Global Health Histories Seminar:

WHO Patient Safety Programme and the Next Global Challenges

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Transitioning Patient Safety

- The new strategy for WHO in Patient Safety
- The 3 Worlds of Patient Safety and Quality
- The Future: 4 Challenges
The New Role for WHO


• Provide leadership in patient safety
• Harness knowledge, expertise and innovation
• Engage health care systems, NGOs, civil society and expert community
The Three Worlds of Patient Safety and Quality
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The Early Adopters (w active press…)

- United Kingdom
- United States
- Canada
- Australia
- Japan
- Netherlands
- Denmark
- France
- Chile, and others
The Three Worlds of Patient Safety and Quality
The End of the Curve

- Mali
- Niger
- Senegal (and much of AFRO)
- Bangladesh
- Afghanistan
- Laos
- Cambodia
- Others
The Three Worlds of Patient Safety and Quality
The Middle Majority

- Qatar
- Saudi Arabia
- Norway
- Finland
- Philippines
- Korea
- Vietnam
- Argentina
- Mexico, and others
The Fourth Rail: The Private Sector

- WHO Guidelines recommend use of alcohol based hand rub
- Local production encouraged
- Yet, large private sector not engaged
- Launch of Private Organizations for Patient Safety (5 May 2012)
The Future: 4 Challenges
Challenge 1: Providing Leadership and Reengaging Governments Internationally

- 124 countries committed
- 89.3% world population coverage
- Over 15,000 hospitals joined Global Hand Hygiene Day (5 May)
Challenge #1: Providing Leadership and Reengaging Governments (2)

- **National policy and strategy development**
  - International colloquium and meetings (ISQua 2012 Geneva)

- **Challenging Ministers**
  - 3rd WHO Patient Safety Global Challenge (2013)
Challenge #1: Providing Leadership and Reengaging Governments

- African Partnerships for Patient Safety

- Aims
  - Measureable improvements in safety
  - Partnership strength
  - Spreading innovation

- Six first wave countries
Challenge 2: Building the 21st Century Health Workforce

- The problem: No training and education for health workers before they join the workforce

- The solution: WHO Patient Safety Multiprofessional Curriculum Guide
Building Capacity in Future Clinical Leaders

- Launched Oct 2011
- Based on successful Medical School Curriculum Guide
- Developed in partnership with international associations of nursing, midwifery, pharmacy, dentistry, medical and medical students
- Organized in a Teacher's Guide and Curriculum Guide topics
Challenge 3: Value-based Innovation Engaging Patients, for Patients

• Desperate need for tools to empower patients in their own care
• Handover management
• Information for decision making
• WHO Mother Baby 7day mCheck tool
• Adapt platform for other areas:
  ■ Medication management
  ■ Vaccinations
Challenge 4: From Specialist Issue to Core Health Systems Strategy

• “The Case for Safety and Quality Improvement”
• Outside the hospital walls
• Addressing core technical areas
  ▪ WHO Safe Childbirth Checklist
  ▪ Vaccine checklist
  ▪ Others

Surgical Safety Checklist

[Image of Surgical Safety Checklist]
"There is no quality without safety, and no safety without quality. Safety is at a virgin state in most of Africa and it is difficult to prioritize patient safety action unless it is explained in terms of how it contributes to system strengthening"

Dr. Jean Bosco Ndihokubwayo – Patient Safety Regional Focal Point, WHO African Regional Office (AFRO)
Principles of Sticky Ideas

- Principle 1: Simplicity
- Principle 2: Unexpectedness
- Principle 3: Concreteness
- Principle 4: Credibility
- Principle 5: Emotions
- Principle 6: Stories
Patients and Problems Worldwide

- The doctors treat us as if we are plants. They care for us, water us, to help us grow. But in the end, they are like farmers. They care for us for their own purposes. How can it be that they are working for us, but they do not talk to us?
  - Woman, 31, Uganda

- When my mother lay dying in the intensive care unit, from an infection she got at her hospital, why was no one telling us what was happening? On the final day of her life, on rounds, the whole clinical team came in and talked only to each other while we sat there looking at them, wanting to understand what was happening.
  - Man, 33, USA
For more information

• Web site
  www.who.int/patientsafety