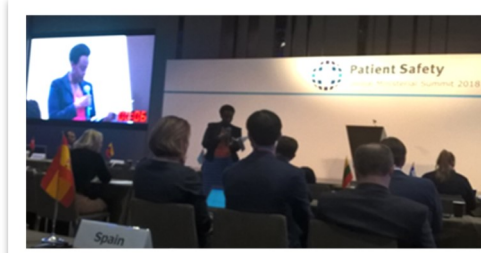
#### Policy

Dr Mike Durkin gave examples from the UK regarding policy that promotes values, ethics and leadership at every level. The plenary discussion focused on the need to consistently review policies and ensure patient engagement in the review of health and related policies. Dr Tommaso Bellandi made a presentation on human factors and communication for safe and quality care. Communication was discussed as a critical need at all levels of planning and delivery of care which therefore emphasizes the need to ensure the existence of policies on communication and consistent review on human factors.

The final remarks which were presented by Robinah on behalf of PFPS, urged the meeting delegates to ensure the development of policies and interventions to empower patients to engage with health care professionals ensuring that their voices are not only heard but are integrated in all efforts for improving quality and safety. Dr Neelam Dhingra was very supportive of patient engagement and highlighted that WHO has championed in providing evidence on the need to address patient safety by developing guidelines and standards for patient safety. She also emphasized the working relationship between WHO and IAPO that has empowered and supported patients and patient organizations.



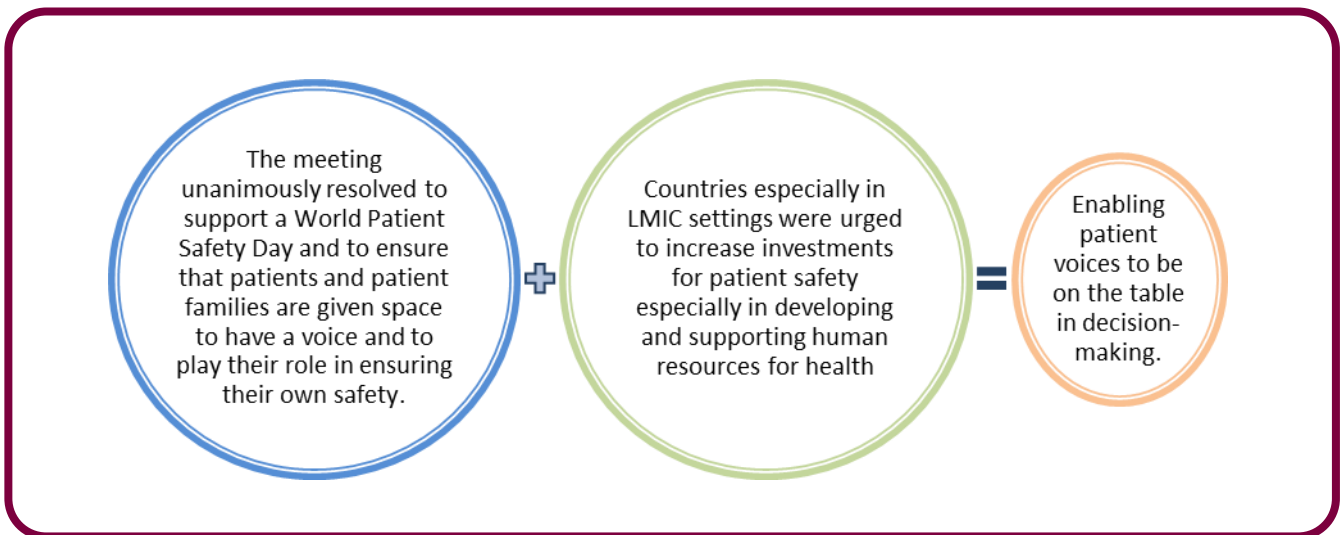
Participants of the event



*Robinah Kaitiritimba*

## Training

Dr Neelam Dhingra made the case for building leadership capacity and ensuring a competent health workforce. It was interesting to note that even in the middle-and higher-income settings, challenges for safe and quality care abound. This was underscored by the presentation from the WHO Envoy for Patient Safety, Sir Liam Donaldson. He had a moving presentation on patient stories in the UK which had fatal results due to medication errors. It was clear that the voices of patients is often a missed opportunity and their families have the potential to improve care and promote patient safety but also make health care a worthwhile experience for both patients and health care providers.



More information about the 3rd Global Ministerial Summit on Patient Safety is available at [https://www.who.int/patientsafety/policies/ministerial\\_summit\\_18/en/](https://www.who.int/patientsafety/policies/ministerial_summit_18/en/).

## Mexico - WHO Region of the Americas

### First Nursing Congress in Patient Safety

*Evangelina Vazquez Curiel*



*Evangelina Vazquez Curiel*

Evangelina participated in the First Congress of Nursing in Patient Safety organized at San Cristóbal de las Casas, Mexico on 12 May 2018. The two significant objectives of the congress were to provide trainings for nursing staff regarding patient safety and to raise funds for shelter for families of hospitalized patients. This was an amazing opportunity for Evangelina to contribute to the raising of funds for patients and families, as well as to reflect on the organization of a health literacy programme in the Region.

## Australia - WHO Western Pacific Region

5<sup>th</sup> Asian and Oceanic IRPA Regional Conference on Radiation Protection, Melbourne, Australia

**Helen Fernando**

It was a privilege for Helen Fernando, a PFPS champion from Australia, to attend the 5<sup>th</sup> Asian and Oceanic IRPA Regional Conference on Radiation Protection which took place in Melbourne on 20-23 May 2018. Helen had been invited to deliver presentations for two sessions. The first one was the Plenary Session on Radiation Protection in Medicine along with other representatives of the participating organizations: IRPA, OMP IOMP (International Organization for Medical Physics), WHO, IAEA (International Atomic Energy Agency), UNSCEAR (United Nations Scientific Committee on the Effects of Atomic Radiation), ICRP (International Commission on Radiological Protection). She briefly outlined PFPS Champion involvement in Radiation Protection in Medicine (RPM) in light of the outcomes of the International Conference on RPM held in Vienna in December 2017, and taking into account lessons learnt in five years of implementation of the Bonn Call for Action.

The key achievements on PFPS are that consumers are involved as partners – be it as PFPS Champions with a link back to other champion colleagues and the PFPS Secretariat at WHO, attending and speaking at conferences and workshops, providing input into the development of standards, guidelines, articles and educational documents or be it as patients and carers, providing a community voice as current or past users of a service. The challenge remains to ensure that a patient safety culture is recognized and valued, that the involvement of the consumer is recognized as vital and put in place at all levels both within and across radiation protection in medicine, be this from the local consumer or someone recognized as a Champion under the auspices of PFPS.

The challenge may be addressed by engaging with PFPS Champions to provide leadership and assistance in bringing together other consumers as we work to improve the low level of patient understanding, find an effective method to communicate risks and benefits of different types of imaging, develop a consumer-controlled and held record of imaging types and dosages and ensure the vital trust triad of patient, imaging technician, and doctor both requesting and reporting, working to improve health literacy and shared decision-making.

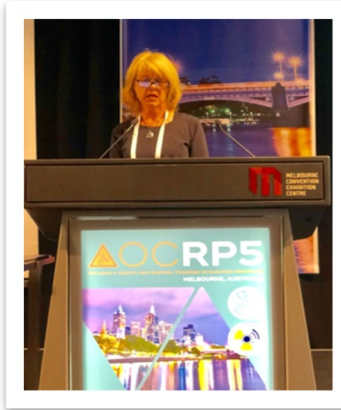
The second session Helen spoke at was the IRPA-IOMP-WHO-IAEA Joint Session on “Safety Culture in Health Care” on 23 May 2018. She discussed the “Patient Safety Culture Survey” performed as part of a patient satisfaction survey of 4785 adult patients who received at least one night of care in the South Australian public hospital between April and July 2008.



*Panelists of the Plenary Session on Radiation Protection in Medicine (22 May 2018)*



*Helen Fernando delivering her presentation (23 May 2018)*



Helen Fernando, during a joint WHO IRPA IOMP IAEA session on Radiation Safety Culture in Health Care

This survey used unique approaches; in setting up the survey by allocating both patients and staff their own set of survey questions and by having consumers work in partnership to develop the patients' set of survey questions. The safety culture questions embedded in the patient satisfaction survey were grouped into nine themes and while some years have passed, those themes remain very relevant to radiation protection in medicine and efforts to create and maintain a patient safety culture. Achieving a patient safety culture in imaging combines three things, explained Helen – active commitment to patient safety, patient-centred care and patient-responsive care. “These three things we ask for as patients and families, as consumers and users of imaging services to be provided by those who are involved in using radiation in medicine”. The consumer's voice was well received at both sessions. She also stated that having had the opportunity to hear what her fellow speakers have achieved to date in building policy and frameworks and contributing much to their professions, she concluded that it was time to hear from the front line - from patients and families and from front line workers. It is only from hearing about experiences from those both receiving and providing imaging services that we may learn what goes well and where the challenges and gaps are to maximise what needs to be done to build a strong safety culture.

For more information about this conference, please visit <https://www.iaea.org/events/5th-asian-and-oceanic-irpa-regional-congress-on-radiation-protection>.

## WHO headquarters

### WHA side event “Global action on patient safety for achieving effective UHC”

#### *WHO Patient Safety and Risk Management Unit*



A WHA side event “Global action on patient safety for achieving effective UHC” was organized by Germany, Japan, Saudi Arabia, the UK and the WHO Secretariat in co-sponsorship with China, the Czech Republic, Denmark, Italy, Kenya, Luxembourg, Malta, Norway, Oman, Poland, South Africa, Sri Lanka and Switzerland, on 22 May 2018 at the Palais des Nations, Geneva, with the aim of emphasizing the urgent need to improve patient safety for the achievement of effective UHC; and to review the scope and magnitude of the challenges of

patient safety globally. The Patient Safety and Risk Management Unit supported the organization of this event by creating a platform for discussion to learn from countries' experiences, strengthen capabilities through international collaboration and learning; and explore policy options and priorities for patient safety and efficiency of health care systems while advancing towards UHC.

A panel composed of ministers of health and high-level officials from nine countries, while sharing their country experiences, recognized patient safety as a fundamental requirement of all service delivery systems, essential for achieving UHC and its impact in reducing costs and improving efficiency. The panellists highlighted that concerted action was required by countries in implementing the WHO Global Patient Safety Challenge: Medication Without Harm to address significant patient harm due to medication errors and unsafe medication practices. Stronger political momentum and international collaboration for the global patient safety movement were evident through the endorsement of World Patient Safety Day on 17 September as an annual event; commitment to organizing the annual ministerial summits building on to the success of the UK, Germany and Japan Summits since 2016, and future summits to be organized by Saudi Arabia (2019) and Switzerland (2020); and an urgent call for “Global Action on Patient Safety”.

Please visit [http://www.who.int/patientsafety/WHA\\_patient-safety\\_concept-note.pdf?ua=1](http://www.who.int/patientsafety/WHA_patient-safety_concept-note.pdf?ua=1) for further information regarding this WHA side event.

## Contribution from PFPS Global Network members

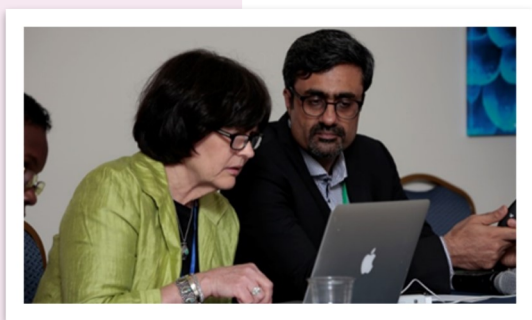
**WHO Patients for Patient Safety side event at the 8th Global Patients Congress, Miami, United States of America**

*Helen Haskell & Hussain Jafri*

WHO Patients for Patient Safety (PFPS), in collaboration with the International Alliance of Patients' Organizations (IAPO) organized a side event at the 8th Global Patients Congress held from 24-26 May 2018 in Miami, USA. IAPO is an NGO in official relations with WHO and is a unique global alliance representing patients of all nations across all diseases with a mission to help build patient-centred health care worldwide. The Global Patients Congress is IAPO's flagship event bringing together patient advocates with a variety of high-level health care stakeholders to discuss important issues for patients worldwide.

This side event aimed to introduce the World Health Organization's Patients for Patient Safety Programme to the patient advocates and IAPO membership present, as well as share PFPS Champions country-specific experience in advocating for patient safety. The side event was led by PFPS Advisory Group members and champions, who introduced the WHO Patient Safety and Risk Management Unit, presented its achievements and progress in bringing about a change in patient safety globally. The event started with overview of PFPS by Hussain Jafri from Pakistan, vice chair PFPS Advisory Group and IAPO Board member. This presentation gave an introduction to the concept of patient safety as an issue focusing on the platforms, approaches and mechanisms available for advocacy purposes aimed at improving patient safety through PFPS.

Helen Haskell from US, co-chair PFPS Advisory Group and Mothers Against Medical Error founder presented on the WHO Global Challenge on Medication Safety. This presentation focused on the WHO's response towards patient safety, highlighting the key action points put in place as an effort to reduce medication-related errors. This was followed by another presentation by Hussain Jafri on his experience as a PFPS Champion in Pakistan, a developing country, and highlighted the progress and Patients Safety Initiatives currently in place in the country. Regina Namata Kamoga, PFPS Advisory Group member and Director of Community Health and Information Network (CHAIN), Uganda provided country-specific examples of patients in action with a focus on the patient safety situation in Uganda. Regina highlighted the efforts being made by CHAIN in addressing issues around patient safety, emphasizing the need for everyone's participation in ensuring that patients are not harmed due to medication errors.



*Helen Haskell and Hussain Jafri*



*From left : Jolanta Bilisnka, Regina N. Kamoga, Helen Haskell, Hussain Jafri*





*Hussain Jafri, outlining the overview of PFPS during the congress*

The final presentation was by Jolanta Bilinska, PFPS Champion from Poland and chair of IAPO. Jolanta presented on advocating for patient safety - achievements, challenges, caveats. She focused on pursuing patient engagement at the institutional level, highlighting the importance of having PFPS champions as an opportunity to drive and inspire policy change by sitting at the same table with key stakeholders and by trying to speak a common language.

The presentations were followed by a Q&A session with very active participation from those presents. The participants appreciated the introduction to WHO Patients for Patients Safety Programme and patient safety initiatives taken at the global and country level by the

WHO and PFPS champions. They emphasized the need to have more awareness on PFPS and also the opportunity for patients all over the world to become part of this global patient safety initiative of WHO's.



More information about this side event at the 8th Global Patients Congress can be obtained from <https://www.iapo.org.uk/events/2018-global-patients-congress>.

## Costa Rica - Region of the Americas

### Patient Safety: A Priority in Health Systems

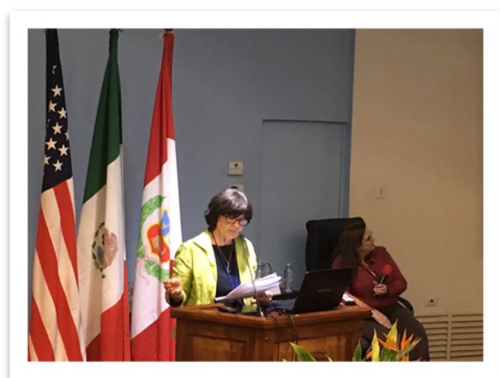
*Evangelina Vazquez Curiel & Helen Haskell*

On 28-30 May 2018, the Pan-American Network of Patients for Patient Safety, the College of Physicians and Surgeons of Costa Rica, San José, and the Bar of Costa Rica collaborated to hold a conference entitled "Patient Safety: A Priority in Health Systems". Costa Rican champion Randall Madrigal did an extraordinary work to coordinate the many players and issues and the resulting event was outstanding.

The Costa Rican Minister of Health and other senior representatives of the health system attended the conference, lending support to the promoting goal of patient safety. The presence of a representative from CONAMED (Comisión Nacional de Arbitraje Médico) Mexico implied that the patient safety is a concern held in common by both Costa Rica and Mexico. The conference was attended by 200 people where over 40 speakers addressed various aspects of patient safety, with safe medication being a central theme.



*Picture caption of the event*



*Helen Haskell*

The first day of the conference focused on general issues in patient safety. Champions Randall Madrigal and Mario Rios from Peru were among those giving an overview of the problem. On day two, Enrique Acosta Gio of the Universidad Nacional Autónoma of Mexico spoke about the university's patient safety curriculum. Champion Helen Haskell spoke on the topic of safe medication use. The voice of the affected patient gave her a special perspective on the subject. Several pharmacists also gave talks on emerging evidence and best practices in medication safety. In a roundtable discussion on patient engagement in patient safety, champions Helen Haskell, Leticia Chavez (Mexico), and Evangelina Vasquez talked about the involvement of patients in the work of patient safety.

The third day of the conference included talks on guidelines, accreditation, technology and other ways of improving safety in health care. The conference closed on the third day with accolades from all, and agreement among attendees and faculty that it had been an important step in bringing awareness of patient safety to Costa Rica.

## SUMMER SEASON

### WHO headquarters

**Expert consultation - Tools and methodologies for patient safety assessments within the context of UHC**

*WHO Patient Safety and Risk Management Unit*

The Patient Safety and Risk Management Unit in the Department of Service Delivery and Safety organized a two-day expert meeting on 25-26 July 2018 at WHO Headquarters, Geneva. There are multiple tools and resources available worldwide for undertaking patient safety assessments. These cover different elements of the system and contain different levels of detail and are intended to be applied in different settings and contexts. However, there are no globally accepted tools to perform patient safety assessments, including medication safety assessments in different settings, especially in low-and middle-income settings. Globally applicable patient safety assessment tools will not only support evidence-based policy-making at country level, but will also allow comparability of data across the world.

This expert consultation brought together international experts and key stakeholders involved in the development of patient safety assessment tools and in assessments of patient safety systems including, AHRQ (Agency for Healthcare Research and Quality), IHI (Institute of Healthcare Improvement), Harvard University, Imperial College London, Steering Committee Members of the Global Ministerial Summit on Patient Safety, WHO headquarters and WHO regional offices experts.

Please visit <http://www.who.int/patientsafety/en/> for more information about this event.

### Mexico – WHO Region of the Americas



#### **The 3<sup>rd</sup> Latin American Congress on Patient Safety**

*Evangelina Vazquez Curiel*

The 3<sup>rd</sup> Latin American Congress on Patient Safety was held on 7-8 June 2018 at the University of Chile. The conference was attended by speakers from ISQUA (International Society for Quality in Health Care), Patient Safety Institute from Brazil, health care professionals, students and patients. Evangelina was invited to deliver a speech on patient safety and the participants showed strong interest in collaborating in projects aimed at supporting patient and family engagement to improve patient safety.

On 15 June 2018, Evangelina was invited to deliver a presentation on “The patient’s perspective on patient safety” at a symposium on quality and patient safety at the National Institute of Paediatrics, in Mexico City. This event was linked to the previous talks on health literacy and allowed feedback, discussion and interest on the challenges of implementing initiatives on health literacy to support the users of the health care facilities in Mexico City.

## Contribution from United States of America - WHO Region of the Americas



*Sir Liam Donaldson*

### **Patient Safety for a New Medical Generation International Meeting, Florence, Italy**

***Susan Sheridan***

The Patient Safety for a New Medical Generation International Meeting jointly organized by the Centre for Clinical Risk Management and Patient Safety-Collaborating Centre of WHO, in collaboration with the International Ergonomics Association (IEA) as well as the University of Florence, took place in Florence, Italy, on 31 August-1 September 2018. The theme was to develop a human factors culture in young medical doctors. The meeting gathered more than 1500 ergonomics and human factor experts from more than 50 countries.

The event aimed at involving a delegation of residents from all around the world and it was a CME (Continuing Medical Education) accredited programme. Susan Sheridan, PFPS Champion from the United States was invited to deliver a talk on patient safety. The meeting was attended by Riccardo Tartaglia, Director Centre GRC Tuscany Region; Yushi Fujita, IEA President; Sir Liam Donaldson, School of public health London and WHO Envoy for Patient Safety; Neelam Dhingra, WHO Patient Safety and Risk Management Unit; Sara Albolino, WHO Collaborating Centre on Human Factors and Communication; and many other speakers from around the world.



More information regarding this meeting is available at [http://iea2018.org/?page\\_id=4373](http://iea2018.org/?page_id=4373)

## AUTUMN SEASON

### Contribution from Morocco - WHO Eastern Mediterranean Region



#### Towards Sustainability in Radiation Protection Congress, Tunisia, Tunisia

*Said El-Kharrazi*

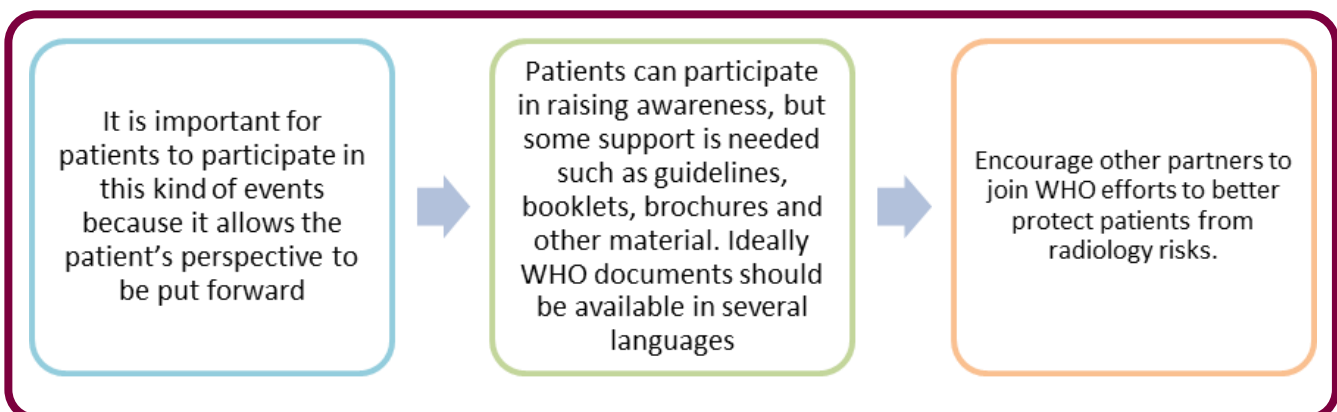
AFRIRPA-05 was one of the four regional congresses on radiation protection organized by the International Radiation Protection Association (IRPA) during 2018. It was hosted by the Tunisian Association of Radiation Protection against Ionizing and non-Ionizing Radiations (ATPRI&NI) in Tunis on 6-9 September 2018 under the theme "Towards Sustainability in Radiation Protection". WHO co-sponsored this Congress and within this context, Said El-Kharrazi,

PFPS Champion from Morocco, was invited to participate in two round tables to provide the patient's perspective. Said was the only patient representative and his participation was welcomed by the organizers and the attendees.

This event gathered participants from nine African countries (Algeria, Cameroon, Egypt, Ghana, Morocco, Nigeria, Senegal, South Africa and Tunisia) and from countries from the other continents too. The conference focused on the latest research in radiation protection, patient communication, access to measures and tools for protecting health care professionals and patients, treatment in emerging countries, among others.

It was an opportunity for Said to introduce his work as PFPS champion and his role as founder of the Moroccan Fédération of Associations supporting patients living with kidney failure (FMAIRTO - Fédération Marocaine des Associations de Soutien des Insuffisants Rénaux et de Transplantation d'Organes). He provided examples on the current situation of radiation protection on this particular group in Morocco. The two round tables in which Said participated were: 1) "AFROSAFE successes and strategic planning" and 2) "Radiation Patient Safety", and they generated a lot of interest among participants.

Said had the opportunity to interact with the audience and explain his role as patient champion, stressing the difficulties for them to access the policy-makers and health leaders to establish a partner relationship between patients and health care providers. He highlighted the importance of patient involvement on the decision-making and the huge advantages of doing it. Discussions took place in a friendly and relaxed atmosphere. The entire congress was successful and a rich source of learning. The participants congratulated and thanks the



For more information, please visit <http://afirpa05.org/index.php/congress-information/>

## Contribution from Ireland - WHO European Region

**TG 109 - Ethics in Radiological Protection for Medical Diagnosis and Treatment, Budweiss, Czech Republic**

*Margaret Murphy*

The International Commission on Radiological Protection (ICRP) Task Group, TG109 meeting on Ethics in Radiological Protection for Medical Diagnosis and Treatment, took place in Budweiss, Czech Republic on 8-9 September 2018. Margaret Murphy, PFPS Champion from Ireland was invited to deliver a presentation on the patient's perspective on this issue.

That viewpoint focused on the values and principles expressed by Beauchamp and Childress (autonomy, beneficence, non-beneficence and Justice - to include honesty and open disclosure following adverse events). It drew attention to aspects which, going forward, need to be addressed in ensuring that the values are present and experienced by patients in their interactions when imaging is being considered, proposed and delivered. Some of the concerns are outlined below:

- ◆ Imparting knowledge and ensuring patient understanding are crucial to ensuring that the benefit/risk dialogue can be meaningful and reflects the concept of autonomy.
- ◆ The need to address the knowledge gaps in patient understanding of the different imaging options. Currently patient knowledge is not sufficient to assess them and properly weight up the different options. Neither do patients appreciate the risks associated with repeated exposure.
- ◆ Easily accessible patient information needs to be available but is no substitute for the effective patient-clinician risk-benefit dialogue.
- ◆ The patient experience has highlighted instances of particular concern where paternalism and/or ageism have impacted on the justice value as articulated by Childress & Beauchamp.

Other patient concerns identified through feedback from the Patients for Patient Safety cohort relate to:

Delayed diagnostic imaging resulting in delayed treatment

Misinterpretation of images and consequent misdiagnosis

Instances of unnecessary tests and ineffective and/or inappropriate treatment

The need to articulate the cancer risk

The need for dosages and cumulative exposures to be tracked as part of the patient record

The need to address opportunistic screening

The need to address variability in equipment efficiency and operator practice

For more information about this Task Group, TG109 meeting, please visit [http://www.icrp.org/icrp\\_group.asp?id=104](http://www.icrp.org/icrp_group.asp?id=104).

## Malaysia - WHO Western Pacific Region

The 35<sup>th</sup> International Society for Quality in Health Care (ISQua) Conference

*Manvir Jesudasan*



*ISQua members and participants of the Conference*

The 35<sup>th</sup> ISQua International Conference on Quality and Safety in Healthcare jointly organized by the Malaysian Society for Quality in Health Care (MSQH) took place in Kuala Lumpur, Malaysia, on 23-26 September 2018. The theme of the conference was *Heads, Heart and Hands: Weaving the Fabric of Quality and Safety in Healthcare*. This theme was selected with the aim of highlighting the importance of engaging all three H's to bring about change in quality improvement and patient safety.

Manvir Jesudasan, PFPS Malaysia Champion, was invited to deliver a talk on the topic "Patient safety for enabling health systems to achieve effective universal health coverage". He expressed his appreciation and gratitude for being able to participate in such conferences, since it is key for patients in Asia as they are able to gain valuable knowledge and additional information. Manvir stated that the learning experience and global networking is immensely beneficial in enhancing improvement initiatives for patient safety.

He also presented his own story of illness and subsequent successful kidney transplant which was interrelated with the WHO presentation on UHC effectiveness. Involvement in the conference with the focus on improving patient safety had greater impact as he was invited by two public hospitals and a university to deliver a speech on patient safety and positive engagement that brings both the provider and patient together in transforming health care. Manvir added that being able to discuss views, share experiences and deliberate on strategic approaches with professionals from all over the world with different backgrounds, leads to more effective en-



*Manvir Jesudasan delivering his speech*



*Manvir with the director of Cape Town 2019 ISQua Conference*



*Manvir with patient representatives from Australia*

More information about this 35th ISQua International Conference is available at <https://www.isqua.org/images/PDFs/ISQua-programme-KL-2018.pdf>.

## WHO headquarters

### Technical Meeting on Safety Culture in Medical Uses of Radiation

*Irina Papiieva & Maria Pérez*

A technical meeting on Safety Culture in Medical Uses of Radiation, organized by the International Atomic Energy Agency (IAEA), took place in Vienna on 1-3 October 2018. It was convened to gather input from experts in developing a framework document to support the establishment and maintenance of a radiation safety culture in health care facilities, as an integral component of safety culture programmes in medical settings. This meeting gathered radiation professionals and representatives of regulatory bodies and international organizations active in the field of radiation protection.

This meeting was one in a series of consultations organized within the framework of the joint project on radiation safety culture in health care between WHO, IAEA, IRPA and IOMP. The project started with a series of workshops held in Latin America, Europe, Asia-Pacific, Africa and Middle-East to collect feedback from key stakeholders representing different regions on the key elements for developing and maintaining a strong radiation safety culture among health care professionals, one of which was education and training.

The meeting highlighted that training and education should be evidence-based and should be based on the lessons learned from accidents and errors in diagnostic imaging, nuclear medicine and radiotherapy. In addition, selecting the most effective format for education and training is fundamental due to the following factors:

An inter-professional approach to education and training contributes to better teamwork and communication in real settings;

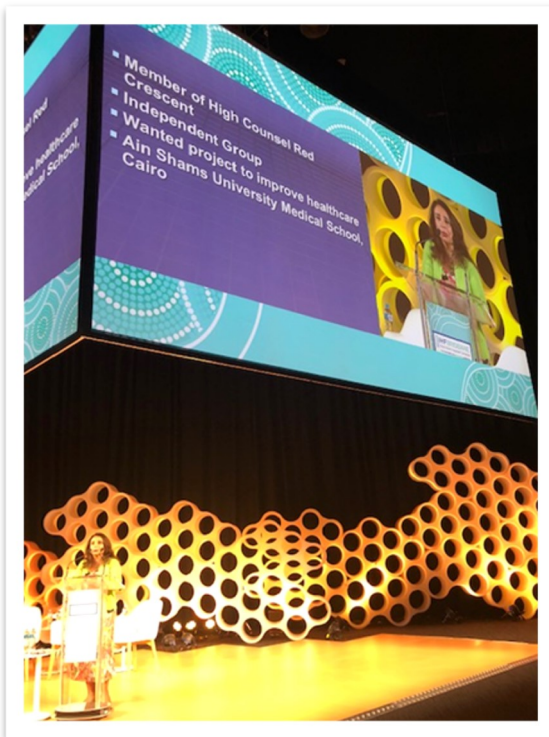
There are some specific characteristics of the adult learner which have to be taken into account for continuous professional development;

In the era of digital health, alternative solutions should be explored and applied such as e-learning.

For further information regarding this meeting, please visit [https://www.efomp.org/uploads/375d4d4d-183b-445d-9558-53c70babea9b/18-04517E\\_2\\_Attachment.pdf](https://www.efomp.org/uploads/375d4d4d-183b-445d-9558-53c70babea9b/18-04517E_2_Attachment.pdf).



## Contribution from Egypt - WHO Eastern Mediterranean Region



### 42<sup>nd</sup> World Hospital Congress, Brisbane, Australia

*Nagwa Metwally*

The International Hospital Federation (IHF) held its 42<sup>nd</sup> World Hospital Congress in collaboration with Australian Healthcare & Hospitals Association on 10 – 12 October 2018 at the Brisbane Convention & Exhibition Centre (BCEC), Australia. The World Hospital Congress, under the umbrella of the International Hospital Federation, is a unique global event that brings key health leaders together annually to share opinions and knowledge, network and advance excellence in healthcare and hospital leadership. The congress was hosted by the Australian Healthcare and Hospitals Association, with the aim of facilitating the multidisciplinary exchange of knowledge, expertise and experience, together with dialogue on best practices in leadership in hospital and health care management and delivery of services.

Nagwa Metwally, PFPS Champion was invited as a keynote speaker to the conference where she delivered a presentation on patient involvement in Egypt. She was also one of the members of a panel during the discussion and received many

questions and comments from the large number of participants. The congress gathered around 1000 hospital and health service leaders from around the world and the keynote speakers were Nigel Edwards, Chief Executive of the Nuffield Trust; Dr Daphne Khoo, Deputy Director Medical Services, Healthcare Performance Group from the Ministry of Health, Singapore; Professor Keith McNeil, Assistant Deputy Director-General & Chief Clinical Information Officer from Queensland Health; Chris Pointon, co-founder and Global Campaign Ambassador for the #hellomynameis campaign; Professor Elizabeth Teisberg, Executive Director of the Value Institute for Health and Care, Dell University; and Melissa Thomason, Patient Advocate.



*Presentation on Patient safety*



*Nagwa Metwally*

More information about this congress is available at <https://ahha.asn.au/ihf-world-hospital-congress-2018>.

## Canada - WHO Region of the Americas

### Canadian Members of Parliament and Senators: Ambassadors for Safe Medication

*Brian Penner, Allison Kooijman, Linda Hughes*

“Change – true change, in systems as large and complex as a national health care system – requires that we speak truth to power”.

Many of Patients for Patient Safety Canada (PFPS) members had individual meetings with their Members of Parliament in the summer of 2017 to talk about patient safety. It has been discovered that these elected representatives had little knowledge about preventable harm in health care, so a goal was set to increase the public and government’s awareness of patient safety and patients as partners. To implement this goal, PFPS members formed the PFPS Government Relations (GR) group, chaired by Brian Penner and supported by staff from the Canadian Patient Safety Institute (CPSI). The first accomplishment was a draft guide for patient engagement with government. It is now being pilot tested with PFPS members, however the objective is to make it available to any patient partner or patient group by mid-2019. The draft plan includes key events targeted for bringing the patient voice, webinars to help forth members understand how the political system works, real-time coaching to increase their confidence to engage with elected officials, and ongoing support to facilitate sharing and learning.



*From left: Brian Penner, Donna Penner, Daniel Blaikie, Linda Hughes, Jan Byrd*

The annual CPSI Canadian Patient Safety Week campaign (29 October-2 November 2018) was focused on medication safety, supporting the WHO Challenge: “Medication Without Harm”. Of the many activities that involved PFPS members was “Patients at Parliament”, where 13 PFPS members conducted 30 meetings with Senators and elected officials. They shared stories of unsafe care, backed them up with statistics highlighting the rate of preventable harm and asked that action be taken to make care safer.



*From left: Bill Casey, Allison Kooijman, Johanna Trimble*

When the participants heard that preventable harm is the third leading cause of death in Canada, they realized the importance of patient safety in the health care system. Many of them shared their own experiences of harm, or those of people close to them, and each committed to taking action.

PFPS members asked them to share the “5 Questions to Ask About Medication” with their constituents, support the WHO Medication Without Harm Challenge, promote the petition for improved labeling of non-prescription drugs, post on social media in support of patient safety, and/or publish an article about medication safety.

It is with great pleasure that we can announce that PFPS now has 30 more ambassadors working to improve patient safety. The next objective of the GR strategy is to engage with provincial/ territorial governments. PFPS members will thus increase

awareness among all levels of government, and the public, about patient safety and ask each person to take action to prevent harm.

As a WHO Collaborating Centre on Patient Safety and Patient Engagement, CPSI and PFPS will continue to promoting medication safety and patient safety to the benefit of the global community. In the spirit of learning and improvement, PFPS invite you to share your experiences in engaging governments. PFPS aims that all of us, together, can live our commitment for partnership in the London Declaration: “we will strive for excellence so that all people receive health care that is as safe as possible, as soon as possible”. We can do that together by speaking the truth – and especially by speaking truth to those with the power to make the changes needed.



*From left: Kent Hehr, Angie Hamson, Sandi Kossey, Lindsay Goertzen, Sharon Nettleton*

For further information about Patients for Patient Safety Canada, please visit <http://www.patientsafetyinstitute.ca/en/Events/cpsw/Pages/default.aspx>

## WHO headquarters

### Consultative Meeting for Implementing WHO third Global Patient Safety Challenge: Medication Without Harm – Country Guidance

#### *WHO Patient Safety and Risk management Unit*

The Patient Safety and Risk Management Unit (Service Delivery and Safety Department at WHO) organized a consultative meeting on “Country Guidance” to support implementation of the third WHO Global Patient Safety Challenge: *Medication Without Harm*, in Geneva on 22-23 November 2018. The two-day consultative meeting gathered together more than 40 international experts from different countries, including representatives of Ministries of Health, national and international organizations, WHO regional offices and WHO headquarters, as well as a number of participants attending remotely.

The aim of the meeting was to review the draft Country Guidance document; to discuss development of the technical guidance in order to facilitate country implementation; and to deliberate on the priority interventions and strategies required to implement the Challenge at country level. During the meeting, participants were given the opportunity to discuss country implementation initiatives and address their perspectives, actions and barriers which aiding to define the current status of the *Challenge*.

There was a parallel lunch briefing organized to address the three flagship action areas for Medication Without Harm, namely High-risk Situations, Transitions of Care and Polypharmacy, to facilitate discussions concerning the development of interventions in these areas. Participants were then divided into their respective pre-assigned working groups to deliberate on different perspectives, share views and experiences and, agree on further steps. The plenary discussion, after the presentations by the working groups, highlighted approaches to expedite stakeholders’ engagement and priority interventions for national implementation.

The consultation provided a fruitful and constructive platform for dialogue and information exchanges across global, regional, and country-levels throughout the two days of the meeting. The extensive and rich inputs will be used in updating and making modifications on the draft Country Guidance document, and will be critically reviewed and published in 1Q 2019. The Patient Safety and Risk Management Unit would like to express sincere gratitude to all the participants for their continuous support, valuable inputs and for making this event a great success. Join us in achieving *Medication Without Harm!*



Please visit <http://www.who.int/patientsafety/en/> for more information about this event.

# Argentina - WHO Region of the Americas

## Advanced Technology and High Sensibility in Providing Safe Neonatal Care in Intensive Care Units

*Jorge César Martínez*

Jorge César Martínez, PFPS Champion from Argentina, working at Del Salvador University School of Medicine, Buenos Aires, has developed an article on Advanced Technology and High Sensibility in Providing Safe Neonatal Care in Intensive Care Units (NICUs). He concluded that advances in neonatal care need to be accompanied by mechanisms that help to deliver care safely to this most vulnerable population. The objectives of the article are the following.

### Recognize the patient safety is a top priority in medicine

Jorge has stated that harm to patients is not always unavoidable, but can and must be prevented. Therefore, measures to promote patient safety are crucial. To achieve this goal, systems, institutions, physicians, and other allied health care personnel must learn from past errors and learn how to avoid them in the future.

### Review reasons for the occurrence of errors in the NICU and describe strategies to prevent these errors

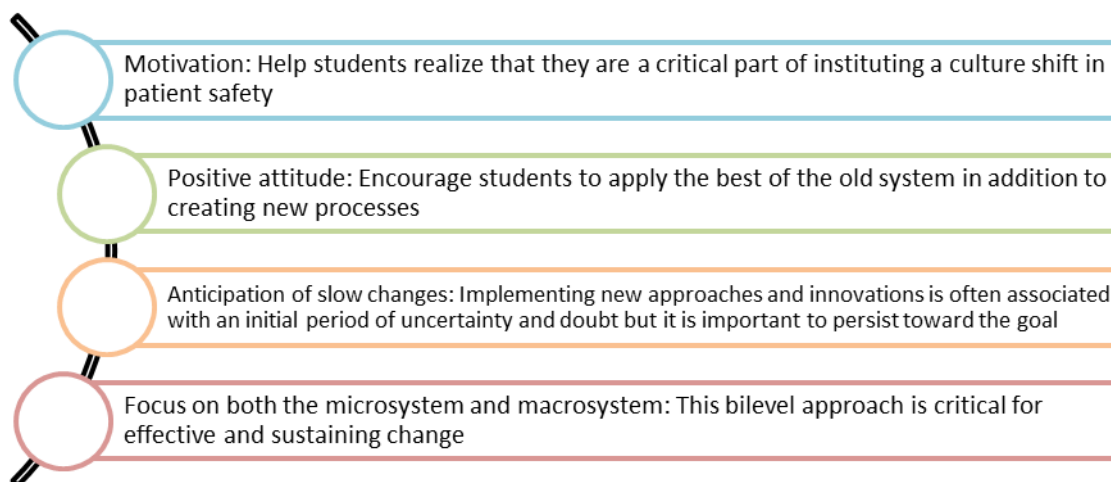
WHO states that to prevent errors in medicine, basic strategies must be pursued. First, providers must identify human behavioural factors responsible for errors, and redesign the work flow in NICUs to minimize errors. Second, providers must designate and employ reliable systems that prevent errors or block them before they reach the patient.

### Explain the importance of individualized developmental care and assessment in the NICU

Better understanding of the role of early sensory experience and environmental influences leads to a new goal in NICUs, which is the survival of infants without disabilities while also preserving their full potential. The appropriate response to a patient safety incident and/or medical error is not easy, but must include a blame-free environment and the corrective action must be incorporated into routine medical care. Emphasizing a policy of permanent transparency is an important goal for medicine. The ability to learn quickly from mistakes, respond appropriately, and modify practices based on research to improve safety and quality in the care of patients is critical.

### Describe how to educate future leaders about patient safety

If the concepts of patient safety outlined in this review are introduced early, the culture of patient safety can improve dramatically. The WHO Multi-Professional Patient Safety Curriculum is an important step forward to assist with this approach. We must consider some proactive strategies to help the next generation of clinicians be better prepared, some of which are highlighted below:



For further information and to access to the full article, please visit <http://neoreviews.aappublications.org/content/19/10/e569>

## Future PFPS News

### Share your news with us!

**PFPS News:** Contributions for the next PFPS News are invited. The deadline for submissions is 15 April 2019.

**PFPS Community of Practice:** You can also continue to ask questions, share experiences and learning on the PFPS platform at: <http://pfps-communities.net>. If you have problems accessing the CoP, please contact Katthyana Aparicio at [pfps@who.int](mailto:pfps@who.int).

Visit the Patient Safety and Risk Management Unit at:

<https://www.who.int/patientsafety/en/>

**WHO/PFPS Editorial Group:** Katthyana Aparicio, Helen Haskell, Laura Pearson and Sivasankari Raman.

#### Disclaimer

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