

Patients for Patient Safety News

January 2007



Welcome!

Happy New Year! Welcome to the first edition of PFPS News for 2007. This year's plans for the Patients for Patient Safety programme are already very exciting with several regional events in the pipeline and lots of country level activity being initiated by our Champions. This edition highlights the forthcoming workshop we are holding in the Eastern Mediterranean region of WHO along with continuing efforts in-country.

Please remember if you have any news you want to share about your work and activities in patient safety please get in touch with Rachel Heath the Project Manager at safety@patientsorganizations.org

Lead, Patients for Patient Safety
World Alliance for Patient Safety

EASTERN MEDITERRANEAN WORKSHOP

Cairo to host EMRO Patients for Patient Safety Workshop

Patients for Patient Safety in collaboration with WHO EMRO will hold a workshop for patients, consumers, policymakers and health professionals from across the region.

The event will run 26-28 March and will provide an opportunity to bring together patients, consumers and other interested professionals from **Afghanistan, Egypt, Iran (Islamic Republic of), Jordan, Kuwait, Lebanon, Morocco, Pakistan, Saudi Arabia, Somalia, Sudan, Tunisia and Yemen**. The aim of the workshop is to raise awareness of patient safety issues in the Eastern Mediterranean, develop a network of patient safety champions who will work in partnership to ensure that the patient perspective is at the centre of the move to create safer health care, and create national 'teams' that will promote activity on their return home in line with the Patients for Patient Safety programme and the work already being done by WHO EMRO.

The workshop will build on our earlier work of Patients for Patient Safety at our inaugural workshop back in November 2005 and the values set out in the London Declaration. This event in EMR will build on the work done in the first regional event we did last year in PAHO and will allow us to identify regionally specific priorities and challenges to be addressed and consider how these can be fed into the wider global programme.

If you are interested in finding out more about the Eastern Mediterranean Workshop please contact Rachel Heath, Patients for Patient Safety Project Manager at safety@patientsorganizations.org

CHAMPION ACTIVITIES IN-COUNTRY

Hospital is making a difference with the involvement of consumers

- Rachel Heath, Patients for Patient Safety Project Manager on a visit to Cairo

On a recent trip to Cairo to visit the Patients for Patient Safety Champion, Nagwa Metwally, I had the privilege of meeting with and touring one of the major hospitals in Cairo and witnessing first hand the value and impact patients and consumers are having in improving the health care provision of that particular hospital. Nagwa has been working with a group of volunteers that now number over 40, to improve the performance and safety of the hospital and empower patients to understand their rights.

With the full support and backing of the hospital management team Nagwa and her group take it in turns each day to spend a few hours touring the hospital, talking with patients, health care workers and hospital staff in all departments to hear from them and give them a voice in the running of the hospital. Information, suggestions, complaints, concerns etc are collected by the volunteers and recorded. Then the volunteers meet with the hospital management to review issues raised and find solutions.

I witnessed the effect that communication with Nagwa and the volunteers had for patients. Reassurance and trust were built between the patients who felt empowered and important because someone was listening to them. Basic hygiene and systems have been improved and medical staff are beginning to witness improvements in their working environment, even after initial resistance staff are now agreeing that the group are making important changes and want them to continue their work.

Although the group still face many hurdles in making the hospital the safer place they envision, the commitment and passion I witnessed was inspiring. The partnership between patients, medical staff, administrative staff and hospital management is growing stronger and during the visit the motivation and discussion around the ways ahead was exciting.

If you would like to find out more about the project Nagwa and her volunteers are undertaking you can contact Nagwa at nagwametwally@hotmail.com

Patients for Patient Safety – workshop in Denmark

- Vinnie Andersen and Britt Wendleboe

Danish Society for Patients Safety is hosting a national PFPS workshop in Denmark in 2007. It takes place in Copenhagen during the weekend from the 13th to 16th April and is entitled Partnership to enhance Patient Safety.

The aims of the workshop are to:

- Develop patients' guidelines for how to take care of patients that experience an adverse event
- Create a national network of champions for patient safety
- Develop individual working plans
- Prepare the participation and contributions for the yearly Danish National Conference on Patient Safety

The workshop is organised in four parts: Friday evening we will focus on the WHO initiative and activities; Saturday we take the great leap forward from the individual experiences to story telling and the systemic perspective; Sunday we focus on the future: patients needs and wants of the health care system. On Monday, the workshop's last day we will join the yearly national Patient Safety Conference where one of the main themes is patient involvement.

We are very delighted that Margaret Murphy from the PFPS steering group has accepted to contribute and participate during the whole workshop. We also look forward to welcoming a PFPS patient champion from Ukraine. Moreover, during the workshop decision makers from the Danish patient safety environment will visit us. Here the dialogue will be focused on partnership.

Sir Liam Donaldson opens the conference on Monday with a talk about Patients for Patient Safety. The workshop follows up by presenting their recommendations for a guideline. In the afternoon the workshop will chair a session about patient involvement. At this session patients will meet and open a dialogue about partnership with a Hospital Medical Director, a chair from one of the leading patient organisation and others.

At the moment the 1st call for application has been sent out to patients organisations, patients advisers, risk managers, hospitals etc.

Due to financial support from Trygfonden we can invite 15 participants to the workshop. Trygfonden (Safe Foundation) is a non-profit organisation funding projects that focus on creating a safer society.

Vinnie Andersen is project leader for the workshop. Vinnie can be contacted at: Vinnie.Andersen@hvh.regionh.dk for further information.

Getting Started: Building Understanding in Argentina

The Doctor-Patient Relationship

— Claudia Cattivera, Patients for Patient Safety Champion, Argentina



What if patients and doctors get together?

Realizing the sometimes little communication between doctors and patients, and the negative effects this has in both their QOLs we decided to get together

The very beginning was the meeting between a patient, Claudia Cattivera a Patients for Patient Safety Champion, and Director of Patients Online, a web site done for and by patients, and her family doctor Agustín Ciapponi, Scientific Secretary of the Argentine Family Medicine Association.

The task was not easy but was certainly stimulating: a “meeting” between doctors and patients to talk about that relationship that brings them both near or distant. The result was an excellent moment, the very first step to a creative, growing and enriching space.

In August 2006 under the title “What If We Start Getting Together?” we carried out our first experience: doctors and patients as speakers and assistants to the meeting melting in a passionate idea’s debate. The speakers’ included perspectives from a patients association, a patient, a doctor, a philosopher, and a university professor point of view.

The second meeting was in December and the question was “What If We Start Listening To Each Other?” Both meetings had hilarious and serious moments considering the influence and impact this relation has in QOL and security of patients. This time the topics were more specific: The “horrible” doctor, the “horrible” patient, the doctor’s burn out, and the “ignored” patient.

In the debate different subjects came up: how long must the visit to the doctor be, how little patients, ‘open’ themselves with their doctors, some doctors lack of “empathy” with their patients, how badly we communicate!

Based on that last debate on May 9 2007, in Argentina, our third meeting will be about “What If We Start Learning To Communicate?”

For more information you can contact

E-mail: claudia.cattivera@pacientesonline.org

Website: www.pacientesonline.org

ARTICLE - Patient Safety: the patient’s role

The International Hospital Federation journal recently published an article in Sept, 2006 by one of our Patients for Patient Safety Champions, Dan Ford. The article was on the role of the patient in safety and was written based on a talk Dan gave in Geneva, Switzerland at the World Health Professions Alliance Leaders Forum on May 20, 2006. WHPA is comprised of physician, nurse, pharmacist and dentist professional membership association/societies from around the world.

The subject was the role of the patient in safety, a subject very important to Dan. His first wife has brain damage/permanent short term memory loss because of medical errors at a hospital in Illinois in the United States. They were not treated well when he started asking logical questions about what happened and why. He is a health care executive search consultant with Furst Group, and has become a strong patient safety advocate --- as a consumer, working closely with providers to cause positive change and, as a search consultant, recruiting provider executives who have a genuine commitment to patient safety.

Dan’s article is attached to this edition of PFPS News. To contact Dan directly you can email him at: dford@furstgroup.com

CHAMPION PERSPECTIVES

Experiences in the Eastern Mediterranean Region (EMR)

Hussain Jafri and Nagwa Metwally both attended the first Patients for Patient Safety Workshop back in November 2005. Below they share with us some of their challenges and achievements since then.



Champion Profile – Hussain Jafri (Pakistan)

What did you gain from attending a ‘Patients for Patient Safety’ Workshop?

The workshop was extremely informative. The sharing of the experience of participants was a real eye opener and has left a deep impact on me. It has motivated me to take a holistic view of the problem and difficulties faced by patients, especially in developing countries like Pakistan. It has totally changed my perspective and since my return I have started working towards recruiting like minded volunteers who would join me in my endeavour to advocate the safety of patients while they are undergoing treatment.

What did you find hard when you returned home?

When I returned home, the magnitude of the task that I had taken overwhelmed me. A thickly populated country like Pakistan with a health system which had no priority for patients safety, no laws or legislation to help a patient who might have suffered a loss due to medical error was really discomfoting.

What were some of the first steps you took to bring about change after the workshop?

With strong encouragement from the group of volunteers who have now joined me the uphill task seems do-able.

The first step I took was to organize some meetings of like minded people and colleagues and share my experiences of the workshop with them. I also told them about my aims and objectives of developing a strong group which should not only have members of the society and patients but should also comprise of strong headed medicine professionals.

What are some of the lessons you want to share?

It is extremely important to involve individuals in the community who have suffered because of medical errors in the medical services. They are motivated and have already gone through an experience which could be shared and a lesson learnt from it. The prime example in our case is Imran a Thalasaemia Intermedia, because of a mis-diagnosis has to go through regular transfusions and has been converted into a patient of Thalassaemia major.

What activities have you undertaken so far?

I have organized two workshops in Peshawar on “Patients’ Safety” for patients, family members and the patients associations. These workshops were funded by WHO, Islamabad office. These workshops were very well attended and helped me develop a strong team of Champions in the country. My efforts bore fruit when Pakistan Medical Association (PMA) agreed to work towards patients’ safety and included a workshop during its 27TH PMA’s Biennial Medical Conference in Lahore. This workshop was organized on Dec 11, 2007 and participants included patients, social workers, social scientists, members of the print media, members of the electronic media, NGOs working for patients and the Pakistan Medical Association. It was a well debated and discussed workshop that culminated into various commitments from the participants. Also, for the first time in Pakistan, a group by the name of “Pakistan Patients Safety Initiative” that actually conducts social work for patients’ was formed.

What frustrations and barriers have you faced?

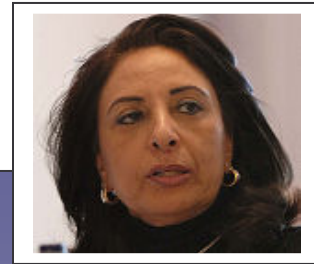
The laws and legislations, protecting patients’ rights, though present, have never been implemented. There tends to be a defensive stance taken up by the medical profession when a mishap occurs. The inquiries are normally held by the doctors and are usually biased. Moreover, the health system is generally designed and implemented by doctors and the issues of patient centered health care, patients rights and patients safety are not given much importance.

How have you overcome difficulties and barriers?

We have overcome the basic barrier of the medical profession by involving the Pakistan Medical Association, the parent body of the medical profession in Pakistan. Hopefully, the ethical community of this association would become a very powerful partner for our society in the future.

What do you see are your next steps in your role as PFPS Champion in your region?

The PPSI is now organising a national workshop involving all stakeholders. A commitment has been given by the health minister the he would also join this workshop and support this initiative in every possible way.



Perspectives from EGYPT

Can you explain the general structure of the Ugandan Healthcare system?

Egyptian healthcare system is composed of public and private sectors:

Public sector consists of

- Governmental medical centres offering general and family health care programmes under the tutorship of the ministry of health.
- National Insurance hospital following the ministry of social security.
- Governmental general hospitals under tutorship of ministry of health
- Governmental teaching hospitals under tutorship of ministry of higher education but still under the control of ministry of health
- Armed forces hospitals under the tutorship of ministry of defence (at least administratively)
- Private Hospitals
- Maternity and child care centres
- Private medical insurance companies are growing in number
- Hospices

What is the overall state of Patient Safety currently in Egypt from your patient perspective?

Patient Safety is almost absent especially in governmental and public hospitals. Patients are not aware of their rights.

How would you describe the Doctor-patient relationship?

This varies from institution to institution. In public hospitals it is based on a 'charity-donation' relationship where the patient should show unlimited gratitude. In the private hospitals and clinics patients are customers paying for optimum services and therefore they are granted services to their satisfaction.

What current channels can patients follow to get their voices heard within the healthcare system?

Written and verbal complaints filed to hospital managers, lawsuits, complaints to the district attorney, to medical syndicates, to the ministry of health. There are also some associations such as Friends of patients and Human Rights organizations who support patients complaints and take it to the Media.

What is the level of awareness of Patient Safety amongst the health professionals and Leaders?

Starting to develop the concept not for the sake of patient safety but because of hospitals accreditations which ensue that infection control must be applied rigorously as well as quality control programmes. But truthfully 90% of professionals in the field are not aware that there is something called patients rights that include intrinsically patient safety.

What are the patient safety priorities for Egypt?

Raising awareness, hearing patients voice, reduction of medical errors, reduction of casualties, particularly mother and infant mortality, eradication of hepatitis B and C.

What are the biggest challenges to bringing about change in Egypt and making healthcare safer?

There needs to be an effective health care system with financial resources for hospitals. We need to eradicate illiteracy and overcome resistance to change.

You can contact either Hussain or Nagwa directly at:

Hussain – hussain1@hotmail.com Nagwa – nagwametwally@hotmail.com

WHO WORLD ALLIANCE FOR PATIENT SAFETY

Improving safety through better hand hygiene - how to best involve patients and consumers:

-Julie Storr, Project Manager, First Global Patient Safety Challenge

The first Global Patient Safety Challenge of the World Alliance for Patient Safety, with its theme of Clean Care is Safer Care, is of relevance to patients and consumers everywhere. Health care-associated infections are a patient safety issue of great importance. The Global Patient Safety Challenge Team have joined forces with Patients for Patient Safety (PFPS) and Dr Maryanne McGuckin to make sure that patient involvement is a prominent feature of the work through 2007.

Dr McGuckin, who has spent the last 10 years developing strategies to ensure true partnerships with patients in the quest to improve hand hygiene in particular, will start the work by trying to find out exactly what is happening across the world with regard to patient/consumer involvement and the prevention of health care-associated infection through better hand hygiene. This will occur initially by inviting PFPS members to take part in, or share with relevant people, a survey to hear what is happening in this regard across the globe. The survey will be available in March 2007 via the PFPS newsletter. More on this later.

If you have any comments on this work, please contact Dr McGuckin at mcguckin@mail.med.upenn.edu

Upcoming Events

Global

March - PATIENT SAFETY WEEK – Led by National Patient Safety Foundation, USA to promote activity around patient safety in the USA and globally.

April 18-20 2007 - The International Forum on Quality and Safety in Health Care Barcelona, Spain

Eastern Mediterranean

March 26-28 2007 – EMRO Patients for Patient Safety Workshop, Cairo, Egypt

South East Asia

May 28-30 2007 – SEARO Patients for Patient Safety Workshop, Jakarta, Indonesia

Pan-America

April 30 - May 2 – World Conference on Quality and Improvement, American Society for Quality, Orlando, Florida

May 3 – 4 – National Patient Safety Foundation (NPSF) Annual Congress, Washington DC, USA

“Together we can....”

From: International Alliance of Patients' Organizations (IAPO)
Annual Congress, Barcelona 2006

Don't forget to visit our website at:

http://www.who.int/patientsafety/patients_for_patient