

7th Global Patients Congress

9-11 April 2016



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Korean Patients' Voices: From Shouting to Act

Gi-jong An

President, Korea Alliance of Patients' Organizations (KAPO)

Session outline

- KAPO Introduction
- Patient Shouting Café
- Patient Safety Act
- Conclusion

KAPO Introduction

- Korean Patients' Needs & Wants - "Listen to Patients"
 - Patients want to tell their complaints, inconvenience, demands on healthcare services and policies.
 - Hospitals, pharmaceutical companies, governments and National Assembly don't listen to patients
- KAPO is committed to establishing "Patient-centric healthcare system" in Korea
 - Established in 2010, KAPO is the alliance of 7 patients' organizations including cancer/leukemia/heart disease/AIDS, etc
 - Members: 34,000 members

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Patient Shouting Café

- “Shouting” their own stories and sufferings
- “Healing” from listeners’ emotional bonding
- “Solution” with advisory board’s recommendations, media’s coverage, KAPO’s help with public activities
- Patients’ real voices are set as an social agenda at Shouting Café, then reflected in measures, policies and laws
- Best practice:
For the Shouting by a mother of Chong-hyun Chung who died from the medication error, the legislation of “Patient Safety Act” came out as a Solution (June, 2012)



Patient Safety Act

- Chong-hyun's mother and KAPO conducted 10,000 citizens' signature-collecting campaign and submitted a petition to National Assembly: Patient Safety Act was passed by a unanimous vote on December 29, 2014 (Effective from July, 2016)
- National comprehensive Law to protect patient safety accidents, get patient involved as a subject, not an object
- The General Law(not Special Law) spelling out "Patient" word in its law name for the first time, setting a milestone for Patients' rights
- Opportunity for KAPO to join National Health Insurance Policy Deliberation Committee as a formal member



Conclusion

- Patients' sphere where they can come together for "Shouting, Healing and Solution"
- One patient's story(Shouting), patients-led involvement activities (Healing) made a difference, the legislation of Law(Solution)
- Patient' real voices and stories have a power to enhance Patients' Rights
- Propose "Saying first Name and Date of Birth" campaign to protect medication error



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Thank you