

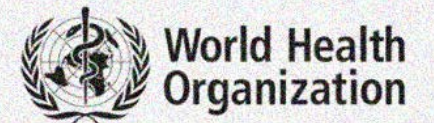
# GLOBAL PATIENT SAFETY ACTION PLAN 2021- 2030

-An Overview

First Draft  
August 2020



**A Working Document for  
Consultation Purpose only**



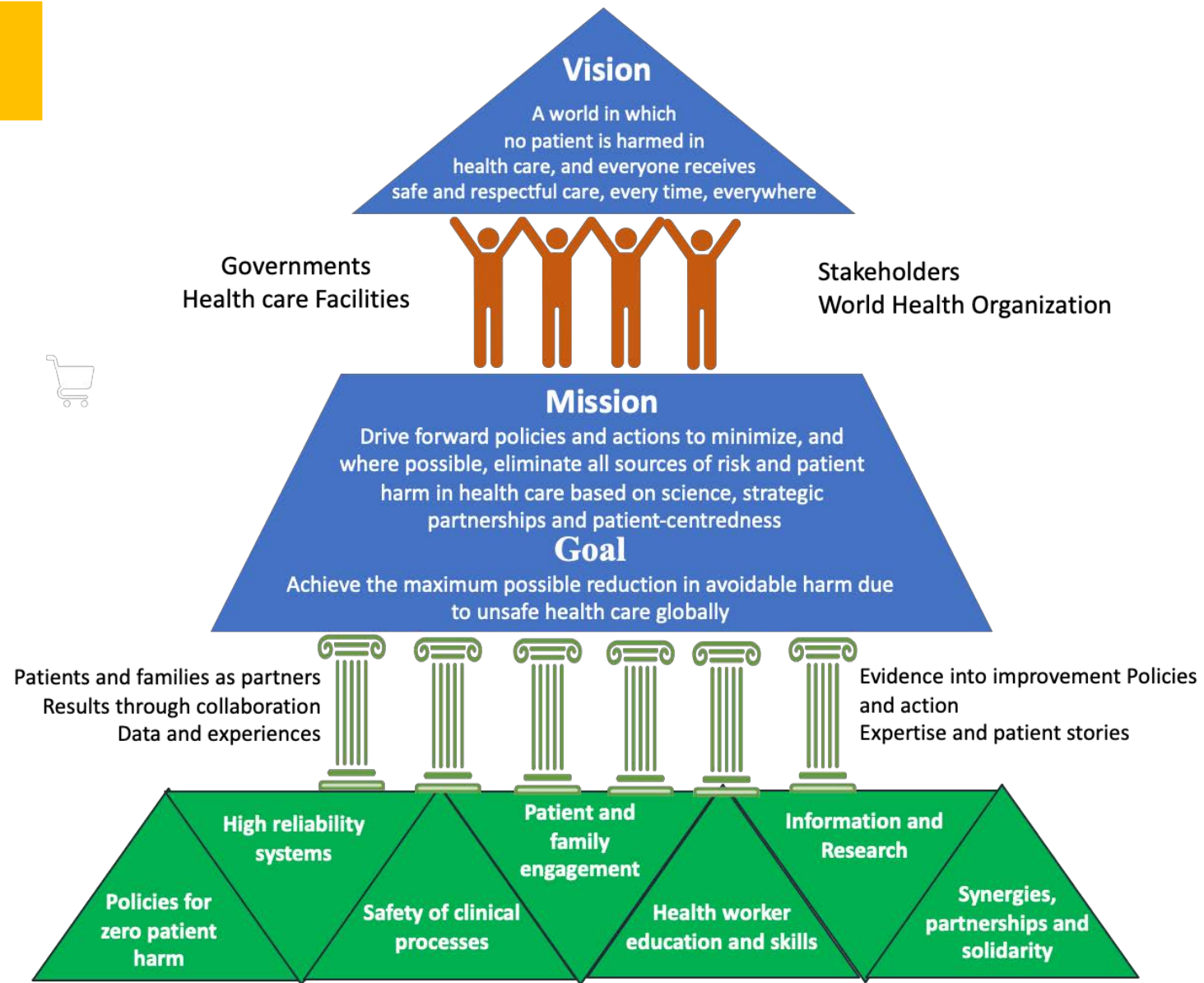


WHA 72.6 : Global Action on Patient Safety

## The Mandate

“Formulate a global patient safety action plan in consultation with Member States and all relevant stakeholders, including in the private sector”

# Overview



1 Vision, Mission and Goal

6 Guiding Principles

4 Partners in Action

7 Strategic Objectives

# Strategic Objectives

The framework includes seven strategic objectives, which can be achieved through 35 specific strategies.

Build high reliability health systems and health organizations that protect patients daily from harm.

2

Engage and empower patients and families to help and support the journey to safer health care.

4

Ensure a constant flow of information and knowledge to drive the mitigation of risk, the reduction in levels of avoidable harm, and improvement in the safety of care.

6

1

Make zero avoidable harm to patients a state of mind and a rule of engagement in the planning and delivery of health care everywhere.

3

Assure the safety of every clinical process.

5








Inspire, educate and skill health workers to contribute to the design and delivery of safe care systems.

7

Develop and sustain multi sectoral and multinational synergy, solidarity and partnership to improve patient safety.

# 7x5 Strategic Framework

## Framework for Action - The 7x5 Matrix

1	 <b>Policies for zero patient harm</b>	1.1 Patient safety policy, strategy and implementation framework	1.2 Resource mobilization and allocation	1.3 Protective legislative measures	1.4 Safety standards, regulation and accreditation	1.5 World Patient Safety Day and Global Patient Safety Challenges
2	 <b>High reliability systems</b>	2.1 Transparency, openness and 'No blame' culture	2.2 Good governance for the health care system	2.3 Leadership capacity for clinical and managerial functions	2.4 Human factors (or ergonomics) for health systems resilience	2.5 Emergency preparedness plan and processes
3	 <b>Safety of clinical processes</b>	3.1 Safety of high-risk clinical procedures	3.2 Global Patient Safety Challenge: <i>Medication Without Harm</i>	3.3 Infection prevention and control & antimicrobial resistance	3.4 Safety of medical devices, medicines, blood and vaccines	3.5 Patient safety improvement programmes in priority clinical areas
4	 <b>Patient and family engagement</b>	4.1 Co-development of policies and programmes with patients	4.2 Learning from patient experience for safety improvement	4.3 Patient advocates and patient safety champions	4.4 Patient safety incident disclosure to victims	4.5 Patient involvement in implementation of action plan
5	 <b>Health worker education and skills</b>	5.1 Patient safety in professional education and training	5.2 Centres of excellence for patient safety education and training	5.3 Patient safety competencies as regulatory requirements	5.4 Linking patient safety with appraisal system of health workers	5.5 Safe working environment for health workers
6	 <b>Information and research</b>	6.1 Patient safety incident reporting and learning systems	6.2 Patient safety surveillance and information system	6.3 Patient safety improvement programmes	6.4 Patient safety research programmes	6.5 Digital technology for patient safety
7	 <b>Synergies, partnerships and solidarity</b>	7.1 Stakeholders engagement	7.2 Common understanding and shared commitment	7.3 Patient safety networks and collaboration	7.4 Cross geographic and multisectoral initiatives for patient safety	7.5 Linkages with technical programmes and initiatives

# **Strategic Objective 1**: Make zero avoidable harm to patients a state of mind and a rule of engagement in the planning and delivery of health care everywhere

## **Strategy 1.1:**

Develop a comprehensive patient safety policy, strategy, institutional framework and implementation plan for the country's health system and all its component parts as a key priority in delivering Universal Health Coverage (UHC) for the population

## **Strategy 1.2:**

Mobilize and allocate adequate resources for patient safety implementation throughout every level of the health care system

## **Strategy 1.5:**

Create maximum awareness of World Patient Safety Day and Global Patient Safety Challenges, as a way of maintaining a high public and political profile for patient safety

## **Strategy 1.3:**

Use selective legislative measures to facilitate the delivery of safe patient care and the protection of patients and health workers from avoidable harm

## **Strategy 1.4:**

Align all health care regulatory, accreditation, and inspectorial activities with the goal of improving performance on patient safety

## **Strategic Objective 2: Build high reliability health systems and health organizations that protect patients daily from harm**

### **Strategy 2.1:**

Develop and sustain a culture of openness and transparency that promotes learning, not blame and retribution, within each organization providing patient care

### **Strategy 2.2:**

Develop and operate effectively a good governance framework within each component of the health care system

### **Strategy 2.3:**

Develop clinical and managerial leadership capacity and capability at all levels (national, regional, facility, care team) to ensure a strong and visible focus on the aspirational goal of harm free healthcare

### **Strategy 2.4:**

Bring a strong human factors and ergonomics perspective and input to strengthening the resilience of health organizations and clinical practices

### **Strategy 2.5:**

Formulate, regularly rehearse and update emergency preparedness plans for mitigating the impact of disease outbreaks, natural disasters, and major accidents

## Illustration

### Strategy 2.1

Develop and sustain a culture of openness and transparency that promotes learning, not blame and retribution, within each organization providing patient care.

#### Actions for governments

- Implement administrative and (if necessary) legal protection for those reporting adverse events or raising concerns about the safety of services.
- Publicly reassure the country's health care staff, that policy will be based on learning from patient safety failures, rather than unfairly punishing individuals.
- Assign an independent organization with publicly reporting information on the safety of health care in the country and commenting upon progress.

#### Actions for health care facilities

- Establish and promote a non-punitive policy for responding to and learning from adverse events and errors, whilst clarifying the rare circumstances where individual accountability will apply (just culture).
- Conduct a regular survey of the organization's patient safety culture using one of the widely used validated tools.
- Reduce hierarchical structures, attitudes and behaviours throughout the organization, promoting a speak-up culture.

#### Actions for stakeholders

- Help to explain to the population, and dispel misunderstandings, of the benefit to the public good of a non-punitive and learning-based approach to patient safety failures.
- Work with professional bodies to strengthen openness and learning in clinical cultures.
- Engage patients and families and seek their advice in building learning cultures in health care.

#### Actions for the World Health Organization

- Promote and explain to health ministers and health system leaders, the benefits of a non-punitive, learning culture.
- Provide technical support to Member States to establish a good patient safety culture (adapted to the local context) in all health care organizations.
- Make available research and best practice materials to assist in the development of good patient safety cultures.

## Strategic Objective 2

### High reliability systems

### Strategy 2.2

Develop and operate effectively a good governance framework within each component of the health care system.

### Strategy 2.3

Develop clinical and managerial leadership capacity and capability at all levels (national, regional, facility, care team) to ensure a strong and visible focus on the aspirational goal of harm free healthcare

### Strategy 2.4

Bring a strong human factors and ergonomics perspective and input to strengthening the resilience of health organizations and clinical practices.

### Strategy 2.5

Formulate, regularly rehearse and update emergency preparedness plans for mitigating the impact of disease outbreaks, natural disasters, and major accidents.

## Voluntary Global Target

50% countries established 'no-blame' policy for reporting adverse events and raising safety concerns

## Strategic Objective 3: Assure the safety of every clinical process

### **Strategy 3.1:**

Identify all high-risk clinical procedures and mitigate their risks with emphasis on creating standard operating procedures.  
care

### **Strategy 3.2:**

Implement a programme to transform the safety of medication management and use based on the third WHO Global Patient Safety Challenge:  
*Medication Without Harm*

### **Strategy 3.3:**

Put in place rigorous and evidence-based measures for infection prevention and control (IPC), to minimize the occurrence of health care-associated infections and antimicrobial resistance

### **Strategy 3.4:**

Comprehensively assure the safety of medical devices, medicines, blood and blood products, vaccines and other medical products at all stages

### **Strategy 3.5:**

Launch and maintain active patient safety improvement programmes in a wide range of clinical areas determined by national and local priorities

## **Strategic Objective 4: Engage and empower patients and families to help and support the journey to safer health care**

### **Strategy 4.1:**

Engage patient and family representatives as well as civil society in co-development of policies, plans, strategies, programmes and guidelines that are aimed at making health care safer

### **Strategy 4.2:**

Share the experience of patients and families who have been exposed to unsafe care to improve understanding of the nature of harm and foster the development of more effective solutions

### **Strategy 4.3:**

Build capacity of patient advocates and champions for patient safety

### **Strategy 4.4:**

Establish the principle of openness throughout health care so that patient safety incidents are always disclosed to victims of harm and their families

### **Strategy 4.5:**

Ensure that patient and family representatives are an integral part in implementing the Global Patient Safety Action Plan

## **Strategic Objective 5: Inspire, educate and skill every health professional to deliver safe care**

### **Strategy 5.1:**

Incorporate patient safety within all health professional undergraduate and postgraduate education curricula and broader professional development and training programmes, emphasizing an inter-professional approach

### **Strategy 5.2:**

Identify and develop centres of excellence for patient safety education and training

### **Strategy 5.3:**

Ensure that patient safety core competencies are part of regulatory requirements for all health professionals

### **Strategy 5.4:**

Link commitment to patient safety with appraisal systems for health care professionals and managers

### **Strategy 5.5:**

Design care settings, environments and practices to provide the safest circumstances and equipment for health care workers

## **Strategic Objective 6:** Ensure a constant flow of information and knowledge to drive the mitigation of risk, the reduction in levels of avoidable harm, and improvement in the safety of care

### **Strategy 6.1:**

Establish or strengthen patient safety incident reporting and learning systems

### **Strategy 6.2:**

Create an integrated patient safety information system based on all sources of data related to risks and harm inherent in the delivery of healthcare

### **Strategy 6.3:**

Build and develop capacity and capability of patient safety improvement programmes

### **Strategy 6.4:**

Develop active and funded patient safety research programmes, especially translational research

### **Strategy 6.5:**

Develop a digital strategy to improve the safety of health care

## **Strategic Objective 7: Develop and sustain multisectoral and multinational synergy, solidarity and partnership to improve patient safety**

### **Strategy 7.1:**

Fully engage all stakeholders that have the potential to have a positive impact on patient safety

### **Strategy 7.2:**

Promote a common understanding and shared commitment amongst all stakeholders successfully to deliver this Global Patient Safety Action Plan

### **Strategy 7.3:**

Establish networks and consultative meetings to provide authoritative advice in real time

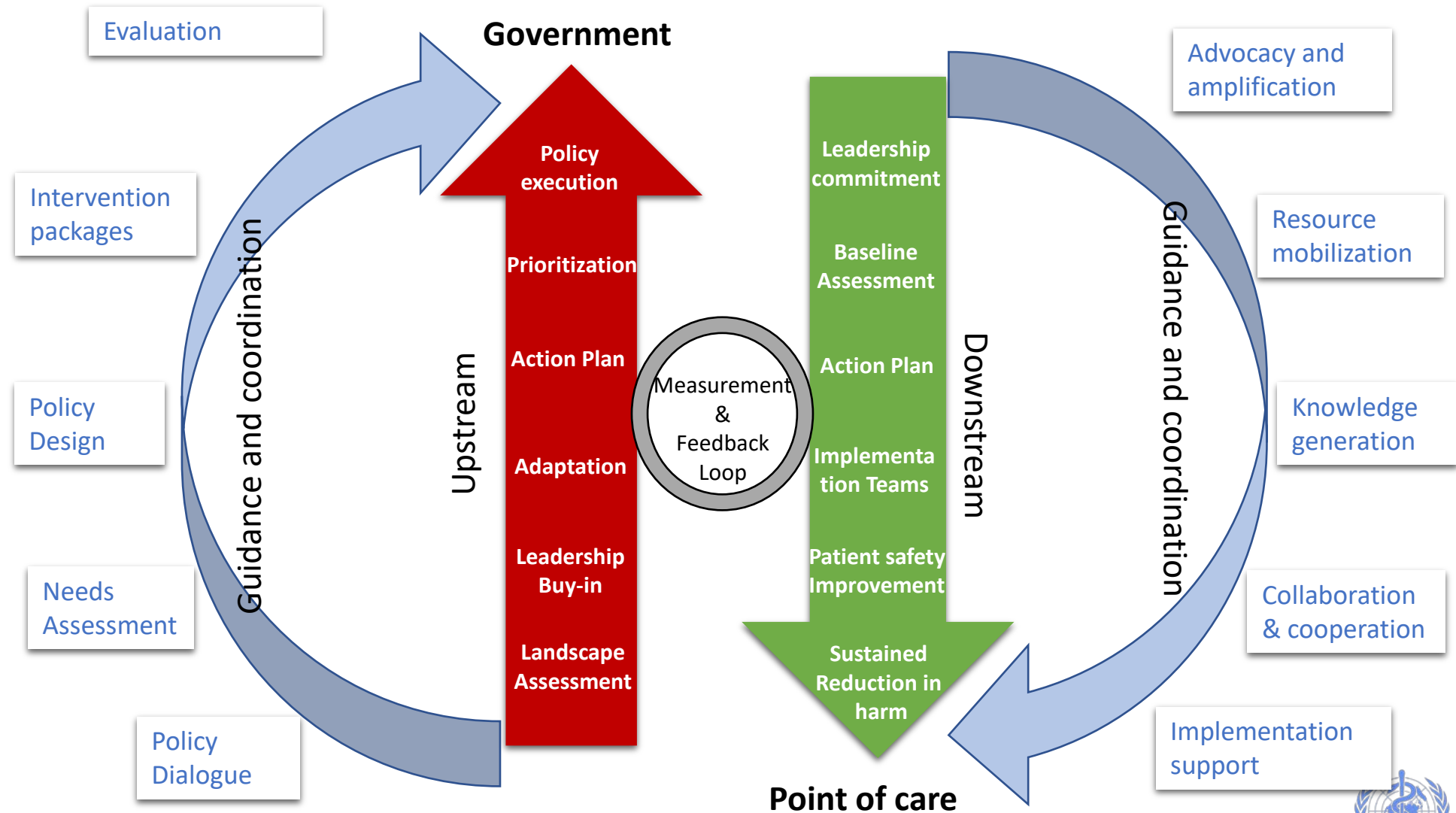
### **Strategy 7.4:**

Foster cross-geographic and multisectoral initiatives to advance action on patient safety

### **Strategy 7.5:**

Work closely with other technical programmes to strengthen patient safety, particularly in resource poor settings

# The Patient Safety Implementation Ecosystem



# Key Steps in Implementing the Action Plan

- **Milestone 1** Conduct a landscape assessment of major safety risks and barriers to improvement in patient safety.
- **Milestone 2** Secure strong commitment from political and organizational leadership.
- **Milestone 3** Establish a sustainable mechanism for implementation of patient safety policies, strategies and plans within the context of national health reform plans and quality policies.
- **Milestone 4** Relate to national context and priorities taking in account of the context of health care within the country.
- **Milestone 5** Decide upon and design the model of change for implementation.

# Global Patient Safety Targets (1)



## Strategic Objective 1

Make zero avoidable harm a state of mind and a rule of engagement in planning and delivery of care everywhere

## Global Patient Safety Targets by 2030

- All countries have created and implemented a national patient safety policy and strategy
- All countries are observing World Patient Safety Day
- All countries are implementing one or more WHO Global Patient Safety Challenges

## Strategic Objective 2

Build high reliability health systems and health organizations that protect patients daily from harm

## Global Patient Safety Targets by 2030

- All countries have designated a national patient safety coordinator
- All countries are conducting regular patient safety culture surveys at health care facilities
- All countries have included human factors design and training requirements in their licensing and accreditation programme



# Global Patient Safety Targets (2)



## Strategic Objective 3

Assure the safety of every clinical process

### Global Patient Safety Targets by 2030

- 50% relative reduction in health care associated infection (HAI) rate
- 50% relative reduction in severe, avoidable medication-related harm
- 50% relative reduction in deaths due to Venous Thromboembolism (VTE) during or after hospitalization
- 50% relative reduction in deaths due to falls during hospitalization

## Strategic Objective 4

Engage and empower patients and families to help and support the journey to safer health care

### Global Patient Safety Targets by 2030

- All policy and guidelines on safer health care are co-developed with participation of patient and family representatives



# Global Patient Safety Targets (3)



## Strategic Objective 5

Inspire, educate and skill health workers to contribute to the design and delivery of safe care systems

## Global Patient Safety Targets by 2030

- All countries have incorporated patient safety in all undergraduate and postgraduate education and training curricula

## Strategic Objective 6

Ensure a constant flow of information and knowledge to drive the mitigation of risk, the reduction in levels of avoidable harm, and improvement in the safety of care

## Global Patient Safety Targets by 2030

- All countries have operational patient safety incident reporting and learning systems working in some or all parts of their health system









## Strategic Objective 7

Develop and sustain multisectoral synergies and partnerships that have the expertise and influence for improving patient safety

## Global Patient Safety Targets by 2030

- All countries are participating in annual Global Ministerial Summits on Patient Safety
- All countries have established the national patient safety network

# Alignment of Patient Safety with SDGs

SDG	Target	How patient safety contributes
<b>SDG 1</b> <b>No Poverty</b> 	By 2030, reduce at least by half the proportion of men, women and children of all ages in poverty in all its dimensions according to national definitions.	Catastrophic health care expenditure pushes millions of families every year below the poverty line. Patient safety helps in reducing such incidents as well as leaving more finances to cover the cost of care for those who cannot afford it.
<b>SDG 3</b> <b>Good Health &amp; Well-Being</b> 	<p>By 2030, reduce the global maternal mortality to less than 70 per 100,000 live births</p> <p>Achieve universal access health coverage, including financial risk protection, access to quality essential health-care services</p>	<p>Many of maternal deaths are because of unsafe care in health care facilities</p> <p>Improving patient safety could drastically reduce the wastes in health care as well improve the access by positively influencing health seeking behavior</p>
<b>SDG 6</b> 	By 2030, achieve universal and equitable access to safe and affordable drinking water for all	Water and sanitation in health care facilities is a key component of patient safety. WASH facilities in health care facilities could influence sanitation behaviour of the community
<b>SDG 8</b> <b>Decent Work and Economic Growth</b> 	Protect labour rights and promote safe and secure working environment for all workers	Focusing on human factors and safety culture could sustainably improve workplace safety in health care settings, which is a major employer in most of the economies
<b>SDG 10</b> <b>Reduced Inequalities</b> 	By 2030 Empower and promote the social, economic and political inclusion of all	Empowerment and engagement of patients, families and communities is the cornerstone of patient safety, and promotes equity and inclusiveness in health care
<b>SDG 12</b> <b>Responsible consumption and production</b> 	By 2020 Environmentally sound management of chemical and all the wastes. In accordance to with agreed international framework	Patient safety programmes promote proper infectious waste management and "Mercury free hospitals" as per Minamata convention

# Development Process

