Report from the Ninth meeting of WHO Service Delivery and Safety (SDS) Department (Clean Care is Safer Care Programme) and Industry Representatives from Private Organisations for Patient Safety (POPS)

With invited representative from University Hospitals Geneva (HUG – WHO Collaborating Centre on Patient Safety, Infection Control and Improving Practices)

6 June 2014

Laguna AB Meeting Room
Anaheim Hilton
California, USA

1. Introductions

Professor Didier Pittet (DP) of HUG welcomed everyone to the meeting. All participants introduced themselves including new attendees from existing participating companies and one observer attendee (a potential POPS participant). Apologies were also accepted.

Dr Ed Kelley (EK, joining by telephone), Director of WHO SDS outlined the importance of the meeting and the prominence that POPS was receiving with WHO. The agenda and objectives of the day (see Annex 1) were outlined.

For further information on the background to POPS please read http://www.who.int/gpsc/pops/en/

2. Summary of Ninth Meeting proceedings

5 May 2014

Claire Kilpatrick (CK) WHO POPS manager, provided an opening presentation/summary on WHO 5 May 2014 activities, including the numerous resources that had been issued and the acknowledgements that had been given to POPS participants’ commitment. For further information see http://www.who.int/gpsc/5may/EN_PSP_GPSC1_5May_2014/en/

Each participating company was then asked to present on their activities and achievements, based on previous email/e.platform requests from WHO to share numbers reached, etc. In summary, the majority of companies had actively worked to promote 5 May 2014 and had reached thousands of hospitals through dedicated web pages, campaigns (consistent with WHO messaging), face-to-face interaction, Social Media and traditional media. Those who had not been as active stated they had been observing and planning future strategies. CK noted that a statement on 5 May 2014 POPS
activities would be put on the WHO POPS web pages (now available at http://www.who.int/gpsc/pops-5may/en/).

DP provided expert commentary to this agenda item, reminding attendees that interest in a topic always increases if there is a day of focus (5 May), and how important hand hygiene is as part of AMR agenda; it was concluded that POPS together can make the strategy stronger. Congratulations and thanks were given.

Discussions covered the following points:
- how the WHO web pages could better support POPS information related to 5 May activities
- how suggested 5 May activities could be better targeted and concisely described for POPS participants, in support of WHO recommendations
- how communications could be better enhanced to highlight information and actions for participants. It was agreed that longer monthly updates are helpful while in between actions should be very explicit and tools like Doodle could also be used.

Collaborative POPS projects review

Educating on WHO recommendations through conference presence – there was detailed discussion on the forthcoming plan to present the first every POPS booth supporting WHO recommendations at the APIC conference 7-9 June 2014. Input from all participants present included how impartial support would be given, such as communications to promote POPS and WHO materials on the booth. A rota for booth presence was agreed as well as printing of final materials. Thanks was given to all who had supported the booth especially for all the dedicated work towards booth build and conference venue liaisons. Final costs and an evaluation would be presented post conference.

Affordable availability of products including alcohol-based handrub (ABHR) – a variety of projects and ideas for future enhancement of supply and distribution of products, in this instance ABHR, was discussed. This included an update on the WHO APPS/POPS ‘bottle bank’ project (the final report on which has been shared with participants), a proposal for a task and finish group to address outstanding ABHR issues (as per WHO guidelines on hand hygiene in health care) and a proposal for clarifying ongoing barriers to product distribution particularly in developing countries. Conclusions were that the bottle bank project (supported by one POPS participating country) had been a useful exercise with many lessons learned, that DP would direct on outstanding ABHR issue discussions with participants directly, that prior to doing any further surveys on ABHR global sales, a sheet for collecting barriers to supply and distribution would be maintained on an ongoing basis by all and used for influencing countries to address key surmountable issues.

Prevention of surgical site infections through decontamination of equipment/instruments – CK and BA gave a summary of plans for a POPS
project to support new WHO decontamination guidance and an update on the new WHO surgical site infection guidelines that are being prepared.

Proposed new public-facing campaign to support hand hygiene in health care - a brief overview of progress on discussions to develop a new supporting campaign was described by CK and it was noted that there would be a sub-group meeting at the end of the full meeting.

Promoting hand hygiene literature

DP highlighted the release of the new book ‘Clean Hands Saves Lives’ and the New England Journal of Medicine hand hygiene video article, which is now available in a wide range of languages through the WHO web pages.

Promoting POPS – use of the logo, consistent educational materials and translation of WHO tools

A reminder was given to all that part of promoting WHO recommendations is through using the POPS logo to highlight the collaborative’s work, ensuring consistency of recommendations within participant’s own tools and sharing WHO tools that have been translated. Participants were all urged to share such activities with CK on an ongoing basis.

Social media to promote POPS activities

The POPS Twitter account was discussed – it was noted that while CK supports this it was the role of POPS participants to also plan tweets and retweet POPS messages. This does entail planning which should be considered as part of POPS annual activities.

POPS one-year report

CK explained the plan for issuing the second POPS yearly report. She outlined general content and that POPS participants would have an opportunity to comment. This report aims to highlight progress with companies’ social corporate responsibility in support of WHO goals.

Date of next meeting

A variety of dates and issues with travel were discussed and everyone asked to consider a number of dates Nov/Dec, which would be confirmed post meeting.

Meeting conclusion

The meeting was concluded and everyone was thanked for their very energetic input to discussions, particularly to the POPS APIC booth in the coming days. CK noted the dates for next POPS payments. No AOB was raised.
Annex 1 - Meeting Agenda and Objectives

Ninth Meeting of WHO Patient Safety Programme and Industry Representatives

With invited representative from University Hospitals Geneva (HUG-WHO Collaborating Centre on Patient Safety, Infection Control and Improving Practices)

6 June 2014
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California, USA

FINAL DRAFT AGENDA

Chairing Organizations: WHO and HUG

8.30-9.00 Welcome, introduction and overview of agenda - Dr Kelley (EK) & Prof Pittet (DP)

9.00-10.45 “5 May” feedback and future – Claire Kilpatrick (CK)/Dr Benedetta Allegranzi (BA) & all

10.45-11.00 Break

11.00-12.40 Collaborative POPS projects review – CK and identified others

12.40-13.40 Lunch

13.40-14.25 POPS BAU update and brief update on global information – CK/DP

14.25-14.40 Plans for POPS one-year report and overview of future project work – CK, TH & all

14.40-14.50 Next steps including date of next meeting and financial plans

14.50-15.00 AOB, Q&A and meeting close – DP/CK

Session Objectives

5 May 2014 feedback and discussions:
To outline the WHO deliverables for 5 May 2014
To outline POPS participants’ contributions to 5 May 2014
To discuss the WHO POPS rules for 5 May activities and any existing challenges
To summarise key learnings from 5 May 2014 and for future campaigning

Collaborative POPS projects review and discussion:
To outline the progress with existing POPS projects
- APIC booth project and plan
- Availability of ABHR in resource poor countries
- Steps in the ABHR delivery process (particularly developing countries)
- Proposed ABHR Task and Finish Group (with Julie Storr)
- APPS bottle bank project update (with Julie Storr)
- SSI/decontamination project
- Proposed new public facing campaign
To discuss challenges and summarise suggestions for next steps

POPS business as usual (BAU) status update:
To provide an update on business as usual activities and outline their importance based on the POPS agreement
- To discuss the use of POPS logo; looking at spread of the brand/profile
- To discuss the translation of WHO materials to make these available on WHO web pages
- To discuss POPS participants’ ‘educational’ materials and consistency with WHO recommendations
- To discuss the POPS Twitter account – to be discussed in next agenda item
To summarise next steps and timelines

Update on global information:
To briefly outline the book launch and its potential impact on awareness raising in LMICs, and the NEJM hand hygiene video release in multiple languages
To discuss POPS communications (including key publications)/social media progress and planning

Plans for POPS one-year report and overview of future project work:
To outline the steps in producing the POPS one-year report and discuss content
To summarise future projects ideas including how they meet the goal of POPS
To agree next steps for all including suggested timelines and budget requirements

Next steps including date of next meeting and financial plans:
To propose (agree) on a suitable next meeting date
To recap on the financial commitment for POPS and due date for payments

AOB/Q&A:
To discuss outstanding points aimed at POPS collaborative working/outputs