Fundamentals in Patient Safety Seminar

1. Introduction

Advances and commitment to patient safety worldwide have grown since the late 1990s which have led to a remarkable transformation in the way patient safety is viewed. Having begun as a subject of minority academic interest it is now embedded as a firm priority in most health care systems worldwide.

However, patient safety training and education have not kept pace with advances in quality improvements and patient safety, nor with workforce requirements. The introduction of patient safety in health professional training is therefore necessary and timely. It will contribute to building a foundation of knowledge and skills that will better prepare providers and students to providing safer care. It will help generate a workforce of health-care professionals educated in patient safety and capable of meeting the demands of today's complex and busy health-care environments.

Quality improvement and patient safety principles apply irrespective of the wealth of a country, the place where health care is delivered, the type of health-care provider, and the patient. Some countries may lack adequate resources or health-care commodities or specialised providers, but while such shortages may make the environment more susceptible to poor quality and unsafe care, it does not mean that health-care providers cannot be trained to deliver safer and quality health services. While very important, adequate numbers of providers and resources are not the main remedies for minimizing harm to patients. Understanding about quality improvements and safe clinical practices is not about increasing investments and costs, but rather relate to improving existing health care processes, as well as the knowledge and skills of health care providers to deliver high quality and safe services to patients. For example, implementing a surgical safety checklist in the OR bears no cost but underlines the importance of a cultural and behavioural shift of the members of the OR team. Implementing safer practices ultimately contributes to safeguarding patient lives and reducing health care costs.

2. Seminar information

This seminar provides an introduction to patient safety and quality improvement concepts. It provides resources on how health-care professionals can develop knowledge and skills to improve patient safety in the workplace. It also provides resources to educators and trainers and helps them integrate patient safety in their teaching.

3. Aims

- Inform health-care professionals and educators about the importance of patient safety;
- provide training on the basic patient safety and quality improvement principles, concepts, solutions and tools that can be directly applied in the workplace.

Successful outcomes for this seminar will enable health-care professionals to:

- Recognise the magnitude and the importance of patient safety;
- Reflect on and demonstrate an understanding of the principles and methodologies inpatient safety and how this relates to delivering safe and quality services to patients;
- Reflect on how the principles of patient safety can help to minimize the incidence and impact of medical errors, adverse events, and maximize recovery from them;
- Become aware and utilise a range of tools, solutions and strategies to improve patient safety problems;
- Recognise workforce diversity and demonstrate skills in collaboration and effective teamwork for enhancing safety and quality of services provided;
- Reflect on and demonstrate understanding of the characteristics of health systems and the impact of complexity on patient care;
- Recognise the importance and advocate for a culture of safety in the workplace.

4. Attendees

- Participants from Education Institutes under The Ministry of Public Health, The Consortium of Thai Medical Schools, The Medical Council of Thailand, The Dental Council of Thailand, The Pharmacy Council, Thailand Nursing and Midwifery Council
5. Programme

DAY 1: Opening Session

08.00 Registration

08:30 Welcome by the Healthcare Accreditation Institute and WHO
   : Dr. Anuwat Supachutikul The Healthcare Accreditation Institute
   : Dr. Yonas Tegegn WHO
   : Dr. Agnès Leotsakos WHO

08:45 Global policy to local action: Implementing WHO multi-professional patient safety curriculum guide in Thailand: Dr. Piyawan Limpanyalert, The Healthcare Accreditation Institute

09:00 Patient Safety introduction by Dr. Agnès Leotsakos

09:15 Case study film

09:30 Discussion facilitated by Dr. Agnès Leotsakos with participants on their expectations and feedback on safety and quality

10:00 Coffee break and Poster round (Discussion of The Integrated Patient Safety Curriculum in Thailand)


10:45 Reporting and analyzing errors and Root Cause Analysis by Dr. Ken Taneda

11:10 Sharing and learning: How to teach this topic
   - Understanding and learning from errors
   - Understanding and managing clinical risk
11:30 Practice reporting of errors; prepare a Root Cause Analysis facilitated by Dr. Ken Taneda

12:00 How can the WHO Patient Safety Curriculum Guide contribute to teaching the patient safety courses (Part A of the Patient Safety Curriculum Guide) by Dr. Agnès Leotsakos

12:30 Lunch

13:30 Poster round (Discussion of The Integrated Patient Safety Curriculum in Thailand)

FUNDAMENTALS IN PATIENT SAFETY

14:00 What is Patient Safety by Dr. Agnès Leotsakos

Film: key messages in patient safety

14:40 Interactive session and discussion on the complexity of health systems by Dr. Ken Taneda

15:10 Ergonomics and Patient Safety by Dr. Kostas Petsanis

Film: Human Factors in the OR and ‘Just a routine operation’

16:00 Coffee Break and Poster round (Discussion of The integrated Patient Safety Curriculum in Thailand)

16:20 Building a culture of safety by Dr. Ken Taneda

16:50 Leadership and Patient Safety by Dr. Agnès Leotsakos

17:20 Reflections on Leadership competencies and action for building a culture of safety and improving the quality of service delivery

Discussion with audience facilitated by Dr. Anuwat Supachutikul, Dr. Kittinan Anakamanee and Dr. Piyawan Limpanyalert on engaging leadership to commit to safety and quality improvements.
DAY 2     DO NO HARM

08.30     Review of Day 1 – All

09:00     Effective health care teams by Dr. Ken Taneda

09:20     Interactive discussion facilitated by Dr. Ken Taneda and Dr. Kostas Petsanis on ‘Effective teamwork and communication; Participant engagement in ISBAR, Call-out, Check-back, hand-over techniques; Interactive exercises in teams’.

09:40     Engaging with Patients: Patients’ Voice by Dr. Kostas Petsanis
           Engaging with patients film

10:10     Sharing and learning: How to teach this topic
           • Being an effective team player
           • Engaging with patients and carers
             : Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert The Healthcare Accreditation Institute

10:40     Coffee break and Poster round (Discussion of The integrated Patient Safety Curriculum in Thailand)

11:00     Understanding/managing clinical risk by Dr. Ken Taneda

11:20     Quality Improvement methods emphasizing Failure Mode and Effect Analysis
           Q&A and discussion; practice QI methods facilitated by Dr. Ken Taneda

12:00     Lunch

PATIENT SAFETY SOLUTIONS

13:15     WHO Patient Safety Priorities by Dr. Agnès Leotsakos
13.45  Sharing and learning: How to put knowledge into practice: Infection control, medication safety and invasive procedures. Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert The Healthcare Accreditation Institute

14:15 Vulnerable groups at risk by Dr. Kostas Petsanis
- Pregnant women and newborns;
- Patients with mental disorders and cognitive disabilities
- The elderly

14:45 Q&A and discussion facilitated by Dr. Kostas Petsanis on patient safety priorities in hospitals in Thailand health systems

15:00 Coffee break and Poster round (Discussion of The integrated Patient Safety Curriculum in Thailand)

15:30 Overview of WHO Patient Safety Solutions by Dr. Agnès Leotsakos
- Focus on: Medication Safety by Dr. Kostas Petsanis
- Focus on: Surgical Safety by Dr. Kostas Petsanis
- 10 min videos on how to use/not use the WHO Surgical Safety Checklist
- Focus on: Prevention of Health care-associated infection by Dr. Agnès Leotsakos

16:15 How to teach any one of these solutions by Dr. Agnès Leotsakos

16:30 Q&A, Discussion How to evaluate patient safety curriculum in Thailand : Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert The Healthcare Accreditation Institute

DAY 3  Share–Chain-Shape-Change in Thailand

08.30 Review of Day 2 – All
09:45 Group discussion: strategy of patient safety curriculum in Thailand (Medicine, Dentistry, Pharmacy, Nursing)

- How can WHO Patient Safety Curriculum guide be applied for health professional’s training
• What steps need to be taken for implementation, by whom, and training strategies
• How to evaluate patient safety curriculum
  : Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert The Healthcare Accreditation Institute

10:15  **Coffee break**
10:30  Group discussion: “How to? & Who can?”
  • Presentation of group work (Medicine, Dentistry, Pharmacy, Nursing)
  : Dr. Anuwat Supachutikul, Dr. Piyawan Limpanyalert The Healthcare Accreditation Institute

12:00  Lunch