WHO Patient Safety Programme  
Fourth meeting of WHO HQ Patient Safety and industry Representatives  

3 February 2012, World Health Organization (WHO) Geneva, Switzerland

Meeting Summary

Welcome and introductions

The meeting was opened by Dr. Najeeb Al Shorbaji, Director, a.i., PSP with Professor Didier Pittet, head of the WHO Collaborating Centre at the University Hospitals Geneva. Several first time attendees were welcomed and introductions made for all attendees.

Ed Kelley, Head of Strategic Programmes and Coordinator, PSP, clarified that this would be the last meeting of this group before the official launch of the WHO-Private industry collaborators platform, tentatively termed Private Organizations for Patient Safety (POPS). The purposes of the meeting were outlined as:

1. Final review of proposal for platform and supporting documents  
2. Agreement on financial contribution and schedule to support platform  
3. Review and update of key progress in Clean Care is Safer Care and in African Partnerships for Patient Safety  
4. Review and discussion of range of project ideas for platform partners  
5. Discussion on timing and mechanisms for launch of platform

Review of final platform documents

Most participants stated that they had reviewed the documents and several organizations have already provided signed copies from their organization in order to participate in the platform.

Several comments were made during the discussion focused on issues of timing and budgeting as well as on specific clauses in the document.

C: If a company joins in year 2, they should contribute to year 1 fees which will subsequently reduce the fees for the others in year 2 (Ed, did I understand correctly?)
A: Yes, agreed.
C: Why do you want sales data? Is it the volume sold that is of your interest? Money spent on purchase is probably not very meaningful.
A: Yes, WHO is focused on mean product volume.
C: The clause in the document on "product quality" continues to be problematic. Who will judge this?
A: This clause is not meant to refer to individual specifications for formulations but rather that the organization undertakes to commit to the highest quality product possible as an organizational goal. In fact, the platform will provide an excellent opportunity to discuss and debate issues of product quality as WHO and the WHO Collaborating Centre consider developing international specifications for formulations in other areas, such as foams, etc. (Note that no immediate action is currently planned on this, however, it is a possible discussion topic and benefit to participation in the platform.)

Other key questions were:

- whether an equal amount was appropriate or an amount based on the size of the company? The group were split between these options; smaller companies, including those not completely focused on hand hygiene products felt they needed to consider how much would be possible
- what the return on investment would be re the platform? EK explained the legal side of the platform requirement not just how it 'appears' as a site for all those formally contributing to the collaboration

The group concluded that a final version of the documents would be resent to all attendees. The documents will not be changed themselves as several companies have already submitted signed versions to sign up to the platform. It was then agreed that interested companies would indicate their intent to join by March 15. A full timeline is below.

**Platform overview**

The WHO Secretariat reviewed the platform with some of the updates made based on participants comments following the last meeting and based on the test use of the platform made by some participants prior to the meeting.

Claire Kilpatrick (WHO PSP) introduced platform use options, which had been previously shared with the group and explained the confidential, closed nature of the platform. It was noted that besides the legal requirements that necessitate the platform, it needs to be what the group want it to be:
• 'Two way traffic', was discussed as well as documents open to all, and those that need to be seen by all involved in a collaborative project in the future
• Input from WHO was suggested, e.g. final embargoed documents, consultations, web links. It was highlighted that a go-to-meeting function can be featured here
• The amount of work moderation of the site would take was expressed

Ed Kelley (WHO PSP) noted that donations would also be for the work that goes on behind the platform to present proposals and manage these as they arise. Final questions were taken on the proposal document that outlines the core of the collaboration:

• Code of conduct points were again notes. It was noted that these need to suit all however WHO legal expect certain wording. The aspect of 'illegal activities' was raised,
• Overall however the document was agreed in principle and the final version would be shared again with all

Criteria for our inclusion and exclusion in the collaboration was discussed (including relevant donation aspects and if a company is not 'active'). It was noted that an explicit invitation to join will be featured in any covering letter/email (to prevent additional changes to the code of conduct that would require further WHO legal sign off) and that each year sign up by new companies would be by 5 May.

Project updates

The WHO team was able to provide technical updates on both the Clean Care is Safer Care programme and the African Partnerships for Patient Safety programme. The slides for these presentations which lay out both achievements and plans are available on the electronic platform for the collaboration and by request from OMS.

In this section, Dr. Marie Paule Kieny, Assistant Director General for IER, joined the meeting to express her support for the endeavour. As she stated, WHO needs to build on this work, for the sake of its member state countries. She stated that WHO hopes this collaboration will also help the companies joining the platform and the benefits on both sides seem very clear. Finally, she stated that the work on this platform is paving the way for other topics such as injection safety, where we might use the same model for an industry collaboration. Finally, she highlighted that WHO would be watching the developments of this collaboration now that the Director General had stated that one of her priorities in her next mandate would be patient safety and hospitals. A question was raised as to what, in the ADGs mind, would constitute a successful project. Her answer was that success would be multi-factorial; i.e., satisfaction of private sector
collaborators and their organizational leadership and satisfaction by WHO that we had developed ways of increasing commodities in poor countries; a win-win situation for all of us. She requested that the WHO secretariat think about indicators of success in this project.

The Secretariat suggested the following draft success indicators:

- Satisfaction of private collaborators taking part in platform
- Number of projects approved and implemented using the platform and joint funding by collaborators
- Key milestones on launch and promotion of platform achieved (ie 5 May 2012, World Health Assembly, appropriate international conferences, etc.)
- Increase in ABHR availability globally where platform is active.

**Scoping of projects**

Several projects were presented and discussed during a group session thinking about future projects. The first was the "0 Hospital" project. The slides on this project are available on the electronic platform for the collaboration and by request from OMS. The participants then split into two groups to discuss potential projects.

Questions were raised on this project including:

- How do we make sure “0 hospital” project doesn’t dilute SAVE LIVES campaign?
- What’s the added value?
- What will be the life time of the “0 hospital” campaign?
- Is it feasible to mark hospitals on the Google map?
- What is the strategy to viral marketing? A web site may not be sufficient.

The team and its partners from Adelicious who presented the project noted that once the decision is fully taken to go ahead with this project proposal, the team will investigate/discuss use of different means of doing so including social marketing media (Facebook, twitter, etc...). Following this presentation, there was a detailed discussion on particular projects that could be explored within the collaboration. A summary of these discussions and a rating by the two work groups will be among the first items to be shared on the new electronic platform.
Financial contributions

The group discussed the need for scaling the size of the contribution given the overall budget stated by WHO. Participants agreed that generally there should be equal payment by partners for the platform but that large companies and small companies could have different levels of contribution. The definition of "large" and "small" companies was discussed and adopted based on a proposal from the floor. These definitions and the contribution amounts are presented below.

**Small organization** - Using the definition employed by the European Union, a small enterprise is defined as an enterprise which employs fewer than 50 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 10 million. *Financial contributions for small companies would be $5,000 for the trial period of 2012 and then $3,000 annually for 2013 and beyond.*

**Large organization** - For purposes of the platform, these organizations would be all those participating organizations not meeting the above criteria for small organizations. *Financial contributions for large companies would be $20,000 for the trial period of 2012 and $15,000 annually for 2013 and beyond.*

Timeline for next steps

The group then reviewed the following timeline:

- **Week 6 February** - Resending of full set of documents (including a) Platform Proposal; b) Confidentiality Agreement (for research projects, etc.); c) WHO Standard Donor Agreement
- **By 15 March** - Interested private industry collaborators confirm by email their intent to join the platform (Those companies already having submitted their signed paperwork do not need to confirm.)
- **By 1 April** - All official documents from participating organizations must be received by WHO
- **By 15 April** - Acknowledgement letter from WHO sent to participating organizations
- **By 3 May** - Embargoed copy of planned press release regarding launch of platform, recognizing participating organizations and the WHO Collaborating Centre, sent to participating organizations for use in 5 May activities
- **On 5 May** - Launch of platform as part of 5 May activities