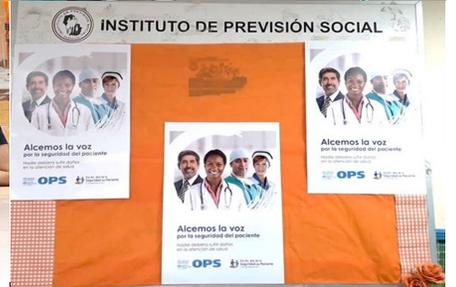




Speak up for patient safety!



PFPS News

World Patient Safety day (WPSD) 17 September 2019 Special Edition

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Stay up-to date on the PFPS Programme, tools, resources and the activities of patient advocates.

Welcome!

Helen Haskell and Hussain Jafri



Welcome to our 2019 World Patient Safety Day newsletter, featuring the activities of Patients for Patient Safety champions around the world!

September 17 2019 marked the first annual World Patient Safety Day (WPSD). World Patient Safety Day was officially established in May of this year, when the World Health Assembly adopted a

resolution prioritizing global patient safety and endorsing World Patient Safety Day as a means of drawing attention to this important topic. The objectives of WPSD are to increase public awareness and engagement, enhance global understanding, and work towards global solidarity to improve patient safety.

On this first WPSD, the official theme was "Patient Safety: a global health priority" and the slogan was "Speak up for patient safety." WHO and Member States spotlighted patient safety to galvanize global action for safer systems, services, procedures and practices in health care. The campaign aimed to mobilize patients, health workers, policy-makers, academics, researchers, professional networks and the healthcare industry to speak up for patient safety.

Throughout the world, PFPS champions were at the forefront of World Patient Safety Day celebrations. These activities are vivid illustrations of the active engagement of patient champions around the world, and the growing influence of patients in bringing about improvements to patient safety. Although we still have far to go, it is a moment to pause and reflect on how far we have come in patient empowerment in patient safety and in health care in general.

We hope you enjoy reading about these 2019 patient activities. Patients for Patient Safety wishes you all a joyful and safe new year!

World Patient Safety Day (WPSD) activities at WHO headquarters

The establishment of a World Patient Safety Day (WPSD) became a reality this year when WHO Member States at the World Health Assembly, through resolution WHA72.6, endorsed the establishment of WPSD, to be observed annually on 17 September.

From that important moment, the Patient Safety team started to work towards helping countries, policy-makers, health care facilities and individuals to organize activities and to join WHO in celebrating the very first WPSD.

A consultation meeting on “Planning for the very first World Patient Safety Day” was organized on 17-18 June in Geneva. It brought together around 30 participants, including international partners, patient safety-leading Member States, WHO regional offices and patients’ representatives from the PFPS Global Network, to start to plan the development of an effective and successful campaign alongside key messages and strategic dissemination.

At WHO headquarters, on 17 September, a counter was set up in the main building lobby and a quiz was organized so that staff could be informed and made aware of the importance of patient safety in health care. There was huge enthusiasm witnessed among the staff, and over 200 staff at headquarters participating. In the evening, the famous water fountain of Geneva, most known as the “Jet d’eau” was lit up orange in solidarity with the cause.



WHO African Region

WPSD celebrations in Ghana

Alex Adusei

Alex Adusei, a Patient Safety Champion from Ghana and Executive Director for the Women's Hope Foundation held a series of activities on 15-16 September as part of World Patient Safety Day. A two-day radio discussions were held at two radio stations (Kessben and Alpha radio) on the theme of "Patient Safety: a global health priority".

The topics discussed focused on strengthening patient engagement in the health care system to minimize preventable health care errors in Ghana. Alex Adusei, Fatao Iddrisu (President, Ghana Blind Union Kwabre East Municipal Branch), Dr Angela Asare (KEMA), and Ibrahim Adjei, (Human Rights Activist) lead the discussions.

On 17 September 2019, a community grand durbar was organized to mark World Patient Safety Day at Mampong in the Ashanti Region of Ghana. Participants were patients, women, youth, health care providers, Chiefs, Queen mothers and Kwabre East Municipal Assembly officials. A total of 124 people participated in the event. As a result of the above mentioned activities, more people have increased awareness to speak up for patient safety in Ghana.



WPSD celebrations in Uganda

Robinah Kaitiritimba

To commemorate the first World Patient Safety Day, the Uganda National Health Consumers' Organisation (UNHCO) and the community in Kibuli (a suburb of Kampala) organized a public awareness-raising exercise, including a demonstration of hand-washing, held at a local Primary School. It attracted pupils, teachers, non-teaching staff and local residents. The activity was recorded and later aired on one of the national television channels.

To watch the coverage please follow this [link](#)



Robinah Kaitiritimba, Executive Director, UNHCO, demonstrating to a pupil the best way to wash their hands.

Regina Kamoga

With the support of CHAIN (Community Health and Information Network), several activities were organized in different communities of Uganda to observe WPSD. Media activities started one week before to raise awareness about patient safety, calling all stakeholders to engage in activities to observe the WPSD.

On 17 September, health worker and medical student sessions were held. The role of health care professionals in reducing harm as well as the doctor-nurse relationship were among the themes discussed.

A puzzle competition on hand hygiene sessions for Orphans and Vulnerable Children (OVC) was conducted at CHAIN offices in Kiwenda and was an opportunity to inculcate a hand hygiene culture among the children from a young age. CHAIN in partnership with Ministry of

psychology, law, social sciences and communication science to address patient safety. A discussion was followed by an active participation and exchange between authorities, teachers and students.

A meeting with the first year students was organized to remember the event “Educating Future Leaders on Patient Safety” held in 2013. A Video of Sir Liam Donaldson where he made wise reflections and encourage commitments on patient safety to promote the vision and mission into real action, produced shocking reactions in these very young students.

Through different media channels, the University transmitted the message that September 17 will not be considered another day for the world. The World Health Organization declares it as the World Patient Safety Day; it is the day to highlight the crucial importance of protecting life.



Health, Center for Health, Human Rights and Development (CEHURD) and The Uganda Alliance of Patient Organisations (UAPO) organized a one-day community activity in Busukuma sub county, Wakiso District in Uganda. There was a lot of learning and sharing through music, dance and drama focusing on the doctor-patient relationship.

More photos available here:

<https://drive.google.com/drive/folders/1TFoUmWSIOXbKGD9C11FTJ772uhqvyQ>

<https://drive.google.com/drive/folders/1RTYPZ12-ibUTaxVIM7gRMXRAEdpKsZUs>

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From left: Dr Daniel F. Martínez, Dr Romina Cavalli, Dr Jorge César Martínez

More information [here](#)



WHO Region of the Americas

WPSD celebrations in Argentina

Jorge César Martínez

Several activities took place in support of the WPSD. A video was made by the authorities of Del Salvador University, that was spread to the entire community of the University. It was performed by the Academics Vice-Chancellor, Dr Romina Cavalli, the Dean of the Faculty of Medicine, Dr Daniel F. Martínez, and the Emeritus Dean and Founder of the Institute of Safety and Quality in Health Sciences and also a PFPS champion, Dr Jorge César Martínez. The main message was: “health care is a subject that concerns ALL of us”.

An “integrative” conference was organized with the idea of integrating different perspectives, such as medicine,

WPSD celebrations in Canada

Iona Popescu



Patients for Patient Safety Canada, as the patient-led programme of the Canadian Patient Safety Institute, has been an integral partner in planning all the Canadian activities related to World Patient Safety Day (WPSD). In the words of PFPSC Canada: “since our inception in 2006, we have striven to increase public awareness of patient safety and the role of patients as partners. We do that by sharing our stories live and through videos, creating tools and resources, contributing to podcasts, campaigns and events, and by engaging with policy-makers at provincial, territorial and national levels. We also formed the Patient Alliance for Patient Safety, so patient groups from across Canada can work together towards a common safety goal: safe care journeys. Recognizing WPSD offered an extraordinary opportunity to elevate the profile and efforts of our valuable patient champions, and their voices will be amplified long after WPSD. Now, less than a month later, the momentum continues in Canada and the ripple effect of WPSD will continue for a long time. We look forward to WPSD 2020.

The events included:

- In-person event in Ottawa (attended by over 100)
- Media event featuring PFPSC members Theresa Malloy-Miller and supported by Angie Hamson, Linda Hughes and Allison Koijman – presentation publicly available [here](#)
- Virtual screening of “To Err is Human” the patient safety documentary #ToErrisHuman (based on evaluation data, it is estimated over 2000 watched the live stream)
- Panel discussion following the movie screening featuring PFPSC member Theresa Malloy-Miller – recording available [here](#)
- PFPSC launched our @patients4safety Twitter account in early September so we can support

WPSD. Together with CPSI (@patient_safety) we helped #WorldPatientSafetyDay trend in Canada and around the world

- PFPSC member, Kim Neudorf, in partnership with the Saskatchewan Health Quality Council, authored a blog entitled “From a patient family advisor: 5 ways to create a culture of safety on World Patient Safety Day and beyond” – available [here](#)
- Launch of the #conquersilence campaign (one of the activities for the Canadian Patient Safety Week) – learn more [here](#)

For us, EVERY DAY is WPSD until Every Patient is Safe”.

Contact PFPSC at patients@cps-i-csp.ca

Connect with PFPSC via [@patients4safety](#) (Twitter)

WPSD celebrations in Colombia

Evangelina Vazquez Curiel

WPSD events were held in multiple cities of Colombia such as Cartagena, Tunja, Bogotá, Barranquilla and Cucuta.

The Colombian Pharmacovigilance Association and Angela Caro helped the Pan-American PFPSC Network spread the commemoration in Colombia.

Health professionals from the Crecer Clinic, in Cartagena, a partner of the Pan-American PFPSC Network, organized meetings in 18 health care centres, including the ESE Hospital de Cartagena de Indias. The meetings had three objectives:

- Celebrate patient safety month to keep the momentum going;
- Build a network with the aim to improve patient safety;
- Promote the motto “Speak Up for Patient Safety” .



In San Rafael Tunja hospital in Tunja, health care professionals held a Patient Safety Congress with an online portal also available. Various patient safety issues such as response to an adverse event, cleaning and disinfection processes and pharmacovigilance among others were discussed.

The Clinic of the Caribbean, in Barranquilla, organized a conference inviting healthcare professionals and patients to debate on the issues related to patient safety. The Clinic Medical Duarte in Cúcuta, also organized a Patient Safety Conference.



WPSD celebrations in Costa Rica

Randall Madrigal



Randall Madrigal, PFPS champion a member of Costa Rica's College of Pharmaceutics, launched a campaign to promote medication safety and commemorate World Patient Safety Day.

The programme was quite successful with a large number of participants.

Slogans such as "Speak Up for patient safety" were heard (Alza la voz por la seguridad del Paciente, in Spanish), as well as commitments made to guarantee the right of patients to their information and the need to avoid medication errors.



Randall Madrigal supporting the campaign

WPSD celebrations in Mexico

Evangelina Vazquez Curiel

At least 17 of Mexico's 32 states participated in observation of the WPSD. Of these, the State of Mexico participated with at least nine hospitals and in Mexico City seven hospitals took part. Universities such as Universidad del Nuevo Mexico de Tula, Hidalgo participated in the event. A total of 34 other institutions participated which included institutions like AMEXPE (Mexican Association for Sterile Processing).

The activities commemorated the Day with messages of commitment on patient safety, academic days, workshops, health literacy for the patients, caregivers or family members, talks, seminars, and of course lighting the public and private hospitals orange. From public rural hospitals, high-level public hospitals, small private hospitals to big private hospitals all made enormous efforts for this commemoration.

Many hospitals illuminated their buildings: Juárez de México Hospital, Mexico City, Mexico, CRIT, Baja California Sur, Huichapan Hospital, Hidalgo, Mexico, Hospital of San José de Navajoa, Sonora, Fátima Hospital, Los Mochis, Sinaloa, illuminated from days before and after the WPSD.



WPSD celebrations in Paraguay

Perla Lovera



were held at the Central Hospital, with broad participation of young doctors and medical and nursing chiefs. It was highlighted that to observe this Day and work constantly on patient safety is to recognize patients' rights. Dr Perla Lovera, responsible for the patient safety programme at IPS, said that these activities were replicated in several IPS establishments, where patients and professionals participated with joy and enthusiasm, using distinctive and attractive orange decorations.



From the right: Perla Lovera and colleagues celebrating WPSD

Paraguay welcomed the initiative to observe WPSD and the Ministry of Health, the Institute of Social Prevision (IPS) with the support of Dr Perla Lovera, PFPS champion, and the WHO Country Office joined efforts to organize the main activities on 17 September to commemorate this first ever World Patient Safety Day.

The Ministry of Public Health and Social Welfare organized the first National Forum on Quality and Patient Safety with the presence of Dr Julio Mazzoleni, Ministry of Health, Dr Andrés Gubetich, President of IPS and Dr Luis Roberto Escoto, WHO Country Representative. During the event, several discussions took place around quality of health services as a requirement for universal health coverage; the role of health professionals and patients in a safe health care process, the experiences of the private and public health institutions in implementing patient safety protocols and the role of quality accreditation.

Dr Julio Mayoleni, from the Ministry of Health stressed that this forum was a first step to recognizing the problem of quality and patient safety; and to start to address these issues, "although we might make mistakes, we will also bring victories and, above all, new beginnings. As long as we maintain the perspective of patient safety, any effort will be worth it," he said.

The Ministry of Health has a policy framework that has led to the creation of the Quality Department. "This represents the prioritization of quality issues and the institution's commitment to making it visible and position it where it should be," said the Secretary of State.

The IPS, which also has a Department of Medical Management for Patient Safety, organized activities that

WPSD celebrations in Peru

Elvira Sánchez

Some partners of the Pan-American PFPS Network in Peru promoted WPSD activities. For instance, Ada Huertas Ponce and healthcare professionals of the National Hospital Edgardo Rebagliati Martins (HNERM) and ESSALUD in Lima, held a commemorative activity consisting of walking through the hospital premises handing out patient safety commitment messages printed on small posters. Apart from health care workers, the administrative staff, security, cleaning service and care staff "Sp[oke] Up for Patient Safety" (Alza la Voz por la Seguridad del Paciente, in Spanish) and promised to support best practices, best processes, quality of care and adherence to international patient safety goals. Elvira Sánchez and health care workers from

ONCOSALUD, in Lima, Peru, also carried out activities commemorating the World Patient Safety Day with a message of commitment to patient safety.



Paúl Alfonso Pérez and health professionals of Pharmacovigilance and Tecnovigilancia, along with other colleagues, organized talks for the students of the Northern Private University (NPU) about patient safety and the safe use of devices.



Ain Shams University, Faculty of Medicine and Paediatric

WHO Eastern Mediterranean Region

WPSD celebrations in Egypt

Nagwa Metwally

Hospital, Cairo, celebrated WPSD in cooperation with WHO Country Office in Egypt with three major activities:

1. A scientific session that discussed the evolution of patient safety, including WHO updates on patient safety;
2. A workshop on national safety requirements;
3. A panel discussion to debate the role of students as future patient safety leaders.



Nagwa Metwally

Nagwa Metwally, PFPS champion, gave a speech at the scientific session about her experiences championing for patient safety and the role families and community have in driving forward patient safety programmes.

The Egyptian Patient Safety Association, Cairo, also celebrated WPSD by organizing talks and a scientific symposium.



WPSD celebrations in Pakistan

Hussain Jafri

A provincial level inaugural seminar was organized on WPSD at Fatima Jinnah Medical University (FJMU) in Lahore. Dr Yasmin Rashid, Health Minister, Punjab, was the Chief Guest at this occasion. Dr Hussain Jafri, provincial focal person on patient safety and quality and PFPS champion was among the speakers and stressed that no one should be harmed in health care, however, at

WHO European Region

least five patients die a minute because of unsafe health care globally. He also mentioned that patient safety is the priority of the Government and a number of patient safety initiatives have been started in Punjab. This was confirmed by Dr Yasmin Rashid indicating that patient safety and quality of care is one of the main themes of the Punjab Health Sector Strategy 2019-2028. A Provincial Steering Committee on Patient Safety & Quality has been established, which is chaired by herself and is working towards ensuring implementation of the provincial action plan for establishing patient safety culture in the province and strengthening all fundamental areas of patient safety. Additionally, the Government, in collaboration with WHO, has launched the WHO Patient Safety-Friendly Hospital Initiative (PSFHI) in 10 public hospitals in the province. The PSFHI encourages health care facilities to participate in the process of safe health care delivery; enhance safety by implementing patient safety standards in hospitals. The 10 hospitals organized seminars to



commemorate the WPSD.

Professor Aamir Zaman Khan, Vice Chancellor, FJMU highlighted that FJMU is among the leading medical institutions in the country to be initiating a comprehensive academic and training programme on patient safety. The seminar was followed by an awareness walk around the FJMU.

The WPSD activities were widely covered by both print and electronic media. The Inaugural Seminar on WPSD on 17 September 2019 was covered live by leading national TV channels.



WPSD celebrations in Poland

Jolanta Bilińska

The Patient Safety Foundation and Dr K. Jonscher Municipal Medical Center in Lodz, organized several activities to mark WPSD.



Consultations with four medical

specialists on endocrinology, orthopedy, pulmonology and cardiology were offered to patients. Jolanta Bilińska, PFPS champion helped to organize the activities and mentioned that in Poland it's difficult for patients to access these kind of services, therefore patients appreciated this initiative.

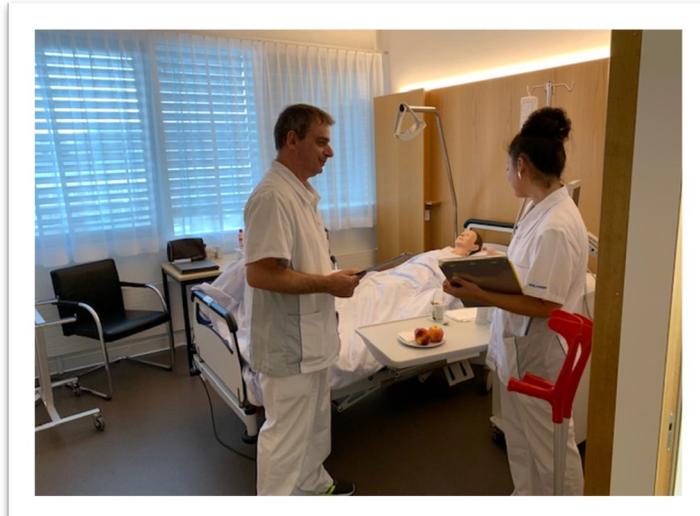
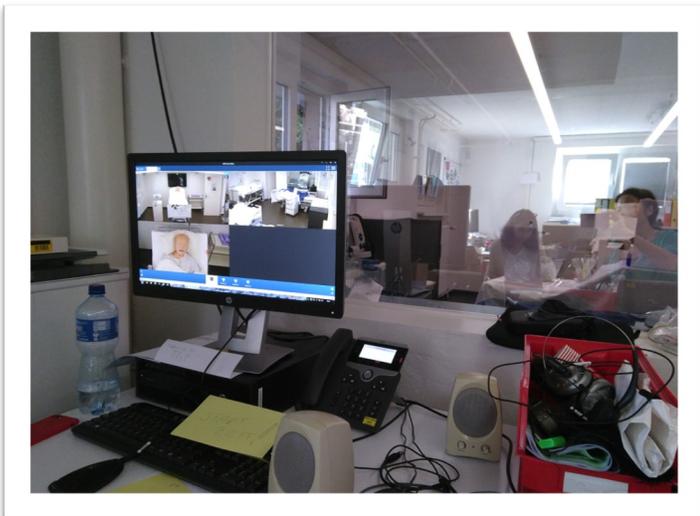
Workshops on communication, education and training were also organized with the support of a psychologist, a dietician and a physiotherapist. Improving doctor-patient communication with the motto "Speak up for Patient Safety" was highlighted as a key element to become more involved and engaged in the care process.

Members of the Patient Safety Foundation organized a special workshop dedicated to having an open discussion with health care professionals. These are some quotes from patients:

- "I would like that patients with psoriasis could have **better access** to health care facilities, better medicine";
- "I undergo oncological treatment and I must say it was difficult, I had the impression that **nobody wanted to talk to me, to understand my state, my needs**, how to talk to them? I need "Speak up" campaign to wake my doctors up, my nurses also..."
- "I am a diabetes patient and my disease **costs me too much**".

WPSD celebrations in Switzerland

Anna Wegelin



Every year in September, Swiss Patient Safety launches a campaign on a specific topic of patient safety. During the Swiss campaign this year and on occasion of WPSD, the national foundation located in Zurich and characterized by excellence in research, with a strong impact on the public health sector, together with numerous hospitals in Switzerland (from Zurich to Lausanne), offered interprofessional training in the so-called “Room of Horrors” based on a manual with a toolkit for health care professionals.

More information available [here](#)



WPSD celebrations in United Kingdom

Peter Walsh

The Action against Medical accidents (AvMA) lead by Peter Walsh, CO and PFPS champion, organized the World Patient Safety Day meeting in London to celebrate the patient/family contribution to ‘Speaking up for Patient Safety’. The event was attended by 55 people, Jeremy Hunt, Member of Parliament spoke about the role and value of the patient experience as well as the importance of having a blame-free culture. He said that “the benefits that patients bring are not sufficiently recognized” and suggested a number of things that need to change including the barriers existing between health care professionals and patients. More information can be found in the article published by Patient Safety Learning. Please follow this [link](#).

Peter, presented on the importance of listening and responding to patient concerns, and the need to expand the charity's network of patients and families, 'Patients for Patient Safety'. Some patients/carers also shared personal stories of speaking up and campaigning for patient safety.

WHO South East Asia Region

WPSD celebrations in India

Dr Js Arora

The National Thalassemia Welfare Society, in collaboration with the Indian Alliance of Patients Group and International Institute of Health Management Research (IIHMR) organized a workshop on patient safety on occasion of the first-ever World Patient Safety Day (WPSD), on 17 September 2019, attended by IIHMR students and distinguished health care professionals. Chief Guest Dr Dhananjay Sable, Assistant Drug Controller of India said that most adverse events are due to lack of communication and pitfall in drugs administration.



Dr JS Arora, PFPS champion and member of the Advisory Group, in his keynote address said that **“To Err is human”** but medical error is against humanity as it leads to morbidity, mortality and bankruptcy. He gave examples of near-miss medication errors and blame game culture and emphasized the need to empower and engage patients at all levels. He highlighted the role of patient organizations in bridging the gap between patients, health care providers and policy makers.

Dr Anjana Bhushan, Regional Advisor, Health Systems Development, WHO-SEAR, presented a detailed allocation of patient safety, from the WHO perspective. She played the video message of the Director-General of WHO released to mark the 1st WPSD. She talked about the WHO Resolution on Global Action on Patient Safety



and the WHO Regional Strategy for Patient Safety developed by SEAR.

At the end of the day, the Dwarka Declaration on Patient Safety 2019 was released by taking inputs from all stakeholders.

WPSD celebrations in Thailand

Dr Piyawan Limpanyalert

The Healthcare Accreditation Institute of Thailand organized a 2-day programme to mark the 1st World Patient Safety Day and the third Thailand Patient and Personnel Safety Day, on 16-17 September 2019. Piyawan Limpanyalert who is the Deputy CEO of the Healthcare Accreditation Institute and also a PFPS champion coordinated the activities.

On 16 September, all health care workers, health care leaders, professionals and patients were engaged for sharing and learning about patient and personnel safety. On 17 September, in order to promote patient and personnel safety, including progress on Thailand’s milestones, a meeting was organized in collaboration with relevant stakeholders, including the Ministry of Public Health (MOPH) who was among the key-note speakers and **“Speak up for Patient and Personnel Safety”**. He announced that reducing patient harm in Thailand was a priority and called the audience to be engaged and committed to implementing **“Thailand Patient and Personnel Safety Goals”**.

More than 800 participants, including health care workers, health care leaders, professionals, patients and families participated in both events. It was an opportunity for sharing and learning about patient and personnel safety.

To see the broadcasted event follow this [link](#)



WHO Western Pacific Region

WPSD celebration in Australia

Stephanie Newell

Staff of the Australian Council on Health standards (ACHS) which is one of the national accrediting organisations of hospitals and health services in Australia and also Internationally, observed WPSD in their office in Sydney, Australia.

Activities to increase awareness about patient safety were also organized by the Southern Metropolitan Health Service of Western Australia.

Stephanie Newell, Accreditation Assessor at ACHS, Advisor on the Board Safety and Quality Committee of the Southern Metropolitan Health Service, PFPS champion and member of the PFPS Advisory Group, was helping in the organization of these events.



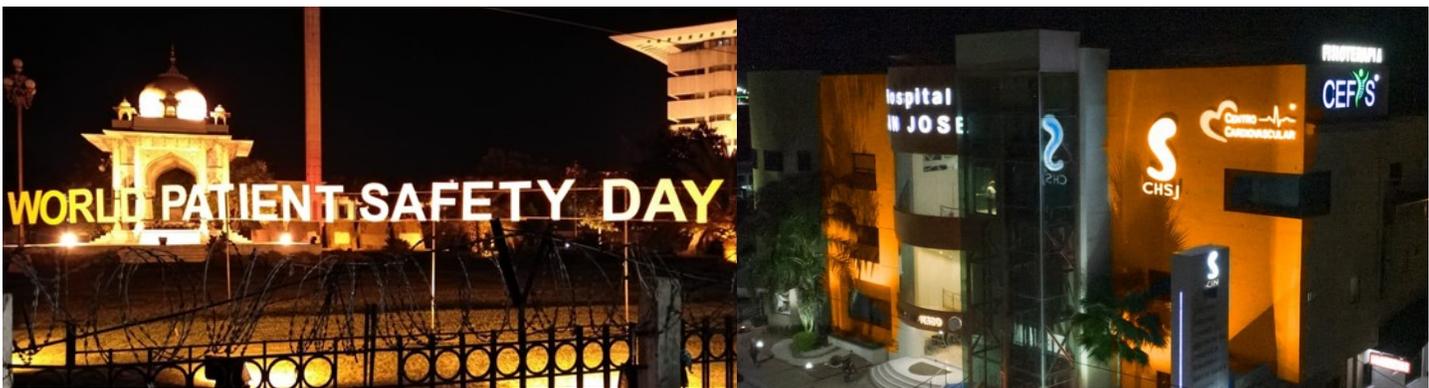
WPSD celebration Malaysia

Manvir Jesudasan

On 9 October 2019, at Selayang Hospital, a local public hospital and part of the Patients for Patient Safety Malaysia (PFPSM), there was a screening of the documentary, "To Err is Human" followed by a forum discussion on patient safety and how to ensure progress in this area within this hospital. This was done as part of the celebration of WPSD but the date was moved due to the availability of certain dignitaries.

At this half-day event, a short presentation on PFPSM and both its inception and current projects was shared by its Chairman Manvir Jesudasan, who is also a PFPS champion and member of the PFPS Advisory Group. He then made a brief introduction to the documentary, thanks to Mike Eisenberg and Tall Tale Productions who allowed the screening of this movie, which was its first screening in Malaysia. The audience was captivated with the strong messages conveyed.





Future PFPS News

Share your news with us!

PFPS News: Contributions for the next PFPS News are invited.

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 Kathyana Aparicio at pfps@who.int.

WHO/PFPS Editorial Group: Kathyana Aparicio, Helen Haskell, Laura Pearson and Subhrojyoti Bhowmick

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