Fundamentals in Patient Safety Seminar

1. Introduction

Advances and commitment to patient safety worldwide have grown since the late 1990s which have led to a remarkable transformation in the way patient safety is viewed. Having begun as a subject of minority academic interest it is now embedded as a firm priority in most health care systems worldwide.

However, patient safety training and education have not kept pace with advances in quality improvements and patient safety, nor with workforce requirements. The introduction of patient safety in health professional training is therefore necessary and timely. It will contribute to building a foundation of knowledge and skills that will better prepare providers and students to providing safer care. It will help generate a workforce of health-care professionals educated in patient safety and capable of meeting the demands of today's complex and busy health-care environments.

Quality improvement and patient safety principles apply irrespective of the wealth of a country, the place where health care is delivered, the type of health-care provider, and the patient. Some countries may lack adequate resources or health-care commodities or specialised providers, but while such shortages may make the environment more susceptible to poor quality and unsafe care, it does not mean that health-care providers cannot be trained to deliver safer and quality health services. While very important, adequate numbers of providers and resources are not the main remedies for minimizing harm to patients. Understanding about quality improvements and safe clinical practices is not about increasing investments and costs, but rather relate to improving existing health care processes, as well as the knowledge and skills of health care providers to deliver high quality and safe services to patients. For example, implementing a surgical safety checklist in the OR bears no cost but underlines the importance of a cultural and behavioural shift of the members of the OR team-. Implementing safer practices ultimately contributes to safeguarding patient lives and reducing health care costs.

2. Seminar information

This seminar provides an introduction to patient safety and quality improvement concepts. It provides resources on how health-care professionals can develop knowledge and skills to improve patient safety in the workplace. It also provides resources to educators and trainers and helps them integrate patient safety in their teaching.

3. Aims

- Inform health-care professionals and educators about the importance of patient safety;
- Provide training on the basic patient safety and quality improvement principles, concepts, solutions and tools that can be directly applied in the workplace.

Successful outcomes for this seminar will enable health-care professionals to:

- Recognise the magnitude and the importance of patient safety;
- Reflect on and demonstrate an understanding of the principles and methodologies in patient safety and how this relates to delivering safe and quality services to patients;
- Reflect on how the principles of patient safety can help to minimize the incidence and impact of medical errors, adverse events, and maximize recovery from them;
- Become aware and utilise a range of tools, solutions and strategies to improve patient safety problems;
- Recognise workforce diversity and demonstrate skills in collaboration and effective teamwork for enhancing safety and quality of services provided;
- Reflect on and demonstrate understanding of the characteristics of health systems and the impact of complexity on patient care;
- Recognise the importance and advocate for a culture of safety in the workplace.

4. Attendees

- Patient Safety Officers
- Quality Managers
- Hospital administrators
- Nursing Directors
- Medical Directors
**Programme**

**DAY 1: Opening session**

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<tr>
<th>Time</th>
<th>Activity</th>
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<tr>
<td>09:00</td>
<td>Welcome by the Lebanese Society for Quality and Safety in Health Care and WHO</td>
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<tr>
<td>09:10</td>
<td>The realities of Safety and Quality in Lebanese hospitals by Dr Rola Hammoud</td>
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<tr>
<td>09:30</td>
<td>Patient Safety introduction by Dr Agnès Leotsakos</td>
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<td>09:45</td>
<td>Vincristine case study film</td>
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<td>10:10</td>
<td><em>Discussion facilitated by Dr Agnès Leotsakos with participants on their expectations and feedback on safety and quality</em></td>
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<td>10:30</td>
<td>Perspectives from other industries by Dr Kostas Petsanis</td>
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<td>10:50</td>
<td>Discussion</td>
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<td>11:00</td>
<td><strong>Coffee break</strong></td>
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<td>11:15</td>
<td>Reporting and analyzing errors and Route Cause Analysis by Dr Dina Baroudi</td>
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<tr>
<td>11:40</td>
<td>National and facility level systems in Lebanese hospitals for reporting of events by Ms Nadine Haddad / Dr Nada Ghosn</td>
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<td>12:00</td>
<td><em>Discussing local case studies; practicing reporting of errors; preparing a framework of Root Cause Analysis, facilitated by Dr Dina Baroudi</em></td>
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<td>12:30</td>
<td><strong>Lunch</strong></td>
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**FUNDAMENTALS IN PATIENT SAFETY**

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<tr>
<th>Time</th>
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<tr>
<td>14:00</td>
<td>What is Patient Safety by Dr Agnès Leotsakos</td>
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<td><em>Film: key messages in patient safety</em></td>
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14:40 Interactive session and discussion on the complexity of health systems by Dr Dina Baroudi

15:10 Ergonomics and Patient Safety by Dr Kostas Petsanis
   Film: ‘Just a routine operation’

16:00 Coffee

16:20 Building a culture of safety by Dr Dina Baroudi

16:50 Leadership and Patient Safety by Dr Agnès Leotsakos

17:20 Reflections on Leadership competencies and action for building a culture of safety and improving the quality of service delivery
   Discussion with audience facilitated by Dr Kostas Petsanis on engaging leadership to commit to safety and quality improvements.

18:00 Close of Day One

DAY 2 DO NO HARM

09:00 Day 1 main messages and wrap up

09:10 Effective health care teams by Dr Dina Baroudi

09:30 Interactive discussion facilitated by Dr Dina Baroudi and Dr Kostas Petsanis on ‘Effective teamwork and communication; Participant engagement in ISBAR, Call-out, Check- back, hand-over techniques; Interactive exercises in teams’.

09:50 Engaging with Patients: Patients’ Voice by Dr Kostas Petsanis
   Engaging with patients film

10:20 Patient engagement in Lebanese hospitals by Mr Mohammad Hamandi
   Q&A, discussion on patient engagement
10:40  Coffee break

11:00  Understanding/managing clinical risk by Dr Dina Baroudi

11:30  Quality Improvement methods emphasizing Failure Mode and Effect Analysis

     Q&A and discussion; practice QI methods facilitated by Dr Dina Baroudi

12:15  Lunch

PATIENT SAFETY SOLUTIONS

13:15  Patient Safety priorities in Lebanon by Professor Marwan Ghosn

13:45  How can the WHO Patient Safety Curriculum Guide contribute to teaching the patient safety courses (Part A of the Patient Safety Curriculum Guide) by Dr Agnès Leotsakos

14:00  Vulnerable groups at risk by Dr Kostas Petsanis

     - Pregnant women and newborns;
     - Patients with mental disorders and cognitive disabilities
     - The elderly

14:30  WHO Patient Safety Priorities by Dr Agnès Leotsakos

15:00  Q&A and discussion facilitated by Dr Kostas Petsanis on patient safety priorities in hospitals in the Lebanon, health systems etc

15:15  Coffee break

15:30  Overview of WHO Patient Safety Solutions by Dr Agnès Leotsakos

     - Focus on: Medication Safety by Dr Kostas Petsanis
     - Focus on: Surgical Safety Dr Dina Baroudi

     10 min videos on how to use/not use the WHO Surgical Safety Checklist
     - Focus on: Prevention of Health care-associated infection by Dr Dina Baroudi

     10 min video on Hand Hygiene

16:15  Q&A, Discussion on solutions used or needed in the country; challenges, case studies by Dr Rouba Rassi

16:45  Closing remarks of workshop