

Patients for Patient Safety News

September 2006



Welcome!

Welcome to the September edition of PFPS News. It has been a busy summer and there are lots of activities to update you on. Amazing efforts, projects and partnerships are being established all over the world. Please do let us know about the work you're doing to make a difference. It would be great to include your work in forthcoming editions of PFPS News. This issue focuses on what is happening at a country level. Several Patients for Patient Safety champions are instigating local events and workshops for the Patients for Patient Safety programme or attending national events and advocating for patient engagement in patient safety and the work of the World Alliance for Patient Safety. There are lots of exciting plans in the pipeline which we will keep you updated on and please don't forget to share your experiences and lessons with us, we all have so much to learn from each other.

We hope you enjoy this edition and if you have anything you would like to contribute to future editions please get in touch with the Patients for Patient Safety Project Manager, Rachel Heath at safety@patientsorganizations.org

Lead, Patients for Patient Safety
World Alliance for Patient Safety

CHAMPION ACTIVITIES IN-COUNTRY

Partnering for Patient Safety in Canada Workshop: Partnering to Advance Healthcare System Safety

- Ryan Sidorchuk, Patients for Patient Safety Champion, Canada.

Planning is well underway for the first 'in-country' workshop of Patients for Patient Safety, taking place in Vancouver, BC, Canada October 17th-19th in conjunction with the sixth annual Canadian Healthcare Safety Symposium's sixth conference (Halifax 6), also taking place in Vancouver from October 20-21.

John Tuckwell from the Canadian Patient Safety Institute and I have been leading this initiative since shortly after the PAHO workshop in San Francisco in May. We have recently recruited several organizing committee members to assist in the planning, from CPSI and various health regions in Canada, including Ed Kry, an attendee in San Francisco. Kathy Kovacs Burns, another Canadian participant, is leading a team that prepared a successful poster abstract submission aimed at sharing information about Patients for Patient Safety. The poster preparation continues

Marty Hatlie, Consumers Advancing Patient Safety (CAPS) and PFPS Steering Committee member, and I will be primary co-facilitators for the Canadian event. Mitch Dvorak, Executive Director of CAPS, is working with John, Marty and Ryan on content for the workshop.

On the last day of the Vancouver workshop, participants will join up with the CPSI's pre-conference workshop, "Partnering for Patient Safety II". Sue Sheridan, our fearless leader, and I are teaming up together as the keynote speakers for this event.

Sir Liam Donaldson will arrive in Vancouver to kick off the Halifax-6 symposium, and will be meeting with Ministers of Health and other organizational leaders towards engaging them in the World Alliance for Patient Safety efforts now and in the future.

Margaret Murphy, Steering Committee member, will also be in attendance at the Patients for Patient Safety workshop, and later will be speaking in a session with Jim Conway of IHI, a tireless advocate for direct involvement of patients in safety and quality improvement efforts. I will be chairing that session, entitled "How Patients and Families Can Effect Change."

Information about the success of the event will be shared with you all towards the end of November or early December.

Wish us luck!

Ryan



"Helping people in my region identify with the fact that all people in the world are experiencing challenges and error in their healthcare system lends credibility as well as the courage energy and passion necessary to move the agenda forward." – Ryan Sidorchuck, Inaugural PFPS Workshop, November 2005.

Steps forward in Ukraine

– Vasyl Kvariuk, Patients for Patient Safety Champion, Ukraine

I am happy to inform everybody that All-Ukrainian Council for Patients' Rights and Security is working on organizing a conference "Patient Safety: New Challenge – New Approach" in early December.

Patient Safety is a truly new challenge for Ukrainian government and the society. This event is focused on bringing public's and government's attention to the issues of medical errors and system failures in Ukrainian health care.

This event is designed to bring together representatives of patients and state authorities in order to discuss the necessity to carry out current Patient Safety situation and the necessity to carry out country-wide research on the spread of unwanted medical events. It is hoped to determine next actions in this direction and sign Declaration of cooperation. Hopefully this will be the first step forward for Ukrainian Patient Safety movement.

Further information on the success and outcomes of this event will be shared with you all in PFPS News early next year.

Champions from developing regions given scholarships

Two Patients for Patient Safety Champions from Zambia and the Ukraine have been given the opportunity of a Scholarship to attend the ISQua's 23rd International Conference on Quality in HealthCare which is to take place in October in London, UK.

ISQua offered several scholarships which provide the registration fee for the event, free of charge, to the WHO World Alliance for Patient Safety to allow individuals particularly from developing countries and regions to attend the event, allowing them to gain knowledge and experience that would be valuable in their work in patient safety in their home countries.

Cosmas Kwalambo from Zambia and Vasyl Kvariuk from the Ukraine were offered two of the scholarships and are hoping to take up their places at the event in a few weeks time.

It is a great opportunity to gain learning and share their work and experience with the other delegates.

Argentina holds Patient Safety Event

– Susan Sheridan, Lead, Patients for Patient Safety

The III Conference on Patient Safety and Medical Error was held on August 10th, 2006 in Buenos Aires, Argentina in conjunction with the National Conference of the Argentina Society for Quality Health. The event, titled "Patients for Patient Safety", was sponsored by the Center of Epidemiological Investigations of the National Academy of Medicine.

The Pan American Health Organization was present including Dr. Jonas Gonseth (PAHO-USA) and Dr. Jose Luis Eliseo (PAHO-Argentina). PAHO along with WHO facilitated the participation of Patient Safety Champions from Peru, Mexico and the United States, and coordinated with Dra. Zulma Ortiz, (PAHO Patient Safety Champion – Argentina), who was instrumental in organizing and facilitating the event.

Prior to the opening of the event a breakfast with Dr. Juan Carlos Fraschina from the Ministry of Health was organized to foment discussion between PAHO, Patient Safety Champions and the Ministry of Health on the present and future landscape of Patient Safety in Argentina and Latin America.

The event was opened by Dr. Vicente Gutierrez, President of the National Academy of Medicine, and Dr. Alberto Agrest, Chair of the Committee on Medical Error and Quality Improvement.

The event was developed around 3 panels. The first panel was titled "The Voice of the Consumer in Patient Safety" which included presentations from Claudia Cattivera, (PAHO Patient Safety Champion - Argentina) and other representatives from patient groups including ADELCO, SOSTEN and Apostar la Vida. Dr. Chaw (PAHO Patient Safety Champion - Peru) also presented during this round table and shared that she is convinced it is fundamental to listen to patients and families that have suffered harm in health care and to invite them to participate in the efforts to improve patient safety.

The second round table was titled "Proposals to Improve Patient Safety" Along with other distinguished speakers Dr Jorge Sanchez (PAHO Patient Safety Champion – Mexico) shared his recommendations that have been developed in Mexico on the prevention of medical errors.

The third panel was titled "Patients for Patient Safety." Dr. Zulma Ortiz (PAHO Patient Safety Champion – Argentina) and Susan Sheridan (United States) presented on the World Health Organization's World Alliance on Patient Safety and the "Patients for Patient Safety" program dedicated to the "collective voice" of the global consumer in co-creating a future healthcare system that is safe, compassionate and just.

This conference marked the very first time that patients/consumers were included in an academic event on patient safety. The enthusiasm present at the conference demonstrated that there is fertile ground for future opportunity.

Follow up opportunities include the development of a PAHO strategic plan, the creation of a patient safety video library, further development of the Patients for Patient Safety PAHO electronic community that includes translation, and the identification of important individuals in Argentina to help promote the World Alliance for Patient Safety.

"It is a brave person, or an ordinary person through their individual brave acts, who challenges established ways of things and demands that an unsafe act or set of activities stops, or that corrective action, or a totally different direction be taken.

Exercising ones moral courage is scary and unnerving, and can be a very lonely experience. It can test the very fibre of ones being. But, when it comes to taking action on the basis of one's beliefs and understandings of moral and ethical issues, there can be no compromise: if it must be done, it must be done."

- found in 'Decision Making: Risk Management, Systems Thinking and Situation Awareness' - McLucas, A,C, Argos Press 2003
<http://www.argospress.com/books/risk-management/>

Experiences in the Western Pacific Region (WPR)

Stephanie Newell from Australia and Mingming Zhang from China were two of the participants selected to attend the Global Patients for Patient Safety Workshop in November 2005 from the Western Pacific region (WPR).

This month's edition of PFPS News is highlighting the issues they are facing. Steph shares some of her thoughts and experiences of being a Patients for Patient Safety Champion and Ming ming gives us insight into the patient safety situation in China.

Future editions of PFPS News will seek to highlight different countries and different champion experiences so if you are interested please contact Rachel Heath, Project Manager, Patients for Patient Safety at safety@patientsorganizations.org



Champion Profile – STEPHANIE NEWELL

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

I gained

- A lot of information about patient safety from different areas of the world,
- Strength and hope knowing that others are as passionate as I am about making positive changes to ensure health care is safe.
- Reinforcement of the importance of advocacy for patient safety and patients partnering to bring about improvements and change.

What did you find hard when you returned home?

Apart from not having a lot of the communication tools about PFPS readily accessible, which we do have now, I found it a challenge to know where to focus my energies first.

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

I wrote articles about PFPS and Patients Safety for consumer advocacy and health provider periodicals in my State and spoke to consumers and health care staff in various locations.

What are some of the lessons you want to share?

To seize every opportunity to create links and work with other consumers and health care staff who are committed to making health care safe.

What activities have you undertaken so far?

In addition to writing articles and speaking about PFPS and Patient Safety I have attended local and national workshops on patient safety, including the recent 4th Australasian Conference in Safety and Quality in Health Care. At this event I co-organised and spoke at a consumer dinner which resulted in a national consumer advocacy group being formed on Patient Safety & Quality of Care in Health Care.

What frustrations and barriers have you faced?

Keeping informed of pending state and national workshops/conferences/events/reforms relative to Patient Safety to enable involvement.

How have you overcome difficulties and barriers?

By continually creating network links with consumers and others in health to improve awareness of forthcoming events and involvement opportunities.

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

To raise awareness and further the involvement of PFPS's work at a National and regional level. To create and strengthen links with other Patient Safety advocates, individuals and groups, in Australia and the Western Pacific region to provide a strong united voice.

Perspectives from CHINA

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

The Chinese government support or run hospitals providing most of the health care services and are currently undertaking progress in health care insurance enterprises including society insurance (often through an individuals work unit) and commercial insurance. In most cases this will pay a limited amount of the health care cost for city people. However, most people will pay the majority of the healthcare cost on their own, in addition to the healthcare insurances. In the countryside, there is a "rural health insurance system" consisting of some limited national and local support. Patients pay the cost for some kind of diseases.

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

The problem has been increasingly recognized by Chinese government via public media, conferences and meetings. But many other challenges face the government, the related mechanism for patient safety needs to be improved including national policy, healthcare insurance system and the medicine management etc.

How would you describe the Doctor-patient relationship?

Based on the actual situation including culture, education, healthcare system, it is still doctor dominated decision-making although this situation is changing so that patients increasingly have rights to share with doctors. In 2002, "Regulation on the Protection of Medical Malpractice" was issued by the government for the sake of patients. To some extent, doctors, are sensitive to taking responsibilities or may be afraid of being involved in patient disputes. Doctors may ask patients to take responsibility by asking them to sign many documents before taking treatment. Patients do not always fully understand the content of these documents.

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

The hospitals have developed some kind of "feedback box" for patients, or have some surveys to particular patients, or via patient associations. Some hospital have set special department to meet patients to listen to their voices. Public media will play a key role in monitoring and encouraging hospitals to listen to patients voices. The Health Authority will also ask hospitals to listen to patients voices.

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

It has been increasingly recognized. The Health Authority calls on all hospitals that patient safety is the guarantee of the quality of healthcare service. It should be the priority and should be the main or longstanding theme for hospitals in the quality of management and quality control. So they are educated. But there is a big difference between the countryside and the cities because of education levels, lack of information etc.

How are patients included in the healthcare system?

It is different in different cases and for different people. If I have job, my healthcare cost will be partly paid by my work unit (social health insurance), some amount will be paid by my commercial insurance and some will be paid by myself. If I have no job, I will pay my own if I do not have commercial insurance. In the countryside, most areas people will pay their own health cost though the situation is changing.

What are the patient safety priorities for China?

As a developing or transitional country where healthcare expenditure is lower compared with the western countries (\$261 per capita, per year), there are many priorities facing healthcare. It is interesting that at the beginning of this year, I submitted a funding proposal to National Nature Science Foundation of China, the biggest foundation in the country on the topic of "Advocating for Patients for Patient Safety and Cultivating a Harmonious Social Environment between Doctors and Patients", I just got the feedback from the foundation while responding to these questions, the proposal is not approved though it is "very important, very meaningful, and innovative", but "patient safety is a system project, it is very difficult to launch only patient for patient safety before the whole system is matured". So under these circumstances, standardization of national policy, improvement of healthcare insurance system and management of medicine will be priorities in patient safety

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

We still have a large population unevenly distributed in cities and the countryside and limited private and public healthcare resources.



WHO WORLD ALLIANCE FOR PATIENT SAFETY

The First Global Patient Safety Challenge: Update – Julie Storr, Project Manager

The first Global Patient Safety Challenge, Clean Care is Safer Care, aims to stimulate global commitment and action on the reduction of Health Care-Associated Infection (HAI). Information on this can be found in the newly launched website for the Challenge: <http://www.who.int/gpsc/en/>. Its focus has largely been the development and testing of new global consensus guidelines on hand hygiene in health care http://www.who.int/patientsafety/information_centre/ghad_download/en/index.html. However, the Challenge has broader objectives related to established WHO programmes in this field and it is acting as a vehicle to promote clean care practices relating to injection and immunization safety (clean equipment); emergency and surgical procedure safety (clean procedures); blood transfusion safety (clean products) and safe water and sanitation (clean environment).

The Challenge is achieving its objectives in three ways, through:

1. **Global awareness raising activities**– e.g. six regional workshops will occur before the end of 2007. Patients for Patient Safety champions will be invited to participate in the workshops, Worldwide dissemination of monthly NewsAlert; New GPSC website; Worldwide dissemination of Global Patient Safety Challenge documents translated into many languages and the WHO Guidelines on Hand Hygiene in Health Care; Participation and presentations on the Challenge in many international conferences and events; Articles about the Challenge in peer review journals and national press; Invitation to governments of WHO Member States to participate in this initiative.
2. **Country commitments/ inauguration events**, whereby ministers of health commit by signing a Statement to tackle HAI. To date 30 countries and autonomous regions have made such commitment or are planning to do so by the end of 2006
3. **Technical work** (development, piloting and evaluation of the WHO Guidelines on Hand Hygiene in Healthcare (Advanced Draft). The Guidelines call for a combined strategy of measures which act together in a complimentary manner leading to sustainable improvements in health care staff hand hygiene practices, and therefore stop infections being spread in health-care. A suite of tools and resources to help countries address hand hygiene improvement have been developed. One of the components of these improvement strategies, is patient and carer involvement. A task force to address this issue already exists and it is planned to bring members of the task force together to ensure the final guideline recommendations are fit for purpose.

Solutions for Patient Safety

In order to facilitate the accurate identification of solutions and the adaptation of solutions to different needs, the WHO Collaborating Centre on Patient Safety (Solutions) recently convened the first meeting of its international steering committee. The Committee is composed of recognized leaders and experts in patient safety and includes Susan Sheridan, Chair of Patients for Patient Safety and Margaret Murphy a patient advocate and member of the Patients for Patient Safety Steering Group.

The International Steering Committee has prioritized the following nine solutions for further development:

Look-Alike/Sound-Alike Medications,
Patient Identification,
Hand-Off Communication,
Wrong Site, Wrong Procedure, Wrong Person Surgery,
High-Concentration Medications,
Medication Reconciliation,
Catheter and Tubing Misconnections,
Needle Reuse,
Preventing Kernicterus

Three Regional Advisory Groups have also been established to review the priority draft solutions and provide feedback on how the solutions need to be adapted for different regions of the world. A large international field review via electronic survey will be undertaken to determine the relevance, adaptability, feasibility, and barriers to acceptance of the solutions in different regions of the world. Further information on how you can contribute will be released when available. In spring of 2007, the International Steering Committee will reconvene to consider input from the field review, approve the final solutions, and develop dissemination strategies.

Don't forget to visit our website at:

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

SEARO: Update

In the last edition of PFPS News Murrigan Thevar reported on his attendance of the regional meeting on patient safety in Delhi for the South East Asia Region. Since then SEARO have held their Annual Regional Committee of all Member States in the South East Asian region of WHO. They considered the global and regional issues and the measures that needed to be put into place for patient safety in the Member Countries of that Region. A regional resolution was adopted on patient safety as a basis for ongoing action. For further information go to

http://www.searo.who.int/en/Section316/Section503/Section2141_12044.htm

Dr Samlee Plianbangchange, Regional Director for WHO South-East Asia Region said, "WHO South-East Asia Region is working with its Member States to ensure patient safety in the areas of blood safety, injection and immunization safety, health care waste management, drug safety, and through its programmes like Making pregnancy safer, child health and strengthening human resources for health."

DATES FOR THE DIARY...

Pan America

- **October 19-21** – Halifax 6-The Canadian Healthcare Safety Symposium, Vancouver, Canada.
- **October 23-25** – SIGN (Safe Injection Global Network) Conference, Mexico City, Mexico.

Europe

- **October 22-25** – ISQua's 23rd International Conference on Quality in Health Care, London, UK
- **November 27-28** – Risk 2006 – Risk Management Conference, London, UK.

Eastern Mediterranean

- **October 29 – November 2** – Global Forum for Health Research, Cairo, Egypt