



**Multi country workshop on patient safety reporting and learning processes and networks
23-24 September, 2013, Krakow, Poland**

SCOPE AND PURPOSE

The guiding European health policy, Health 2020, calls attention to health system strengthening (HSS), prioritizing efforts to ensure health systems that are people-centred, high quality and fit for purpose in the context of the 21st century. Supporting Member States towards people-centred health systems for maximum health gain, the Division of Health Systems and Public Health puts forward an operational approach to HSS, calling for innovative approaches across core health system functions.

Patient safety principles and concepts apply irrespective of the place where health care is delivered, the type of health care provider, and the type of the patient. In the existing financial and organizational environment of modern health services pressured to respond to escalating demands for care (aging populations, increasing prevalence of chronic and multiple conditions) there is a renewed emphasis on high quality performance and patient centred care. Within this context, patient safety and patient participation stand as a firm priority for strengthening health care systems and a pre requisite for its open market sustainability.

Hearing the calls of Member States for needed policy tools and instruments to enable transformations in the delivery of health services, and backed by the endorsement of the Regional Director, a mid-term work plan to develop a Framework for Action towards Coordinated/Integrated Health Services Delivery (CIHSD)¹ in the WHO European Region has been defined. The Framework, and the participatory process envisioned for its development, is intended ultimately as a vehicle for generating the needed technical capacity, managerial skills and a proficiency in leading changes for system-wide service delivery reforms across the Region.

There is an identified need for (pro) active risk assessment mechanisms that analyze and quantify the magnitude of potential generated health care related harm.

A shortage of practical evidence fuels however the current challenge for improving safety management at system level. To cover the gap, reporting systems aimed to mitigate, learn and further prevent the occurrence of errors in health care have been developed, and experience shared through regional networks and global initiatives (i.e. Global Community for reporting and learning)

The present workshop, organized in close collaboration with the WHO global patient safety team, aims to:

- Increase awareness and improve knowledge with respect to latest patient safety concepts and generic interventions,
- Present core principles around quality improvement and safety management in health care, including the role of effective communication and monitoring mechanisms,

¹ For an overview of this work plan, see the Health Services Delivery webpage of the WHO Regional Office for Europe at <http://www.euro.who.int/en/what-we-do/health-topics/Health-systems/health-service-delivery>

- Provide a platform for shared experience and information exchange, including success stories and challenges in participating countries in the field of patient safety
- Enhance coordination mechanisms with existing networks and further foster collaborative exercises with European stakeholders