

PATIENT SAFETY

WHO

Strategies and Activities

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Three Messages

1. To Err is Human - Patient Safety is a Global Problem
2. Patient Safety is a systems issue – errors can be reduced with the right systems in place
3. There are tools and programs available– including WHO Patient Safety Programs and tools

Patient Safety



'Our knowledge of diseases and technological innovations have all contributed to improving life expectancy during the 20th Century.

But one of the greatest challenges today is not about keeping up with the latest clinical procedures or the latest high-tech equipment. Instead, it is about **delivering safer care in complex, pressurized and fast-moving environments**. In such environments, **things can often go wrong.**'

Dr Margaret Chan

Director General,

World Health Organization

2011

2002 – World Health Assembly



Urges Member States to pay the closest possible attention to the problem of patient safety...

Requests WHO to support the efforts of Member States to promote a culture of safety within health care organizations...

Patient safety is a serious global public health issue

About 1 in 10 patients may be harmed while in hospital;

- Hospital infections affect 14 out of every 100 patients admitted;
- About 20%–40% of all health spending is wasted due to poor-quality care;
- About 1 in 1 000 000 chance of a traveller being harmed while in an aircraft compare with 1 in 300 chance of a patient being harmed during health care;
- About 44,000 – 98,000 people die each year from medical errors that occur in hospitals.

Patient Safety Developments

2004 - the 57th World Health Assembly supported the creation of the **World Alliance for Patient Safety**; initiated the **Patient for Patient Safety** movement

2005 – **Clean Care is Safer Care** campaign includes strategies and tools to reduce health care associated infection

2006 – **Standardized patient safety protocols** help achieve sustainable reductions in patient safety problems



Patient Safety Developments

2007 – Solutions for Patient Safety helps to translate knowledge into practical solutions

2009 – Safe Surgery Saves Lives Checklist to help ensure safe surgical practices are followed; the **International Classification for Patient Safety** Framework helped identify causes of risk and promote learning; **Patient Safety Curriculum Guide** to help educate and train health care workers in patient safety

2013 – Safe Childbirth Checklist (pilot edition) for ensuring safe practices during pregnancy and childbirth





WHO STRATEGIES FOR SAFER CARE

- 1 Clean Care is Safer Care.** Strategies and tools to reduce health care-associated infection, through hand hygiene; government engagement, to support global and national hand hygiene campaigns.
- 2 Safe Surgery Saves Lives Checklist** embedded in an implementation strategy to save lives by ensuring safe surgical practices are followed.
- 3 Safe Childbirth Checklist** for ensuring safe practices during pregnancy and childbirth. Ongoing study.
- 4 The African Partnerships for Patient Safety** for building links between Africa and Europe to help tackle patient safety in Africa.
- 5 The International Classification for Patient Safety** Framework for defining patient safety information linked to applying the Reporting and Learning systems to identify causes of risk and promote learning.



STRATEGIES FOR SAFER CARE

- 6 **Research** for better knowledge to make care safer, through establishing priorities, **knowledge management**, developing tools to assess harm and supporting research in developing countries.
- 7 **Solutions for Patient Safety** to translate knowledge into practical solutions.
- 8 **Standardized patient safety protocols** to achieve sustainable reductions in the occurrence of serious patient safety problems.
- 9 **Patient Safety Curriculum Guide** to educate and train future health care workers as leaders in patient safety.
- 10 **Patient for Patient Safety** creating honourable partnerships between patients and the health care community and giving patients a voice.



The WHO 1st Global Patient Safety Challenge

CLEAN CARE IS SAFER CARE

132 WHO Member States have made formal statements pledging their support to implement actions to reduce Hospital Associated Infection as of June 2013



Strengthening healthcare systems and delivery – hand hygiene is your entrance door

SAVE LIVES: Clean Your Hands - WHO's global annual call to action for health workers

Hand Hygiene self
assessment
framework



JOIN the
Campaign!

Take
Action!

Tools & Resources
for Cleaner Care

<http://www.who.int/gpsc/5may/en/>




World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

The Checklist improves adherence to proven standards of care and facilitates communication among providers, then decreases complications from surgery.

The WHO 2nd Global Patient Safety Challenge **THE SAFE SURGERY SAVES LIVES**

Surgical Safety Checklist			 World Health Organization	Patient Safety <small>A World Alliance for Safer Health Care</small>
Before induction of anaesthesia (with at least nurse and anaesthetist)	Before skin incision (with nurse, anaesthetist and surgeon)	Before patient leaves operating room (with nurse, anaesthetist and surgeon)		
Has the patient confirmed his/her identity, site, procedure, and consent? <input type="checkbox"/> Yes	<input type="checkbox"/> Confirm all team members have introduced themselves by name and role.	Nurse Verbally Confirms: <input type="checkbox"/> The name of the procedure <input type="checkbox"/> Completion of instrument, sponge and needle counts <input type="checkbox"/> Specimen labelling (read specimen labels aloud, including patient name) <input type="checkbox"/> Whether there are any equipment problems to be addressed		
Is the site marked? <input type="checkbox"/> Yes <input type="checkbox"/> Not applicable	<input type="checkbox"/> Confirm the patient's name, procedure, and where the incision will be made.			
Is the anaesthesia machine and medication check complete? <input type="checkbox"/> Yes	Has antibiotic prophylaxis been given within the last 60 minutes? <input type="checkbox"/> Yes <input type="checkbox"/> Not applicable			
Is the pulse oximeter on the patient and functioning? <input type="checkbox"/> Yes	Anticipated Critical Events To Surgeon: <input type="checkbox"/> What are the critical or non-routine steps? <input type="checkbox"/> How long will the case take? <input type="checkbox"/> What is the anticipated blood loss? To Anaesthetist: <input type="checkbox"/> Are there any patient-specific concerns? To Nursing Team: <input type="checkbox"/> Has sterility (including indicator results) been confirmed? <input type="checkbox"/> Are there equipment issues or any concerns?	To Surgeon, Anaesthetist and Nurse: <input type="checkbox"/> What are the key concerns for recovery and management of this patient?		
Does the patient have a: Known allergy? <input type="checkbox"/> No <input type="checkbox"/> Yes Difficult airway or aspiration risk? <input type="checkbox"/> No <input type="checkbox"/> Yes, and equipment/assistance available Risk of >500ml blood loss (7ml/kg in children)? <input type="checkbox"/> No <input type="checkbox"/> Yes, and two IVs/central access and fluids planned	Is essential imaging displayed? <input type="checkbox"/> Yes <input type="checkbox"/> Not applicable			

Patient Safety in China



Safe Surgery Checklist
Clear Hands Champing
Education & Research
Programme of Patient
Safety and National
TTT Workshop

Safe Childbirth Checklist

A simple tool that aims to assist childbirth teams in assuring that all essential clinical practices are performed.

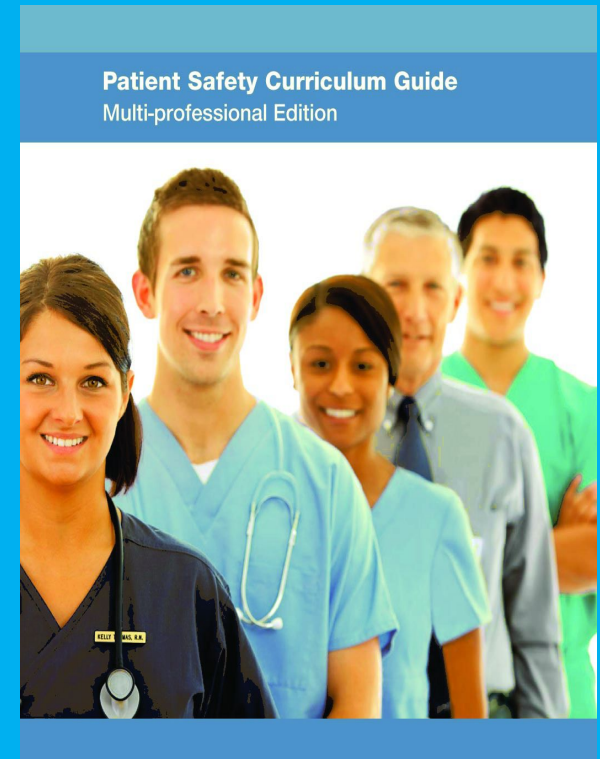
- **Being tested in several countries including China**
- **Preliminary findings suggest a significant improvement in a selection of key indicators:**
 - *Hand Hygiene and Wearing gloves when doing exam*
 - *Administering oxytocin 1 minute after birth*
 - *Using partograph for each labouring woman*
- **WHO Study ongoing**



PATIENT SAFETY CURRICULUM GUIDE

Multi-professional Edition

1. What is patient safety?
2. Why applying human factors is important for patient safety?
3. Understanding systems and the effect of complexity on patient care
4. **Being an effective team player**
5. Learning from errors to prevent harm
6. Understanding and managing clinical risk
7. Using quality-improvement methods to improve care
8. **Engaging with patients and carers**
9. Infection prevention and control
10. Patient safety and invasive procedures
11. **Improving medication safety**



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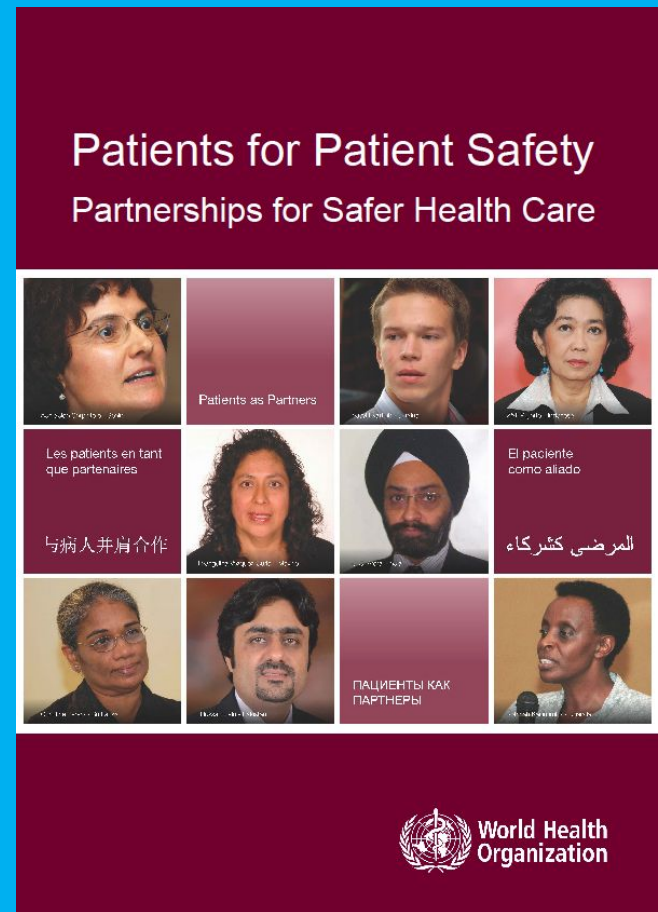
Patient Safety in China



**Launch of Chinese
version of The Multi-
professional Patient
Safety Curriculum
Guide, July 2012,
Beijing**

PATIENTS FOR PATIENT SAFETY (PFPS)

- Recognize the essential role and value of patient involvement as a catalyst for change
- Emphasize the central role patients in efforts to improve the quality and safety of health care
- Involve consumers and patients as partners in health care
- PFPS works with a global network of patients, consumers, caregivers, and consumer organizations to support patient involvement in patient safety programmes, within countries and globally (230 Champions worldwide)
- Champions have been very successful in raising awareness



***“To err is human,
to cover up is
unforgivable
but to fail to learn
is inexcusable.”***

*Sir Liam Donaldson,
WHO Envoy for Patient Safety*



UNSAFE MEDICINES

UNSAFE CARE

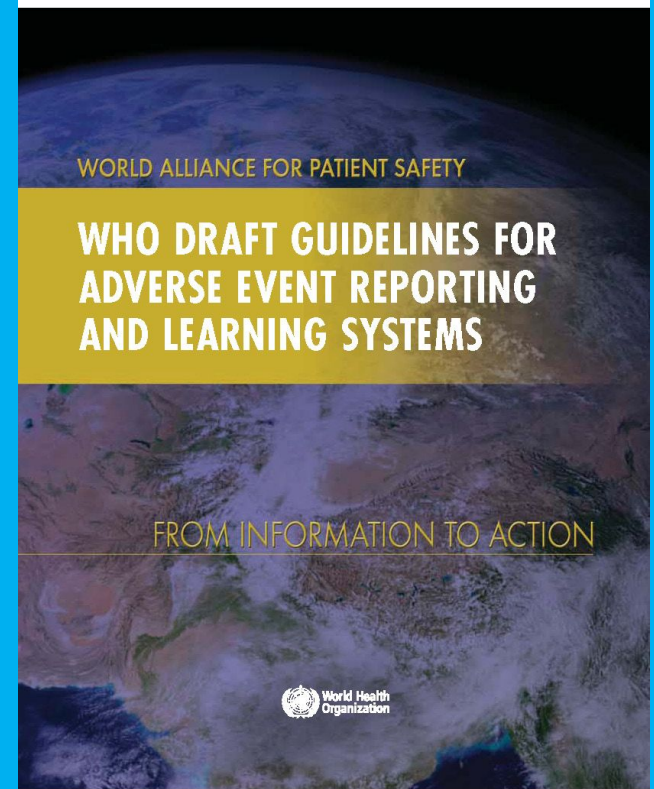
WRONG SITE SURGERY



HOSPITAL

INFECTION CONTROL

Patient Safety @ Country Level



Patient Safety @ institutional level

Figure 3: Falls per 1,000 Patient Days



Surgical Safety Checklist

World Health Organization | Patient Safety

Before induction of anaesthesia (with at least nurse and anaesthetist) → **Before skin incision** (with nurse, anaesthetist and surgeon) → **Before patient leaves operating room** (with nurse, anaesthetist and surgeon)

Has the patient confirmed his/her identity, site, procedure, and consent?

☐ Yes

Is the site marked?

☐ Yes

☐ Not applicable

Is the anaesthesia machine and medication check complete?

☐ Yes

Is the pulse oximeter on the patient and functioning?

☐ Yes

Does the patient have a:

Known allergy?

☐ No

☐ Yes

Difficult airway or aspiration risk?

☐ No

☐ Yes, and equipment/assistance available

Risk of >500ml blood loss (Test/kg in children)?

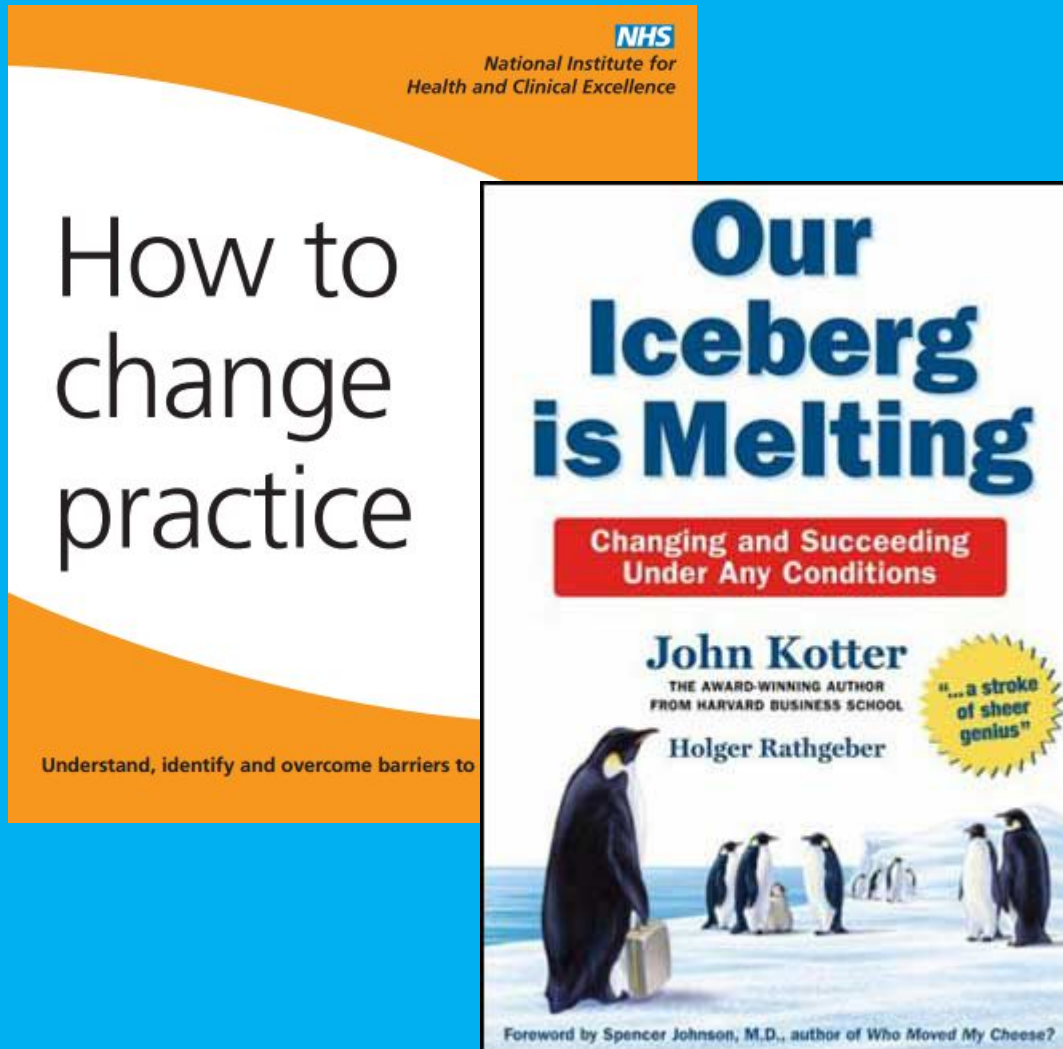
☐ No

☐ Yes, and two IV/central access and fluids planned

This checklist is not intended to be comprehensive. Additions and modifications are encouraged.



Patient Safety @ Team Level



- Changing practice requires strong leaders from within the profession.
- You cannot change your future, but you can change your habits, and surely your habits... will change your future – *Dr Abdul Kalam*

CRITICAL ELEMENTS FOR PATIENT SAFETY

- Leadership and commitment: to address patient safety and quality locally, nationally
- Advocacy and awareness raising of patient safety challenges, costs and solutions for improvements: politicians, healthcare workers, academics, media, public etc
- Building networks and partnerships of supporters (locally, nationally and internationally); engaging and empowering **patients**
- Implementing local and national campaigns on safety topics
- Developing capacity: patient safety practices, guidance, standards, protocols ; local guidance based on international standards; training, workshops, **motivation** of healthcare workers; regulation systems; **reporting systems**, etc
- Applying existing best practices for patient safety. Use exemplar hospitals (nationally, Internationally) as models to replicate. **Learn from others' experiences/ adapt to local environment**
- Build a **culture of safety**/ no blame

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谢谢!



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