



Introducing the Patient Safety Friendly Hospital Framework



World Health
Organization

REGIONAL OFFICE FOR THE Eastern Mediterranean

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Why patient safety matters

Patient safety is a major challenge for all health systems globally.



Adverse events following hospitalization are the leading cause of death and injury globally.

14th



There are approximately

421 million hospitalizations each year globally,
42.1 million of which result in adverse events.



About **15%**
of all hospital activities and expenditure are a direct result of
adverse events, costing trillions of dollars annually.

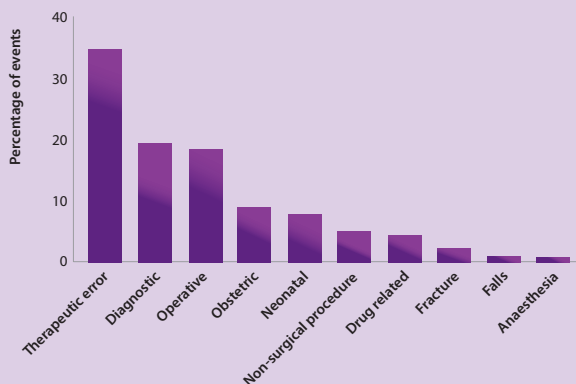


Research has shown that up to

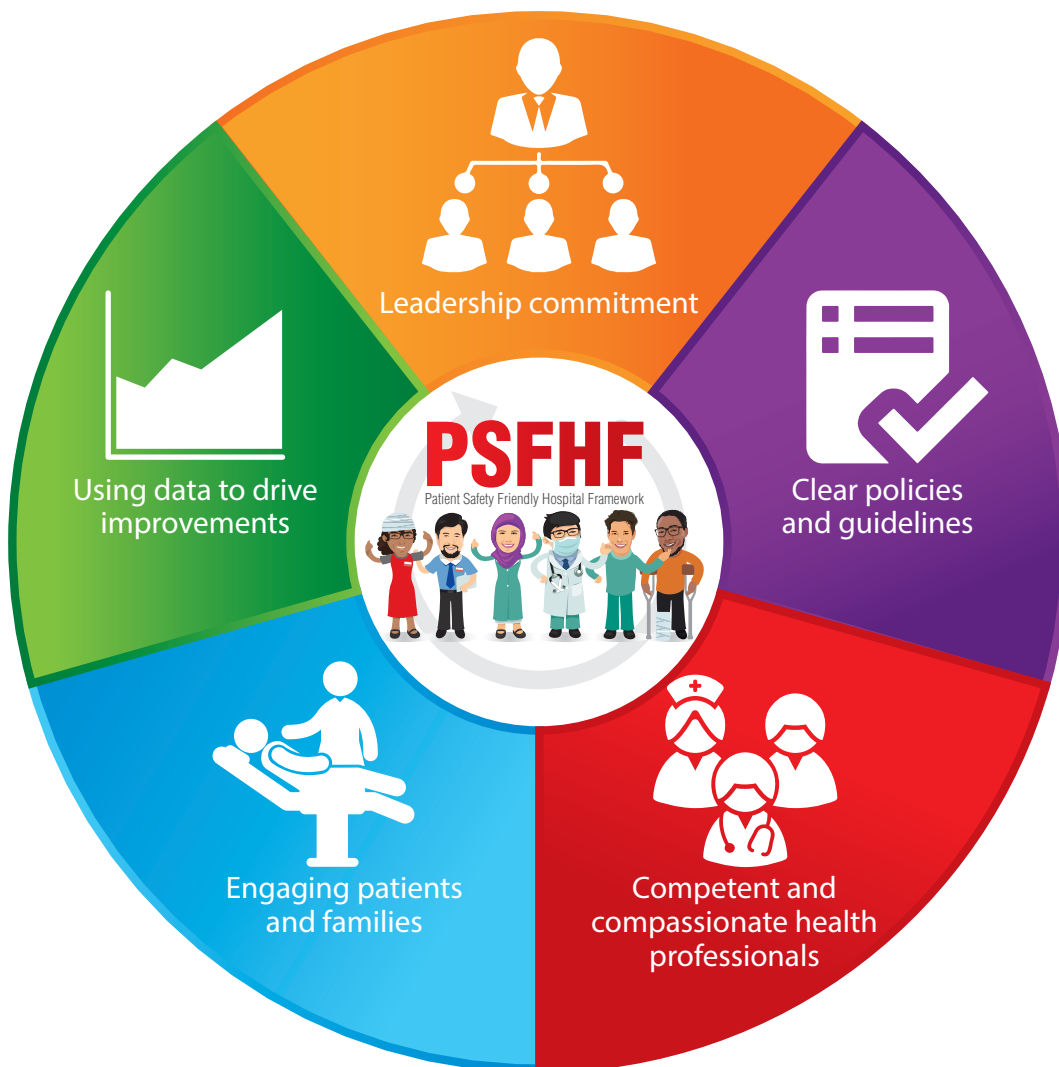
18% of hospital admissions in the Eastern Mediterranean
Region are associated with adverse events and
83% are preventable.

Most common types of error

Source: <https://www.bmj.com/content/344/bmj.e832>



Five key strategies to improve patient safety



What does the PSFHF involve?

The Patient Safety Friendly Hospital Framework (PSFHF) aims to address the burden of unsafe care in the Eastern Mediterranean Region. It helps institutions in countries of the Region to launch comprehensive patient safety programmes, with assistance from the World Health Organization (WHO).



The PSFHF is a systematic evaluation process for hospitals, using international best practice standards. It combines self-assessment with guidance from external experts, and desk research with site visits and interviews.



More than 250

hospitals in the Region are already enrolled in the PSFHF.



WHO recommends that hospitals repeat the external evaluation every three years.

- Comprehensive and integrated approach to patient safety
- Supported by WHO
- Owned by countries
- Voluntary
- Hospital driven
- Promotes a multidisciplinary approach

Supported by two tools:



Patient safety assessment manual
(assessment tool)



Patient safety tool kit
(improvement tool)

The PSFHF can support the introduction of new patient safety programmes in hospitals or evaluate and strengthen existing programmes.



The PSFHF process

Initiating

- Leadership commitment.
- Advocacy.
- Raising awareness.

Preparing

- Establish a local PSFHF committee.
- Build staff capacity in standards and tools.
- Agree a realistic timeline for project implementation.

Assessing

- Conduct self-assessment.
- Ensure availability of required documents.
- Ask for external evaluation.
- Set up a national committee for oversight and continuous improvement.
- Use score cards.

Improving

- Identify gaps in patient safety.
- Set priorities.
- Start with the most critical standards followed by core and then developmental standards.

Sustaining

- Communicate progress to the team.
- Reward good performances.
- Celebrate achievements.

PSFHF domains, standards and criteria



Each of the five patient safety domains comprise a number of standards and each standard is assessed against a number of identified criteria. There are **134 criteria** that cover the five domains, including **25 critical criteria**, **94 core criteria** and **15 developmental criteria**.

Hospitals are graded to show how far they meet the criteria with four levels of compliance:

Level	Critical	Core	Developmental
1	100%	Any	Any
2	100%	60–89%	Any
3	100%	≥ 90%	Any
4	100%	≥ 90%	≥ 80%

How does PSFHF assessment benefit hospitals?



It demonstrates **public commitment and accountability** regarding patient safety.



Benchmarking hospital performance against PSFHF standards **encourages improvement** in patient safety.



Using the assessment **motivates staff** to improve patient safety.

WHO's role



Encouraging countries to endorse the PSFHF.



Providing guidance on the PSFHF process.



Supporting hospitals to develop comprehensive patient safety systems.



Building the capacity of local teams to implement the programme.



Establishing partnerships and networks to promote the use of the PSFHF evaluation process.

Countries' role



Establishing a national PSFHF committee.



Raising awareness of the need for patient safety improvements through the PSFHF.



Providing information about the PSFHF process.



Identifying hospitals to be enrolled in the PSFHF process.



Coaching hospitals during the PSFHF process.



Coordinating internal and external assessments.



Delivering PSFHF certificates based on external assessment reports.



Ensuring the sustainability of the PSFHF process.

Benefits of the PSFHF according to the teams who implemented it



Helps in **building a patient safety system**



Improves **documentation** control



Creates **a platform** that integrates different perspectives



Offers a tool for **benchmarking** performance and **learning** from others' experiences



Results can be used to develop a **score card** for measuring and monitoring performance



A useful **tool** for hospitals that are actively considering continuous improvement

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