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Welcome!

Margaret Murphy, Lead Advisor, Patients for Patient Safety (PFPS)



Welcome to the PFPS News winter 2013 edition - the last newsletter for the year. And what a year it has been! We have heard about lots of activities from the champions and the Programme at WHO throughout the year and the positive trend continues.

In September, PFPS participated in the Global Initiative on Radiation Safety in Healthcare Settings meeting in Geneva. This demonstrates our continued involvement in the work of Radiation Safety in Medicine. In October, the MRSA Survivors Network celebrated its successful "5th Anniversary World MRSA Day", encompassing several activities with great success. It is a testament of what passion and determination can bring; and we congratulate Jeanine Thomas and those involved for such impressive achievements.

Following the PFPS in-country workshops in Malaysia and Ecuador, the number of PFPS champions has now risen to 300! This is the beginning of our journey to strengthen our efforts and collaborations in Asia and Latin America. My big congratulations and thanks go to all involved. It is also wonderful to see collaboration and experience sharing between PFPS networks as well as between PFPS and local health professionals and policy-makers as in the case of the PFPS Malaysia and PFPS Ecuador workshops. Enjoy reading!

In-country activity

PFPS Malaysia Workshop: a new network of patient champions established

Stephanie Newell and Nittita Prasopa-Plaizier

Congratulations to Malaysia on its first PFPS workshop! Malaysia is the first country to have used the soon to be launched WHO Guide for Patients Training and Orientation. The workshop was hosted by the Malaysian Society for Quality in Health (MSQH) in collaboration with the Ministry of Health Malaysia (MoH Malaysia) and WHO and co-chaired by Dr Kadar Marikar, MSQH CEO and Nittita Prasopa-Plaizier (WHO).

The workshop was held on 5-6 September 2013, immediately after the annual conference on health-care quality and safety on 3-4 September, which was co-organized by MSQH, MoH Malaysia and the ECRI Institute. The conference, with the apt title "*Engaging Patients in the Delivery of Care: Patients for Patient Safety*", was a perfect prelude for the PFPS Malaysia workshop. A steering group was set up to oversee the

planning and organization of the workshop with membership reflecting all collaborating organizations. Stephanie Newell (PFPS, Australia), Nittita Prasopa-Plaizier (WHO) and Dr Kenichiro Taneda (WHO Western Pacific Regional Office - WPRO) were the main facilitators, as well as members of the Steering Group. Dr Kadar Marikar and Rebecca John represented MSQH and Dr Nor' Aishah Abu Bakar, Acting Director, Quality In Medical Care Section, represented MoH Malaysia.

Over the two days, the 13 selected participants comprising patients, health professionals and policy-makers, were oriented to the WHO Patient Safety and PFPS programmes as well as the global and national status of patient safety and patient engagement. They openly shared their experiences of health care that had a lasting and profound impact on themselves and their families, and which motivated them to bring about change in health care in a collaborative manner.



Participants of Malaysian workshop

"I was very excited about the PFPS workshop and it went beyond my expectation. It was a very open and frank exchange of experiences and views - that had never happened before, although I knew one or two of the participants personally. The facilitators really made the whole process very comfortable to talk, as you know Malaysians can be very reserved and guarded with our words." A workshop participant.

They forged bonds, shared their vision and ideas and developed Action Plans toward establishing the PFPS Malaysia network. They learned from the PFPS Canada experience through the webinar presentations by Carol Kushner and Ioana Popescu whose contributions were very appreciated as role-models for creating a network and taking a PFPS group forward.

Understanding of national health systems and local policy

direction is important for effective patient advocacy. The participants were honoured by the presentations of officials and experts from Malaysia, Ybng. Datuk Dr Noor Hisham Abdullah, Director-General of Health Malaysia and Chairman of the Patient Safety Council, Ybng. Dato' Dr Azmi bin Sharpie, Director, Medical Development Division and Dr Graham Harrison, WHO Representative for Malaysia. A highlight of the event was a Certificate of Attendance presentation by Ybng. Datuk Dr Noor Hisham Abdullah, DG of Health, who then hosted the official closing with afternoon tea, providing an opportunity for informal conversation.

A follow-up meeting was held on 1 October 2013 where the workshop participants discussed plans for establishing an independent PFPS group. *"Dr Kadar has been a driving force over a number of years in laying the foundation for the workshop... His vision and commitment have ensured that the workshop participants have a "home" within MSQH, to form and further develop as they move forward. I have no doubt that with the passion and commitment that the workshop participants have demonstrated, PFPS Malaysia will be an effective leader in health care improvement in both Malaysia and globally",* said Stephanie Newell, (workshop facilitator).

The workshop results reflect the successful collaborations of multiple stakeholders including Ministry of Health Malaysia, MSQH, WHO, PFPS Australia and PFPS Canada. Malaysia now joins Australia as one of two countries within the WHO Western Pacific Region to have held PFPS workshops, and join a global family of PFPS members. Welcome Malaysia, we wish you well and look forward to working together to advance patient engagement to make health care safer!

5th PFPS Pan-American Workshop hosted in Ecuador

Evangelina Vazquez Curiel and Katthyana Aparicio

The 5th PFPS Pan-American Workshop held in Guayaquil, Ecuador on 7-8 October was the opportunity for the country to start working on its PFPS Local Network.

The workshop was an initiative of Dr Jonas Gonseth, Director of the "Hospital de Especialidades Dr Abel Gilbert Ponton de Guayaquil" and former Patient Safety focal point for the AMRO/PAHO Region. In his current role, Dr Gonseth is highly committed to making health care safer in

Ecuador and has engaged the local authorities and policy-makers to collaborate in this initiative. The Minister of Health, Dr Carina Vance reiterated her support of this initiative and Dr Cecilia Acuña, Health Systems Services Advisor from the WHO Representative Office in Ecuador stressed the importance of patient-centered health care.

The meeting goals were to build comprehensive knowledge about patient safety, set up the baseline to establish the Ecuadorian PFPS Network and to foster relationships between the Pan-American Network and the PFPS Ecuador.

The high commitment of Evangelina Vazquez Curiel, a PFPS Champion, Mexico as well as a coordinator of the PFPS Pan-American Network, with the support of Dr Gonseth, made it possible for the 5th gathering of this important network that brought participants from six countries of the AMRO/PAHO Region: Canada, Mexico, Costa-Rica, Colombia, Peru and Paraguay, and 28 local potential patient champions. The Workshop enabled PFPS champions from these countries to share experiences, including the way they have been engaged in activities to promote safer health care, such as health-care literacy, defense of health human rights, medication safety, etc.



Dr Jonas Gonseth welcoming the participants to the workshop

By way of examples, Juana Velazquez, a PFPS Champion from Mexico, presented the efforts of the nurses regarding medication safety. She illustrated the problems they are facing and the strategies implemented to resolve them. She discussed the importance of patients themselves in the whole process of health-care delivery, as well as the solidarity with patients for patient safety.

Dr Jonas Gonseth gave insights into his past experience as Quality Advisor in WHO/PAHO - Washington and stressed the importance of engaging patients.

Katthyana Aparicio from WHO PFPS provided an overview of patient safety principles and highlighted how patients are involved at all stages of their care: "When things go wrong, patients are the principal victims of the injuries caused". She encouraged the group to get engaged with the PFPS global network and showed how patients can contribute to make meaningful changes.

Questions and Answers session allowed the workshop participants to exchange different points of view as, well as share commonalities. Consensus was met around the following statements:



Evangelina Vazquez Curiel leading one of the working groups

1. Advise and guide both patients and families through different activities aimed at improving patient safety.
2. Report and disseminate patient safety strategies through :
 - Education of patients and health care workers;
 - Hand hygiene;
 - Promote medication safety;
 - Influence the health care workers' behaviour to improve health-care services;
3. Devote time, knowledge and efforts with passion to improve the quality of health care.

These principles will lead to the creation of the PFPS Ecuador Network.



Participants of the Ecuadorian Workshop

World MRSA Day: Raising awareness of this Global Epidemic

Jeanine Thomas

World MRSA Day is October 2 and World MRSA Awareness Month - October are annual designated awareness dates to raise awareness to the global ongoing MRSA epidemic. Founder of MRSA Survivors Network, Jeanine Thomas is also the founder of the MRSA awareness campaigns and declared the dates in January of 2009. The awareness dates



Jeanine Thomas speaking at opening remarks for 5th Annual World MRSA Day Kickoff Event

became official when a US Senate resolution (S.R. 301) passed on October 5, 2009. October 2, 1960 was the first time that UK microbiologists Patricia Jevons saw MRSA (methicillin-resistant staphylococcus aureus) under a microscope.

The Fifth Annual World MRSA Day Kickoff event and Global C. diff Summit was held on September 28, 2013 in Chicago and this annual event is organized by the MRSA Survivors Network. The 2013 global theme was -'The MRSA Epidemic – A Call to Action'. The event was a great success with Keynote Speaker Dr William Jarvis (formerly with the CDC) presenting and also receiving the Barry M. Farr Humanitarian Award. Other physicians presented and MRSA survivors spoke and shared their compelling personal stories. Bethany Burke, 18, of Austin, Texas became the recipient of the first 'MRSA Youth Champion' award for raising awareness and fundraising for MRSA with her online video and the CrowdRise campaign.

Richard Branson, founder of Virgin Unite gave an uplifting personal message to attendees of the event via video. Watch the video on MRSA Survivors Network's website – www.MRSA survivors.org.

A Remembrance Ceremony was held with a moment of silence to honor all of those who have lost their life to this disease and an 'In Memoriam' to Nick Brozik, 28, a MRSA Survivors Network member who recently passed away. Bagpipe music was played and the event concluded outdoors with a balloon release.



Other events were held throughout the month of October in the United States, United Kingdom and Indonesia. Downloadable promotional material; posters, brochures, web banners, etc. are available at <http://www.worldMRSAday.org>.

MRSA Survivors Networks' other awareness campaign is International MRSA Testing Week – April 1-7th with downloadable campaign material available.

Jeanine Thomas, founder of MRSA Survivors Network is the first patient/consumer advocate to raise the alarm about MRSA and health care-acquired infections (HAI's) in the U.S. starting in 2002. She worked with then state senator Barack Obama to pass the first infection reporting law in Illinois in 2003 and it was the first legislation in the U.S. She has since introduced and helped pass several pieces of legislation, mandating MRSA screening of high-risk patients and mandating that MRSA be designated on death certificates, if it is a contributing factor. She is currently working on a Presidential Proclamation for World MRSA Day.

Jeanine Thomas has been a WHO designated 'Patient Champion' since 2008, FDA-appointed consultant and a council member with the Brookings Institution. She is a survivor of MRSA sepsis and became critically ill and nearly died after ankle surgery in 2000.

The Ghost of Healthcare Consciousness

Iona Popescu

Canadian Patient Safety Institute (CPSI) CEO, Hugh MacLeod, is an author, an editor and discussant of the *Healthcare Ghost Busting Essay Series*, which consist of short essays relating to health care quality and safety issues. Each essay is written in an easy and fun-to-read way, but at the same time is thought-provoking and educational.



The first series of 22 essays gained popularity and big audience in a short space of time. According to the publisher, the first 22 essays “had more than 50 000 reads and 38 pages of feedback”. Seven essays from this series were among the publisher’s top 25 reads for the period June 2012 to July 2013.

The October series has the heading “*Lifting up the voices of patients, care providers and managers*”, under which there are essays each with its own title and theme. For example, the theme of the first essay is about patients “*The Known The Unknown The Unknowable: Where is the voice of patients, care providers and middle managers*”. Readers can give feedback, comments etc. Enjoy reading!

Link to the original series (22 essays) (<http://www.longwoods.com/pages/ghostbusting>)

Link to the current series: <http://www.longwoods.com/pages/ghost-series-2>

7-Day Mother Baby m-Check Tool

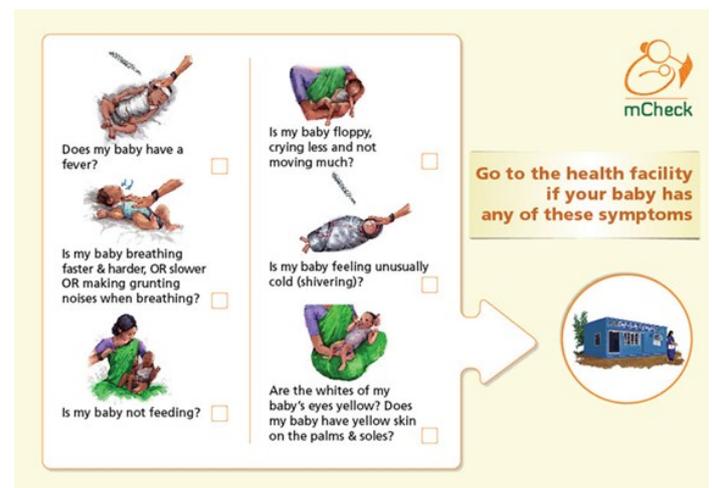
Anna Lee

The WHO Mother Baby 7-day mCheck tool aims to empower mothers with the knowledge to identify danger signs in themselves and/or their newborn baby in seven days after birth, and to increase appropriate care-seeking behaviour. The intervention consists of a paper-based pictorial tool depicting danger signs for mother and baby

and a daily reminder audio message sent to their mobile phones during the first seven days.

Many PFPS champions around the world contributed significantly to development of the tool by carrying out a needs assessment, followed by a series of focus groups to gather the inputs needed for drafting. In collaboration with health workers, PFPS champions held further discussions to refine the tool and assess the feasibility of using mobile technology to support its paper-based version.

Since April 2013, a pilot study has taken place in Karnataka, India, to assess the impact of the intervention on knowledge and identification of danger signs, and health-seeking behaviour of mothers and their families. A series of focus groups and pre-testing were held to inform local adaptation of the tool and development of the mHealth messaging. Data collection has focused on observation of mothers and health workers in participating hospitals after they are enrolled in the study followed by home interviews after seven days. The study results are expected later this year.



PFPS collaborates with APPS and IAPO

Anna Lee

In 2013, PFPS began working with colleagues from the African Partnerships for Patient Safety programme (APPS) and the International Alliance of Patients’ Organizations (IAPO), to bring together a network of stakeholders to collaborate and increase patient and community involvement in policy-making and practice on patient safety in Africa.

A common challenge for patient advocates is having access to key organizations. Thus, the project focuses on facilitating links between patients, community representatives (PFPS champions and IAPO member organizations), APPS partner hospitals and other key stakeholders. The aim is to encourage patient engagement and advocacy efforts for patient-centered patient safety policies through knowledge sharing and awareness-raising activities. It is expected that the collaboration will support PFPS champions in their advocacy efforts and will increase patient and community engagement in the pilot countries.

This project is being piloted in Ghana, Malawi, Uganda and Zambia. As a first step, participants completed a survey to provide baseline data from which future measurements can be made. The [baseline survey report](#) is available here. Since then, the group has developed the Mission Statement, conducted introductory teleconferences and created an online forum for communication and knowledge-sharing. The group will provide updates on activities at the end of the year.

For more information: email pfps@who.int

Updates from PFPS Canada

Iona Popescu

Recent accomplishments:

A patient story of a Patients for Patient Safety Canada member opens each day on [Canada's Virtual Forum on Patient Safety and Quality Improvement](#). Thousands of people from more than 23 countries around the world have taken part in Canada's Virtual Forum in the past. Learn more at www.asklistentalk.ca and attend the no-cost sessions (even after the forum is over).

A member of Patients for Patient Safety Canada was highlighted in the award-winning [Hands in Healthcare magazine](#). Find out more about this year issue at www.asklistentalk.ca.

Members presented at several important conferences in the last quarter:

- National Health Leaders Conference, June 2013
- Canadian Society of Hospital Pharmacists' Conference, August 2013
- Canadian Association of Pediatric Health Centres' Conference, October 2013
- Planetree Conference, October 2013

The co-chairs, Donna and Carol, shared Patient for Patient Safety Canada's history and experience virtually at PFPS Workshops in Ireland and Malaysia. The discussions with and questions from our colleagues were very valuable for the Canadian network.

Several of our members represent the patient voice in committees and working groups of:

- Accreditation Canada
- Canada Health Infoway
- Canadian Patient Safety Institute
- Saskatchewan and British Columbia Ministry of Health.

Members were also recently featured in Canadian media: [Canada 'way behind' on home-care help, patient advocates say](#).

A member represented the patient voice at Canadian Patient Safety Week proclamation signing.

A Patients for Patient Safety Canada member was selected on the ISQua board.

Hon. Susan Sullivan, Minister of Health and Community



Services for the province of Newfoundland and Labrador signs a proclamation for Canadian Patient Safety Week with Vicki Kaminski, President & CEO of Eastern Health (middle), Raeline McGrath, member of Patients for Patient Safety Canada (right) and Theresa Fillatre, Senior Policy Advisor for the Canadian Patients Safety Institute (left)

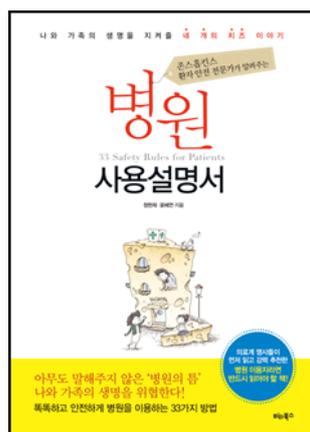
PFPS members also worked on improving the internal processes that support and sustain the network including: member selection and orientation, matching members with partners, internal communication via newsletter, transferring knowledge among members and speakers bureau.

Ten PFPSC group leaders were invited to a meet and greet prior to the Canadian Patient Safety Institute's Board Meeting in September and the following day, PFPSC's co-chairs made a formal presentation to the board highlighting where we've been, where we are now and where we're going.

Raising awareness for patient safety - South Korea

Hyeyeon Yoon

Last spring, a novel-like patient safety book tailored to patients, "33 Patient Safety Rules for Patients" was published in South Korea. Two co-authors - one is a former WHO Patient Safety Scholar Dr Heon-Jae Jeong at Johns Hopkins and the other is his former Hopkins colleague Ms Hyeyeon Yoon, a patient educator - devoted nearly two years to development of the content. Dr Jeong has committed his time and passion to patient safety programmes around the world and believes that the patients are the ones who can complete the "safety" puzzle in the hospital. Ms Yoon who has been involved in developing various patient/medical education materials, felt the strong need for patient safety awareness among patients when she realized that most of the patient safety programmes were designed for health care professionals and many patients had very little knowledge of patient safety programmes.



In the book, two main characters appear. Y, a typical mom, stays for a few days in the hospital because of her son's pneumonia treatment and meets Dr J, a safety expert, by chance, and learns about patient safety: what patient safety is, how important it is, and what the patients can do to be safer and get better care in hospital. Y becomes highly motivated and decides to develop a website to share it with other people with a help of Dr J. All 33 rules are introduced in a short "blog" format followed by the "comment/reply" section with entertaining visual aids.

When the book came out in spring this year, there was a large welcome from both hospitals and patients and the contents became the backbone of some patient safety programmes in South Korea. Currently, the Korean Organization for Patients Group (KOFPG), the largest patient advocate association in the country (president, Gijong An), is about to launch a national patient safety campaign, "Smiling Patient, Safe Hospital", funded by the governmental agency (Ministry of Security and Public Administration). The campaign will focus on three major safety areas, including identity check, hand hygiene and fall prevention as well as to promote patients' active participation via various communication channels. The campaign will continue until next year.



Patient safety for patients seminar held by KOFPG on 20 July 2013 for their college supporters named "Fireflies" and a number of patient advocates. The session consisted of patient safety expert Dr Jeong's lecture related to the book followed by an interactive Q&A

The authors' effort faced some struggles because of the sensitive and negative nature of the issues. However, they tried to focus on "trust" between the hospitals and patients as the core framework of the book throughout the process. The book discusses 33 patient safety rules, which are evidence-based, covering all the issues of International Patient Safety Goals (IPSGs) by Joint Commission International (JCI). The book includes content on medication safety, surgery safety, communication and hands-off safety, patient fall, as well as HAI (health care - associated infections). All contents were tailored to the general health literacy level of patients.

PFPS at a Conference in Jaipur - India

Nittita Prasopa-Plaizier

From 3-6 October, Nittita participated in the "Pradanya International Conference on "Healthcare India: Opportunities, Challenges and Innovations" held in Jaipur, and organized by the Indian Institute of Health Management and Research (IIHMR). The conference was

attended by about 500 health-care providers, academics and policy-makers. The majority of them, however, were clinicians and hospital managers. The key messages of the conference included how to meet increasing demands and patient expectations while maintaining quality and safety in resource-diminishing environments.

Nittita was among invited speakers who delivered presentations at the plenary session. Another one of the invited speakers was a staff member from the WHO Country Office in India who presented a topic on making pregnancies safer, featuring the WHO Safe Childbirth Checklist.

Nittita with Dr J.S. Arora, one of the three PFPS champions in India, held a pre-conference seminar to raise awareness of patient engagement and identify potential stakeholders for future collaboration. PFPS received expressions of interest from local organizations to host the PFPS workshop. The seminar was helpful in identifying and assessing stakeholders with capacity to sponsor a PFPS workshop and support the network once it is set up. It is our hope that the PFPS India network of national size may soon become a reality.



Dr J.S Arora, Nittita, Santosh Kumar and Sehr Durrani

PFPS at ISQua in Edinburgh, 13-16 October 2013

Nittita Prasopa-Plaizier

“Patient engagement”, “involving patients in their own care”, “including patients and families...”, “patient-centered care” and “...people-centered strategy” were among the

phrases mentioned almost in every session at the International Society for Quality in Health Care Conference this year. Several speakers acknowledged that patient and family engagement is key to achieving sustainable, high quality and responsive services.

WHO held five sessions at ISQua this year, one of which was dedicated to patient and family engagement. The session “*Engaging patients for safe, high quality and people-centered health services: challenges and possibilities*” was chaired by Dr George Bo-Linn (Gordon and Betty Moore Foundation, USA). The impressive panel included Dr Susan Frampton (Planetree, USA), Dr Kadar Marikar (Malaysian Society for Quality in Health-MSQH), Margaret Murphy (presenting virtually via a recorded video) and Nittita, who presented the challenges and opportunities of the PFPS Programme. (available on the PFPS Community of Practice).

One of key messages from Nittita’s presentation was that WHO PFPS would shift from “funding and running the show” to “providing technical support” to collaborators and Member States to implement their own initiatives. The message seems to be effective as there are already requests for WHO to support the “PFPS workshops”, where the local hosts will “fund and run their own show”.

We thank Barbara Farlow, a WHO Patient Safety Champion and former Patient Perspective Representative at ISQua Board for having brought forward the voice of patients and we congratulate Denice Klavano who was nominated this year by the ISQua Board to carry out this role.

Radiation Safety in Medicine - Geneva

Nittita Prasopa-Plaizier, Katthyana Aparicio and Birgitte Holmark

10-12 September, Nittita, Katthyana and Birgitte Holmark, a PFPS champion from Denmark, participated in the “*Expert Meeting on Radiation Risk Communication in Paediatric Imaging*” and the “*Global Initiative on Radiation Safety in Health care Settings*”. Both events were held in Geneva at WHO by the Radiation and Environmental Health Programme (HSE/PHE). Patient engagement featured prominently and the roles of patients in promoting radiation safety in medicine were well acknowledged by participants in both events.

The “Expert Meeting on Radiation Risk Communication in Paediatric Imaging”(9 September) was held to develop practical communication tools that will encompass the messages in the “Bonn Call-for-Action”, a joint position statement by the International Atomic Energy Agency (IAEA) and WHO. The “Bonn Call-for-Action” was issued following the “International Conference on Radiation Protection in Medicine: Setting the Scene for the next decade”, in Bonn, Germany in 2012.

The “Global Initiative on Radiation Safety in Health care Settings” (10-12 September) shared current efforts on radiation protection in medicine at global, regional and national levels. It also consulted stakeholders to inform the development of the WHO Global Initiative on Radiation Safety in Health-Care Settings. The Bonn Call-for-Action was used as the basis for the discussion. The meeting also helped strengthen the global partnerships to support the implementation of new radiation safety standards (BSS) in the medical sector of which patients are now seen as key stakeholders.

Further information: pfps@who.int.

Important Events

EU Scientific Seminar 2013, Luxembourg, 19 November 2013

Margaret Murphy has been invited, through PFPS, by the European Commission’s Directorate–general for Energy to participate in a round table discussion on “Radiation induced long-term health effects after medical exposure”. Feedback from Margaret will be available in the next PFPS Newsletter.

World Innovation Summit in Health (WISH), Doha, Qatar, 10-11 December 2013

Margaret Murphy and Nittita together with Sir Liam Donaldson have been invited to participate in this high-level Summit, over which Professor the Lord Darzi of Denham will preside as Executive Chair.

The 2013 WISH Summit (<http://www.wish-qatar.org/>) is intended to be an impactful meeting - like the ‘Davos of healthcare’ with the aim of establishing an international network of health reformers collaborating to improve the uptake of health service innovation. It will bring together a mix of public, private and academic sectors and patients to share current states of patient safety initiatives and

discuss a range of issues, including patient safety. Feedback from the WISH Summit will be reported in the next PFPS Newsletter.

Regional Launch of the Curriculum Guide for Patient Safety - Mexico, 21-22 November

The World Health Organization’s Patient Safety Programme released, in October 2011, the Multi–professional Patient Safety Curriculum Guide designed to assist Dentistry, Medicine, Midwifery, Nursing and Pharmacy schools to better integrate patient safety teaching in their curricula. Medical, Nursing and Dental Schools are all at different stages in the integration of Patient Safety content in their studies programmes.

This year on November 21 and 22, in collaboration with the PAHO/WHO office in Mexico and the WHO’s Patient Safety Programme, the School of Dentistry at the National Autonomous University of Mexico (UNAM) will host the Regional launch in the Central America and Caribbean Region. Evangelina Vasquez, PFPS Mexico, has been invited, through PFPS, to participate in this event.

Future PFPS News

Share your news with us!

PFPS News: Contributions for the next PFPS News are invited. The deadline for submissions is 07 March 2014.

PFPS Community of Practice: You can also continue to ask questions, share experiences and learning on the PFPS platform at: <http://pfps-communities.net>. If you have problems accessing the CoP, please contact Katthyana Aparicio on pfps@who.int.

PFPS Skype: If you wish to speak to us interactively, our Skype name: pfps.geneva.

Editorial Group: Nittita Prasopa-Plaizier, Katthyana Aparicio and Laura Pearson.

Disclaimer

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