1. Project/Activity Title

To raise country awareness on patient safety issues in the African region

2. Background and Statement of Need

The emerging recognition of the prevalence and consequence of clinical error led the World Health Organization (WHO) to tackle patient safety. In May 2002, the fifth-fifth World Assembly adopted WHA Resolution 55.18, urged countries to pay closest possible attention to the problem of patient safety and to establish and strengthen science-based systems necessary for improving patient safety and quality of care.

In May 2004, the Fifty-seventh World Health Assembly supported the creation of an international alliance to facilitate the development of patient safety policy and practice in all Member States and act as a force for improvement internationally. The World Alliance for Patient Safety was launched in October 2004.

In order to fulfill the requirements of WHA Resolution 55.18, through national leadership and by creating an over-arching strategy, action programmes and coalition of national stakeholders and individuals to transform the safety of health care nationwide, AFRO shall develop a focus on patient safety as a prime health system performance and quality management concern. Thus, a regional network for patient safety was established.

In fact, real leadership and commitment at country level is required if we are to fight a problem that can affect every patient in the country and to reduce unsafe care.

In the African region, the magnitude of the patient safety issues are not well known but studies and projects (from Mali, Kenya, and South Africa) funded by WHO are being carried out to raise more awareness on patient safety issues in the region.

In order to sensitize countries on patient safety issues, we are planning to hold a regional awareness raising workshop from 10 to 12 December 2007. That first regional workshop on patient safety issues will mainly focus on the First Global Patient Safety Challenge “Clean Care is Safer Care” especially the importance of health care-associated infections and their prevention by promoting and improving hand hygiene.
among health care providers, making reliable information available on health care-associated infection at community and district levels to foster appropriate actions.

In fact, one of the key components of the First Global Patient Safety Challenge, *Clean Care is Safer Care*, is to raise awareness of health care-associated infection at a global level, and at the same time create a movement, globally and in countries willing to make a formal commitment to reduce these infections. In parallel, WHO has produced the first ever global consensus Guidelines on Hand Hygiene (WHO Guidelines on Hand Hygiene in Health Care, Advanced Draft) in recognition of its crucial role in the reduction of spread of infection in health care.

A Pilot Implementation Package of around 40 supportive tools, including a Guide to Implementation, are available to implement the WHO hand hygiene improvement strategy in health-care settings. The impact of the technical work in terms of health improvement is dependent for success on a strong acceptance of the importance of advocacy.

In the African region, Mali was selected to conduct a study project on use alcohol-based handrubs solution to improve hand hygiene among providers of health care at Hospital du Point G in Bamako.

**Duration:** 2 1/2 days

**Invited countries:** All the English speaking countries (plus Angola and Mozambique)

**Participants:** 2 per country

- Two representatives (the national focal point for patient safety and, the head of the department of infectious diseases at the general or University Teaching Hospital) from Rwanda, Botswana, Zambia, Zimbabwe, Mozambique, Angola, Swaziland, Lesotho, South Africa, Malawi, Uganda, Kenya, Tanzania, Gambia, Nigeria, Liberia, Sierra Leone, Eritrea, Ethiopia, Namibia, Seychelles and Mauritius are targeted to participate and share their experiences and needs among themselves.
- 2 representatives (from Uganda and Zambia) of association of patient for patient safety

**Facilitators (refer to the agenda):** Speakers included patient safety experts from WHO patient safety collaborating centers, World Alliance for Patient Safety, the International Association of Patient for Patient Safety and other sectors will be invited as facilitators.
Venue: Kigali, Rwanda from 10 to 12 December 2007

Working language: English

Method of work

Sessions will address:

- Burden of health care-associated infection (HAI)
- Country experiences of HAI and infection control
- The scientific evidence behind hand hygiene promotion
- WHO Guidelines on Hand Hygiene in Health Care (Advanced Draft)
- Advocacy messages and strategies to ensure that effective branding and marketing foundations are in place for the "Clean Care is Safer Care"
- Implementation strategies
- WHO tools for implementation
- Application of tools

- Plenary sessions will be delivered, with all participants in attendance. The plenary approach will enable all participants to benefit from the experiences of colleagues in the region.
- Country voices: representatives from countries within the region will explain current figures, strategies and their impact.
- Working groups and round table discussions.
  - Participants will be divided into working groups and will be given all of the implementation materials contained within the Pilot Implementation Pack
  - Video footage will be used to illustrate opportunities for hand hygiene in a clinical context.
  - The evaluation forms for hand hygiene compliance monitoring will be applied to stimulate discussion around how to overcome the complexity observational compliance monitoring.
  - These sessions will compile findings of working groups and make recommendations

- The WHO, WAPS and AFRO will share the delivery of the technical sessions. The WAPS will lead on group work and feedback associated with the technical work.
Expected outcomes:

By the end of the workshop, delegates will be able to:

1. Describe the current state of the art strategies for tackling health care-associated infection through improved hand hygiene regimens.
2. Discuss the most reliable methods for achieving consistent and sustained improvement in hand hygiene at country and facility level, using case study examples from WHO pilot work,
3. Identify sources of literature/evidence to underpin improvements, in particular the WHO Guidelines on Hand Hygiene in Health Care
4. Describe the core components of the WHO recommended multimodal improvement strategy.
5. Analyze and critically review multimodal hand hygiene improvement implementation strategies
6. Reflect on the importance of the social and behavioural sciences as keys to success
7. Explain how to spread and sustain a hand hygiene improvement
8. Develop a concise plan of action for localizing the improvements described
9. What messages and themes are the most effective in getting policy makers to respond and support the implementation of the First Global Patient Safety Challenge
10. Identify regional events and planning activities and products to support advocacy and communications work
11. Explore the role of Global movements (such as the First Global Patient Safety Challenge, Clean Care is Safer Care) in catalysing action and driving change

Reference documents:

3. Clean Care is Safer Care: the first global challenge of the WHO World Alliance for Patient Safety. Infect Control Hosp Epidemiol 2005;26:891-4


17. WHO Guidelines on Hand Hygiene in Health Care (Advanced Draft) 2006


19. WHO interim infection control guidelines for Health care Facilities. Available at


**Other Selected Resources:**


(c) University Hospitals Geneva Hand Hygiene Improvement Website [http://www.hopisafe.ch/](http://www.hopisafe.ch/)

(d) Swiss Nosocomio [http://www.swiss-noso.ch/](http://www.swiss-noso.ch/)

(e) Centre for Disease Control [http://www.cdc.gov/cleanhands/](http://www.cdc.gov/cleanhands/)


(g) AHRQ Publication No. 01-0040a [www.ahrq.gov/consumer/](http://www.ahrq.gov/consumer/)


(i) AAOS on line fact sheet: Twelve steps to a safer hospital stay [www.orthoinfo.aaos.org/](http://www.orthoinfo.aaos.org/)

(j) JCAHO Speak Up Safety Initiative [www.jcaho.org/general+public/gp+speak+up/infection_control_brochure.pdf](http://www.jcaho.org/general+public/gp+speak+up/infection_control_brochure.pdf)

(k) National Patient Safety Agency: clean your hands campaign [www.npsa.nhs.uk/cleanyourhands](http://www.npsa.nhs.uk/cleanyourhands)

(k) Partners in Your Care [www.med.upenn.edu/mcquckin/handwashing/](http://www.med.upenn.edu/mcquckin/handwashing/)
FIRST AWARENESS RAISING WORKSHOP ON PATIENT SAFETY ISSUES IN THE AFRICAN REGION, KIGALI, RWANDA, 10-12 DECEMBER 2007

Patient Safety and the First Global Patient Safety Challenge
“Clean Care Is Safer Care”

FINAL AGENDA

DAY 1: MONDAY, 10 DECEMBER 2007

8.00 – 8.30  Registration

8.30 – 9.00:  Welcome and opening remarks

Welcome and opening remarks
WHO Representative of Rwanda
Minister of Health of Rwanda
Representative of the World Alliance for Patient Safety, WHO-Headquarters, Geneva, Switzerland

Objectives of the workshop
Dr Jean-Bosco Ndihokubwayo, AFRO Focal Point for Patient Safety, WHO-AFRO

FIRST SESSION OF THE WORKSHOP: FOCUS ON PATIENT SAFETY

Session 1: Introduction to patient safety

Chairperson: Dr Jean-Bosco Ndihokubwayo,

9.00 a.m. – 9.20 a.m.  Agenda Item 1
Patient Safety and prevention of health care-associated infections in Rwanda
Minister of Health of Rwanda

9.20 a.m. – 9.25 a.m.  Agenda Item 2
Recorded speech of the Lead of the First Global Patient Safety Challenge, Prof. Didier Pittet
9.25 a.m. – 9.35 a.m. **Agenda Item 3** Signature of the Pledge to the First Global Patient Safety Challenge by the Minister of Health of Rwanda

9.35 a.m. – 9.55 a.m. **Agenda Item 4** The World Alliance for Patient Safety
  *Ms H. Hughes*  
  *World Alliance for Patient Safety*  
  *WHO, HQ*

9.55 a.m. – 10.25 a.m. **Agenda Item 5** The most important themes for Patient Safety and the burden of incidents in health care
  *Ms H. Hughes*

10.25 a.m. – 10.45 a.m. Discussion

10.45 a.m. – 11.15 a.m. **Coffee break**

**SESSION 2: PATIENT SAFETY IN AFRICA**

**Chairperson**  
*Ms H. Hughes*

11.15 a.m. – 11.40 a.m. **Agenda Item 5** Overview on patient safety issues in the African region
  *Dr J.B Ndihokubwayo, Focal point for Patient Safety, Health Technologies and Laboratories, Division of Health Systems and Services Development, WHO-Regional Office for Africa*

11.40 a.m. – 12.00 a.m. **Agenda Item 6** The methodology to investigate incidents in health care in Africa
  *Ms J. Musia, Department of Pediatrics, Aga Khan University, Kenya*

12.00 a.m. – 12.20 p.m. **Agenda Item 7** Promoting patient safety through quality of care improvement in Africa
  *Dr Fikile Sithole, Council for Health Service Accreditation of Southern Africa, South Africa*

12.20 p.m. – 12:45 p.m. Discussion

12:45 p.m. – 14.00 p.m. **Lunch**

**SESSION 3: PATIENTS FOR PATIENT SAFETY IN AFRICA**
Chairperson Dr J.B Ndihokubwayo

14.00 p.m. – 14.20 p.m. Agenda Item 8 Patients for patient safety: patient voices in Africa (Uganda) Ms Robinah Kaitiritimba

14.20 p.m. – 14.40 p.m. Agenda Item 9 Patients for patient safety: patient voices in Africa (Zambia) Mr Cosmas KALWAMBO

14.40 p.m. – 14:50 p.m. Discussion

SESSION 4: WORKING GROUPS

14.50 p.m.– 15.00 p.m. Break and splitting in working groups

15.00 p.m. – 17.00 p.m. Working groups

WG 1: Building and sustaining political commitment on patient safety. Facilitator: Dr J.B Ndihokubwayo

WG 2: How to communicate and mobilise health workers and society in countries; how to generate awareness and attract media coverage. Facilitator: Dr A. Leotsakos

WG 3: Expanding partnerships and networks supporting patient safety throughout the African Region. Facilitator: Ms H. Hughes

DAY 2: TUESDAY 11 DECEMBER 2007

Chairperson Dr J.B Ndihokubwayo

8.30 a.m. – 9.30 a.m. Agenda Item 10 Feedback and recommendations from the working groups on patient safety

SECOND PART OF THE WORKSHOP: FOCUS ON “CLEAN CARE IS SAFER CARE”

Session 1: Burden of healthcare-associated infection (HAI) and preventive approaches

Chairperson Dr J.B Ndihokubwayo
9.30 a.m. – 9.45 a.m. **Agenda Item 11**  
Outline of day 2 – Dissemination of document packages

9.45 a.m. – 10.15 a.m. **Agenda Item 12**  
The global burden and economic impact of HAI  
*Dr B. Allegranzi, First Global Patient Safety Challenge, WHO, HQ*

10.15 a.m. – 10.30 a.m. **Agenda Item 13**  
The First Global Patient Safety Challenge  
“Clean Care Is Safer Care”  
Recorded speech, *Prof D. Pittet, Lead First Global Patient Safety Challenge, University of Geneva Hospitals, Geneva, Switzerland*

10.30 a.m. – 10.45 a.m. Discussion

10.45 a.m. – 11.15 a.m. **Coffee break**

11.15 a.m. – 11.30 a.m. **Country voices**
11.30 a.m. – 11.45 a.m. **Country voices**
11.45 a.m. – 12.00 p.m. **Country voices**

12.00 a.m. – 12.15 p.m. Discussion

12.15 a.m. – 13.15 p.m. **Lunch**

13.15 p.m. – 13.45 p.m. **Agenda Item 14**  
The most effective approaches in infection control  
*Prof. Andreas Voss, Radboud University Nijmegen Medical Centre, The Netherlands*

13.45 p.m. – 14.00 p.m. Discussion

**SESSION 2: THE IMPLEMENTATION STRATEGIES OF THE FIRST GLOBAL PATIENT SAFETY CHALLENGE**

**Chairperson**  
Dr B. Allegranzi

14.00 p.m. – 14.10 p.m. **Agenda Item 15**  
Country Commitments: The pledge signature

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Patient Safety and "Clean Care is Safer Care"
14.10 p.m. – 14.30 p.m. **Agenda Item 16** Advocacy and the First Global Patient Safety Challenge  
*Dr C. Engineer*

14.30 p.m. – 14.45 p.m. **Discussion**

14.45 p.m. – 15.15 p.m. **Agenda Item 17** The scientific evidence behind hand hygiene promotion  
*Prof A. Voss*

15.15 p.m. – 15.35 p.m. **Agenda Item 18** The WHO Guidelines on Hand Hygiene in Health Care and their implementation strategy and tools  
*Prof A. Voss*

15.35 p.m. – 16.15 p.m. **Agenda Item 20** Practical plan for using the WHO hand hygiene improvement strategy and tools in health-care settings  
*Dr B. Allegranzi*

16.15 p.m. – 16.30 p.m. **Discussion**

16.30 p.m. – 17.00 p.m. **Coffee break**

17.00 p.m. – 17.15 p.m. **Agenda Item 21** Practical training on how to use alcohol-based hand rubs  
*Dr B. Allegranzi*

17.15 p.m. – 18.30 p.m. **Agenda Item 22** Training and application of the hand hygiene observation tool  
*Dr B. Allegranzi*

**DAY 3: WEDNESDAY, 12 DECEMBER 2007**

8.30 a.m. – 8.45 a.m. Welcome and outline of the morning

8.45 a.m. – 10.30 a.m. **Working groups**

WG 1: Policies and minimum standards for infection control in the African Region. Facilitator: Dr J.B Ndihokubwayo
WG 2: Implementing the WHO hand hygiene improvement strategy at local level. Facilitator: Dr B. Allegranzi
WG 3: Advocacy and partnership building around the First Global Patient Safety Challenge. Facilitator: Dr C. Engineer

10.30 a.m.– 11.00 a.m.  Coffee break
11.00 a.m.– 11.45 a.m.  Feedback and recommendations from the working groups
11.45 a.m.– 13.00 a.m.  Plenary discussion on priorities for action to promote the safety of patients in the African Region

Closing remarks