An Overview

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WHO headquarters

Member States Information Session
20 September 2022
Objectives of the Member States Information Session

- Brief overview of Global Patient Safety Action Plan 2021-2030 and key actions to be taken by Member States

- Background and rationale of the Member States survey on progress of implementation of the global action plan

- Introduction to the structure and elements of Global Patient Safety Assessment Tool (GPSAT)

- Sharing of the modalities, timelines and process of the Member States survey
72nd World Health Assembly (WHA)  
May 2019  
Watershed moment for patient safety!

- Adopted WHA resolution on **Global action on patient safety** (WHA72.6)
- Recognized **Patient Safety as a global health priority**
- Established an annual **World Patient Safety Day** on 17 September
- Formulate a **Global Patient Safety Action Plan**, aligned with SDGs
to formulate a global patient safety action plan in consultation with Member States and all relevant stakeholders, including in the private sector, for submission to the Seventy-fourth World Health Assembly in 2021 through the 148th session of the Executive Board"
Purpose of the Global Action Plan

- Provide strategic direction for all stakeholders through policy actions
- Provide a road map or a framework to develop national action plans on patient safety
- Align existing strategic instruments for promoting patient safety in all clinical and health-related programmes
- Provide implementation guidance for the mandate provided by WHA72.6: Global action on patient safety
### Development Process

#### Scoping and literature review
- Relevant global and strategic documents
- Operating paragraphs of WHA72.6
- Reports, studies, articles and patient stories

#### WHO Internal Consultation
- Brainstorming within department
- Inter-departmental discussion with relevant safety allied programmes
- Discussion with WHO regional focal points.

#### Global expert consultation
- 24 – 26 February 2020
- Experts from 44 countries and international organizations
- Recommendations on 12 thematic areas

#### Drafting
- Drafting and review task force
- Public consultation on first draft (August – September 2020)
- Comments incorporated to prepare second draft
- Information session with Mission focal points – Nov 2020
- Revision and third draft discussed and adopted in EB148, January 2021
- Information session with Mission focal points – March 2021

#### Public Consultation
- Information session with Mission focal points – Nov 2020
- Revision and third draft discussed and adopted in EB148, January 2021
- Information session with Mission focal points – March 2021

#### Member States Consultation
- Submission to WHA74 for adoption

#### 74th WHA
- Adopts the action plan

#### Launch of the global action plan
Global action on patient safety

The Seventy-fourth World Health Assembly, having considered the consolidated report by the Director-General,⁴

Decided:

(1) to adopt the global patient safety action plan 2021–2030;

(2) to request the Director-General to report back on progress in the implementation of the global patient safety action plan 2021–2030 to the Seventy-sixth World Health Assembly in 2023 and thereafter every two years until 2031.

Seventh plenary meeting, 31 May 2021
Vision

A world in which no one is harmed in health care and every patient receives safe and respectful care, every time, everywhere

Mission

Drive forward policies, strategies and actions based on science, patient experience, system design and partnerships to eliminate all sources of avoidable risk and harm to patients and health workers

Goal

Achieve the maximum possible reduction in avoidable harm due to unsafe health care globally


Strategic Objectives

1. Policies for zero patient harm
2. High-reliability systems
3. Safety of clinical processes
4. Patient and family engagement
5. Health worker education, skills and safety
6. Information, research and risk management
7. Synergy, partnership and solidarity
## Framework for Action - The 7x5 Matrix

<table>
<thead>
<tr>
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<th>1</th>
<th>2</th>
<th>3</th>
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<th>5</th>
<th>6</th>
<th>7</th>
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<tbody>
<tr>
<td></td>
<td>Policies to eliminate avoidable harm in health care</td>
<td>High-reliability systems</td>
<td>Safety of clinical processes</td>
<td>Patient and Family engagement</td>
<td>Health worker education, skills and safety</td>
<td>Information, research and risk management</td>
<td>Synergy, partnership and solidarity</td>
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<tr>
<td></td>
<td>1.1 Patient safety policy, strategy and implementation framework</td>
<td>2.1 Transparency, openness and No blame culture</td>
<td>3.1 Safety of risk-prone clinical procedures</td>
<td>4.1 Co-development of policies and programmes with patients</td>
<td>5.1 Patient safety in professional education and training</td>
<td>6.1 Patient safety incident reporting and learning systems</td>
<td>7.1 Stakeholders engagement</td>
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<td>1.2 Resource mobilization and allocation</td>
<td>2.2 Good governance for the health care system</td>
<td>3.2 Global Patient Safety Challenge: Medication Without Harm</td>
<td>4.2 Learning from patient experience for safety improvement</td>
<td>5.2 Centres of excellence for patient safety education and training</td>
<td>6.2 Patient safety information systems</td>
<td>7.2 Common understanding and shared commitment</td>
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<td>1.3 Protective legislative measures</td>
<td>2.3 Leadership capacity for clinical and managerial functions</td>
<td>3.3 Infection prevention and control &amp; antimicrobial resistance</td>
<td>4.3 Patient advocates and patient safety champions</td>
<td>5.3 Patient safety competencies as regulatory requirements</td>
<td>6.3 Patient safety surveillance systems</td>
<td>7.3 Patient safety networks and collaboration</td>
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<td>1.4 Safety standards, regulation and accreditation</td>
<td>2.4 Human factors’ ergonomics for health systems resilience</td>
<td>3.4 Safety of medical devices, medications, blood and vaccines</td>
<td>4.4 Patient safety incident disclosure to victims</td>
<td>5.4 Linking patient safety with appraisal system of health workers</td>
<td>6.4 Patient safety research programmes</td>
<td>7.4 Cross geographical and multisectoral initiatives for patient safety</td>
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<td>1.5 World Patient Safety Day and Global Patient Safety Challenges</td>
<td>2.5 Patient safety in emergencies and settings of extreme adversity</td>
<td>3.5 Patient safety in primary care and transitions of care</td>
<td>4.5 Information and education to patients and Families</td>
<td>5.5 Safe working environment for health workers</td>
<td>6.5 Digital technology for patient safety</td>
<td>7.5 Alignment with technical programmes and initiatives</td>
</tr>
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</table>
Partners in Actions

Governments

Health Care Facilities and Services

Stakeholders

The WHO Secretariat
Strategic Objective 1

Policies to eliminate avoidable harm in health care

Make zero avoidable harm to patients a state of mind and a rule of engagement in the planning and delivery of health care everywhere.
Strategic Objective 2

High-reliability systems

Build high-reliability health systems and health organizations that protect patients daily from harm
Strategic Objective 3

Safety of clinical processes

Assure the safety of every clinical process
Strategic Objective 4
Patient and family engagement

Engage and empower patients and families to help and support the journey to safer health care
Strategic Objective 5
Health worker education, skills and safety

Inspire, educate, skill and protect health workers to contribute to the design and delivery of safe care systems.
Strategic Objective 6

Information, research and risk management

Ensure a constant flow of information and knowledge to drive the mitigation of risk, a reduction in levels of avoidable harm, and improvements in the safety of care.
Strategic Objective 7

Synergy, partnership and solidarity

Develop and sustain multisectoral and multinational synergy, partnership and solidarity to improve patient safety and quality of care
## Global Patient Safety Targets

<table>
<thead>
<tr>
<th>Indicators</th>
<th>2023</th>
<th>2025</th>
<th>2027</th>
<th>2030</th>
<th>Source of data</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of countries that have developed a national action plan (or equivalent) for implementing patient safety policy and strategies</td>
<td>30%</td>
<td>50%</td>
<td>80%</td>
<td>90%</td>
<td>Member State survey by WHO</td>
</tr>
<tr>
<td>2. Percentage of countries that have implemented a system for reporting of never events (or sentinel events)</td>
<td>30%</td>
<td>50%</td>
<td>80%</td>
<td>90%</td>
<td>Member State survey by WHO or partner institution</td>
</tr>
<tr>
<td>3. Percentage of countries that have achieved their national targets on reducing the health care-associated infection rate</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
<td>National health or patient safety information systems</td>
</tr>
<tr>
<td>4. Percentage of countries that have achieved their national targets on reducing medication-related harm</td>
<td>20%</td>
<td>50%</td>
<td>70%</td>
<td>80%</td>
<td>National health or patient safety information systems</td>
</tr>
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<td>5. Percentage of countries with more than 60% of hospitals having a patient representative on the governing board</td>
<td>20%</td>
<td>30%</td>
<td>50%</td>
<td>70%</td>
<td>Survey by partner patient organization designated by WHO</td>
</tr>
<tr>
<td>Indicators</td>
<td>2023</td>
<td>2025</td>
<td>2027</td>
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<tr>
<td>6. Percentage of countries that have incorporated a patient safety curriculum in education programmes or courses for health care professionals</td>
<td>30%</td>
<td>50%</td>
<td>70%</td>
<td>80%</td>
<td>Member State survey by WHO or partner institution</td>
</tr>
<tr>
<td>7. Percentage of countries that have signed up for implementation of the WHO Health Worker Safety Charter</td>
<td>30%</td>
<td>50%</td>
<td>80%</td>
<td>90%</td>
<td>Member State survey by WHO or partner institution</td>
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<tr>
<td>8. Percentage of countries with 60% or more health care facilities participating in a patient safety incident reporting and learning system</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>80%</td>
<td>Survey by WHO or partner institution</td>
</tr>
<tr>
<td>Reports from national patient safety incident reporting and learning system</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>9. Percentage of countries that publish an annual report on patient safety</td>
<td>20%</td>
<td>40%</td>
<td>60%</td>
<td>70%</td>
<td>Member State survey by WHO</td>
</tr>
<tr>
<td>10. Percentage of countries that have established a national patient safety network</td>
<td>30%</td>
<td>50%</td>
<td>60%</td>
<td>80%</td>
<td>Member State survey by WHO or partner institution</td>
</tr>
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</table>
Monitoring and Reporting

**Indicator**
Number of countries that have developed a national action plan (or equivalent) for implementing patient safety policy and strategies

**Global targets**
Percentage of countries that have developed a national patient safety action plan or equivalent

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
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<tbody>
<tr>
<td>2021</td>
<td>Establish a baseline</td>
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<tr>
<td>2023</td>
<td>30% of countries</td>
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<tr>
<td>2025</td>
<td>50% of countries</td>
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<tr>
<td>2030</td>
<td>90% of countries</td>
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**Source of data**
Member State survey by WHO
Implementing Global Patient Safety Action Plan

10 actions every country is urged to take
Develop a National Patient Safety Action Plan
Establish a Patient Safety Incident Reporting and Learning System
Implement WHO Global Patient Safety Challenge: *Medication Without Harm*
Celebrate World Patient Safety Day
(17 September)
Operationalize a National Patient Safety Network

WHO Global Patient Safety Network
2450 members, 151 countries
Incorporate patient safety curriculum in medical and nursing professional education
Report progress on patient safety through the Member States surveys to WHA
Institute a policy of having a patient representative in all hospital governing boards
Prioritize and provide resources to patient safety programmes
Strategize patient safety as a force multiplier for health service improvement programmes
Thank you