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 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 health care providers and students for clinical practice. It will help generate a workforce of health-care professionals educated in patient safety and capable of meeting the demands of today’s complex health-care environments.

Regardless of the wealth of a country, patient safety principles and concepts apply irrespective of the type of health-care provider, the place where the health care is delivered and the type of patients. Some countries may lack adequate health-care resources and while staff shortages may make the environment more susceptible to poor quality and unsafe care, it does not mean that health-care providers cannot make health care safer. While very important, more staff and resources are not the main remedies for minimizing harm to patients. Understanding about patient safety and providing safe clinical practices is not about increasing investments and costs, but rather relate to improving existing health care processes, as well as knowledge and skills of health care providers to deliver quality and safer services to patients. Implementing safer practices contributes to safeguarding patient lives and reducing health care costs.

The World Health Organization has developed the Multi-professional Patient Safety Curriculum Guide for training and education in patient safety in the fields of dentistry, medicine, midwifery, nursing and pharmacy. The WHO Curriculum Guide lays the foundations for building knowledge and skills in essential patient safety principles and concepts. The present seminar is based on the topic courses of the WHO Curriculum Guide: http://www.who.int/patientsafety/education/curriculum/en/index.html
2. Seminar information

This seminar provides an introduction to patient safety and quality improvement fundamental concepts. It provides resources on how health-care professionals can develop knowledge and skills to improve patient safety in the workplace.

3. Aims

The overall aim of this seminar is to engage health-care professionals regarding the importance of patient safety in improving care delivery, so that they can apply the principles, concepts, practices and tools in workplace settings.

The purpose is to:
1. Provide comprehensive courses on patient safety learning
2. Inform health-care institutions and facilities of the priority topics in patient safety
3. Enhance patient safety as an important theme throughout all health-care professionals courses
4. Advise health-care providers and prepare them for safe practices in the workplace
5. Create an opportunity for inter-disciplinary learning about patient safety
6. Further develop educators/trainers capacity for patient safety education and training in health-care professional education
7. Foster international collaboration in patient safety education and research in the higher health-care and education sectors.

4. Learning objectives and outcomes

Successful outcomes for this seminar will enable participants to:

- Recognise the magnitude and the importance of patient safety
- Become aware of the principles and methodologies in patient safety and how this relates to delivering safe and quality services to patients
- Reflect on how patient safety practices can help to minimize the incidence and impact of medical errors, adverse events, and maximize recovery from them
- Become aware of the range of tools, solutions and strategies to improve patient safety
- 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

Senior ministry of health officials, hospital leaders and CEOs, heads of nursing, clinical, pharmacy departments in hospitals, heads of health-care associations, university professors involved in teaching quality and safety to dentists, doctors, nurses, midwives, pharmacists and others.

5. Programme

SEMINAR ON PATIENT SAFETY
BASED ON THE WHO PATIENT SAFETY CURRICULUM GUIDE
21-22 September, 2012
Athens, Greece

DAY 1

09:00 Welcome
Ministry of Health, Greece
Welcome by Minister of Health Representative

9:10 Welcome and introductions
Ms K. Vourlioti, Director of Quality Department, Ministry of Health, Greece

09:20 Strategic Quality Improvements in resource-poor settings
Professor Assaf-Al-Assaf, Oklahoma University, USA

10:00 Introduction to the Patient Safety seminar
Professor Y. Skalkidis, Athens Medical School

10:10 Introduction to the WHO Patient Safety Curriculum Guide and training
Dr A. Leotsakos, Patient Safety Programme, WHO
### Session One: FUNDAMENTALS IN PATIENT SAFETY

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:20</td>
<td><strong>What is Patient Safety</strong> by Professor M. Letaief</td>
</tr>
<tr>
<td></td>
<td>- <em>Film: ‘Patient Safety’</em></td>
</tr>
<tr>
<td></td>
<td>- Patient safety priorities by Dr A. Leotsakos</td>
</tr>
<tr>
<td></td>
<td>- Patient safety culture by Dr D. Baroudi</td>
</tr>
<tr>
<td></td>
<td>- Terminology and definitions in patient safety by Ms E. Rousi</td>
</tr>
<tr>
<td>11:40</td>
<td><strong>Coffee</strong></td>
</tr>
<tr>
<td>12:00</td>
<td>- Leadership and patient safety by Dr A. Leotsakos</td>
</tr>
<tr>
<td></td>
<td>- <em>Film: ‘Message from D. Quaid about Patient Safety’</em></td>
</tr>
<tr>
<td></td>
<td>- Managing change by Professor M. Letaief</td>
</tr>
<tr>
<td>13:00</td>
<td><strong>Q&amp;A and Discussion</strong></td>
</tr>
<tr>
<td>13:20</td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td>14:00</td>
<td><strong>Session 2: TO ERR IS HUMAN</strong></td>
</tr>
<tr>
<td></td>
<td>- Human factors and patient safety including lessons and examples from other industries by Dr D. Baroudi</td>
</tr>
<tr>
<td></td>
<td>- <em>Film: ‘Just an ordinary day’</em></td>
</tr>
<tr>
<td></td>
<td>- <em>Film from Mayo Clinic: Importance of human factors is safe surgery</em></td>
</tr>
<tr>
<td>15:00</td>
<td>- The complexity of health-care systems including lessons and examples from other industries by Dr D. Baroudi</td>
</tr>
<tr>
<td>15:30</td>
<td><strong>Q&amp;A and Discussion</strong></td>
</tr>
<tr>
<td>16:00</td>
<td><strong>Coffee</strong></td>
</tr>
<tr>
<td>16:20</td>
<td>- Effective health care teams by Dr A. Leotsakos</td>
</tr>
<tr>
<td></td>
<td>- Effective communication among health-care professionals by Dr D. Baroudi</td>
</tr>
</tbody>
</table>
17:20  - Engaging with Patients: Patients ‘Voice by Ms E. Rousi
      - Film: When things go wrong (10 min)

17:50  Q & A, presentation of case studies and discussion on country priorities

18:15  Close of Day 1: take home messages

**DAY 2**

**Session 3: PATIENT SAFETY SOLUTIONS**

8:45  - Putting knowledge into practice: patient safety solutions by Dr A. Leotsakos
      - Focus on: medication safety by Dr D. Baroudi
      - Focus on: surgical safety by Professor M. Letaief
      - 5 min video on how to use the WHO Surgical Safety Checklist
      - Focus on: prevention of health care-associated infection by Dr A. Leotsakos
      - 5 min video WHO ‘Hand hygiene 5 moments’

10:00 Discussion on solutions used or needed in the country

10:40 Coffee

**Session 4: KNOWLEDGE IS THE ENEMY OF UNSAFE CARE**

11:00 - Reporting and analyzing errors by Professor M. Letaief
      - Clinical risk management by Dr D. Baroudi
      - Quality Improvement methods, including risk prevention methods - Failure Mode and
        Effect Analysis (FMEA) by Dr D. Baroudi

12:30 Discussion on management issues

13:00 Lunch

**Parallel sessions**

13:45 Plenary discussion on quality Improvement methods in financially constrained
      environments (Asaaf Al.Assaf)
13:45  **Introduction to Group work**

13:50  **Break-out session**

Group discussion: focused group discussions on opportunities and obstacles to implementing quality improvement and patient safety strategies in Greece

4 working groups will choose 4 proposed topics for discussion

- **Group 1**: Existing and required actions in QI and patient safety in Greek hospitals (hospital priorities);
- **Group 2**: Existing and required political actions for introducing and sustaining QI and patient safety in Greece: e.g. policy development, legislation environment, workforce environment and regulations (national actions);
- **Group 3**: What are the necessary management actions to introduce and sustain a culture of safety in Greek hospitals (hospital management actions);
- **Group 4**: How can health authorities and hospitals in periods of financial constraint support health-care staff and their efforts in sustaining safe patient care (required resources).

14:30  **Coffee**

15:00  Presentation of group work; discussion in plenary; development of recommendations for (potential) presentation to Minister of Health and other senior decision-makers.

15:20  Summary of main points, milestones to be achieved and next steps by Mrs K. Damigou

15:40  **Close of meeting by Ministry of Health  WHO**