

Your logo

Patient Safety: a global health priority

World Patient Safety Day

17 September 2019 | #PatientSafety | #WorldPatientSafetyDay

Your name

Your organisation's address

Other contact details if desired [telephone, email etc.]

Title and name of Minister or Secretary of State for Health

Their office address

Date

World Patient Safety Day and WHO Director-General's call for global action on patient safety

Dear [Minister/Secretary of State for Health],

Thank you very much for having adopted Resolution WHA 72.6 on behalf of the citizens and patients of [country] at the 72nd World Health Assembly in Geneva on 28 May 2019 under Agenda item 12.5 Global Action on Patient Safety.

We now urge you to implement the commitments made under the WHA Resolution in [country] and ensure that the recommendations made in the WHO Director-General's report on global action on patient safety are incorporated systemically and systematically within our entire healthcare system from health promotion to prevention, treatment, rehabilitation, and palliative care.

The patient community of [country] would now like to use the World Patient Safety Day on 17 September 2019 to establish a new understanding (compact) between the State and our patient community to increase patient participation and engagement in a national effort to improve patient safety in our healthcare system as we head towards Universal Health Coverage by 2030.

We want our country's expert-patients, carers, health professionals, civil society organisations, patients' organisations, professional bodies, academic and research institutions, industry and other relevant stakeholders to work together in implementing the 13 recommendations of Resolution WHA 72.6 in a patient-centred manner to ensure we have a world class safe healthcare system.

We have provided the text of the Resolution WHA 72.6 in the appendix to refresh your recollection on what has been adopted by [country].

Yours sincerely,

[Signature and name]

Your organisation's name

Address etc.

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Appendix: Key Recommendations from Resolution WHA 72.6

Recommendations of Resolution WHA 72.6

- (1) Recognize patient safety as a health priority in our health sector policies and programmes. Expert-patients, carers and the State must make patient safety an essential component for strengthening our healthcare systems in order to achieve Universal Health Coverage.
- (2) Jointly with expert-patients, carers and the State, assess and measure the nature and magnitude of the problem of patient safety including risks, errors, adverse events and patient harm at all levels of health service delivery including through reporting, learning and feedback systems that incorporate the perspectives of patients and their families, and to take preventive action and implement systematic measures to reduce risks to all individuals.
- (3) Work jointly with expert-patients, carers, health professionals and legislators to develop and implement national policies, legislation, strategies, guidance and tools, and deploy adequate resources, in order to strengthen the safety of all health services, as appropriate.
- (4) Work in collaboration with other regional Member States and global civil society organizations, patients' organizations, professional bodies, academic and research institutions, industry and other relevant stakeholders to promote, prioritize and embed patient safety in all health policies and strategies.
- (5) Develop communication infrastructure and strategies to share and disseminate best practices and encourage mutual learning to reduce patient harm through regional and international collaboration.
- (6) Integrate and implement patient safety strategies in all clinical programmes and risk areas, as appropriate, to prevent avoidable harm to patients related to healthcare procedures, products and devices.
- (7) Pay particular attention to frequent, high risk and high impact patient safety areas:
 - a) Medication safety
 - b) Surgical safety
 - c) Infection control
 - d) Sepsis management

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- e) Diagnostic safety
 - f) Environmental hygiene and infrastructure
 - g) Injection safety
 - h) Blood safety and radiation safety
 - i) Inaccurate or late diagnosis and treatment
 - j) High risk vulnerable groups
- (8) Promote a patient safety culture by providing basic training to all health professionals, expert-patients and develop a blame-free patient safety incident reporting culture through open and transparent systems. These systems should also identify and learn from examining causative and contributing factors of harm, addressing human factors, and building leadership and management capacity and efficient multidisciplinary teams, in order to increase awareness and ownership, improve outcomes for patients and reduce the costs related to adverse events at all levels of health systems.
- (9) Build sustainable human resource capacity, through multisectoral and inter-professional competency-based education and training, based on the WHO patient safety curricula and continuous professional development, to promote a multidisciplinary approach and to build an appropriate working environment that optimizes the delivery of safe health services.
- (10) Promote research, including translational research, to support the provision of safer health services and long-term care.
- (11) Promote the use of new technologies, including digital technologies, for health, including to build and scale up health information systems and to support data collection for surveillance and reporting of risks, adverse events and other indicators of harm at different levels of health services and health-related social care, while ensuring the protection of personal data, and to support the use of digital solutions to provide safer healthcare.
- (12) Put in place systems for the engagement and empowerment of patients' families and communities (especially those who have been affected by adverse events) in the delivery of safer healthcare, including capacity-building initiatives, networks and associations, and to work with them and civil society, to use their experience of safe and unsafe care positively in order to build safety and harm-minimization strategies, as well as compensation mechanisms and schemes, into all aspects of the provision of healthcare, as appropriate.
- (13) Consider participating in the annual Global Ministerial Summits on Patient Safety.