



WHO 1st European Autumn School on
**Quality of Care
and Patient Safety**

Lisbon, Portugal, 23–27 October 2023

Background

The WHO Athens Quality of Care and Patient Safety Office develops multiple comprehensive training programmes and courses specifically tailored to care quality and patient safety. These initiatives align closely with the WHO European Programme of Work, 2020–2025. This prioritizes fostering resilience, driving transformation through innovation and offering dedicated support to countries working towards WHO's overall vision to achieve universal health coverage, guaranteeing access to high-quality health services without imposing financial burdens on individuals.

In line with the United Nations (UN) 2030 Agenda for Sustainable Development, the WHO Athens Quality of Care and Patient Safety Office emphasizes the importance of universal access to quality health care as a key component of achieving sustainable development. Indeed, the UN 2030 Agenda recognizes that health-care quality and patient safety are critical aspects of providing equitable, accessible and people-centred health care to all individuals, leaving no one behind.

To serve these aspirations, the WHO Athens Quality of Care and Patient Safety Office, in collaboration with the WHO Collaborating Centre for Education, Research and Evaluation of Safety and Quality in Healthcare at NOVA National School of Public Health, Lisbon, will host the first WHO European Autumn School on Quality of Care and Patient Safety. This innovative initiative aims to advance scientific knowledge and proficiency in the realm of health-care quality and patient safety across the European Region and beyond.

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Course details

The WHO European Autumn School on Quality of Care and Patient Safety will take place from 23–27 October 2023.



Location

The course will be held in-person in Lisbon, Portugal, at the Meliá Lisboa Oriente, Av. Dom João II, 1990-083 Lisboa.



Language

The course will be delivered in English. Fluency in English is a prerequisite for participants.



Programme outline

The programme offers an in-depth exploration of cutting-edge advancements in health-care quality and patient safety, featuring pioneering case studies and insights from international experts. It aims to foster an understanding of key concepts and practical methodologies for driving positive transformation within health-care systems, and is designed to empower key stakeholders in decision-making across the health-system spectrum. The goal is to equip participants with the knowledge and skills needed to optimize health-care systems effectively; improve health outcomes that matter to patients; minimize wastage; build resilience; and emphasize the importance of a well-prepared health and care workforce capable of delivering high-quality care under challenging circumstances.

Why a course in quality of care and patient safety is important

Health-care quality and patient safety are vital for accessible, equitable, patient-centred services, and form the foundation of robust health systems and universal health coverage. Quality care improves outcomes, ensures effective treatment and acts as a safety net, preventing errors and reducing harm. It adds value and fosters health-care system resilience and efficiency through digital tools and innovation, lowering health-care expenditure. Additionally, it promotes equity by addressing delivery disparities, ensuring that all patients receive equal, high-quality care.

However, a well-designed health-care system alone is insufficient. Educating professionals and policy-makers in quality care and patient safety is crucial to keep them updated on best practices and emerging technologies. It also helps build trust in the health-care system, enhances the patient experience, and ensures regulatory and accreditation standards are met.

This course facilitates education on quality of care and patient safety, enabling health-care professionals, institutions and policy-makers to better safeguard individual health and meet health-care needs equitably.

What participants will gain from the course

Through a comprehensive blend of keynote lectures, plenary sessions, workshops, case studies and networking, participants will be exposed to an in-depth exploration of critical aspects related to health-care quality and patient safety. They will be empowered with knowledge, skills and strategies to drive continuous improvements in health-care practices and patient safety.

During the WHO 1st European Autumn School on Quality of Care and Patient Safety, participants will:

1

Contemplate critical challenges and improvement opportunities in quality of care and patient safety by utilizing innovative examples of good practices as case studies.

2

Advocate for action through an equity and human-rights approach to quality of care and patient safety.

3

Collaborate and engage with experts in leadership, digital services, people-centredness, equity and innovation to generate action-oriented insights that will provide pivotal resources to strengthen country-level health systems.

4

Be encouraged to explore innovative approaches and technologies that advance health-care quality and patient safety.

5

Boost their personal and professional networks globally and foster a community of professionals committed to elevating global health-care standards and enhancing safety of care in the European Region and beyond.

6

Deliberate on the significance of health-care professionals' well-being and the involvement of patients and families to improve safety and quality of care.

