

Advocating for patient safety

ACHIEVEMENTS, CHALLENGES, CAVEATS

Patient and family empowerment for better patient safety

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■ Countries where IAP0 has members (June 2016)

276
members

71
countries

51
disease areas

NGO in official relationship with the World Health Organization



Advocating for patient safety

- Patient safety as a **precondition** for other issues to be treated or even approached.
- It is crucial to clearly understand what patients' organisations can do to **empower** and **enable** patient communities to act as equal partners in decision-making processes.
- The key challenge is to develop an ability to critically approach and evaluate the **quality of the information** upon which patient decisions are based.



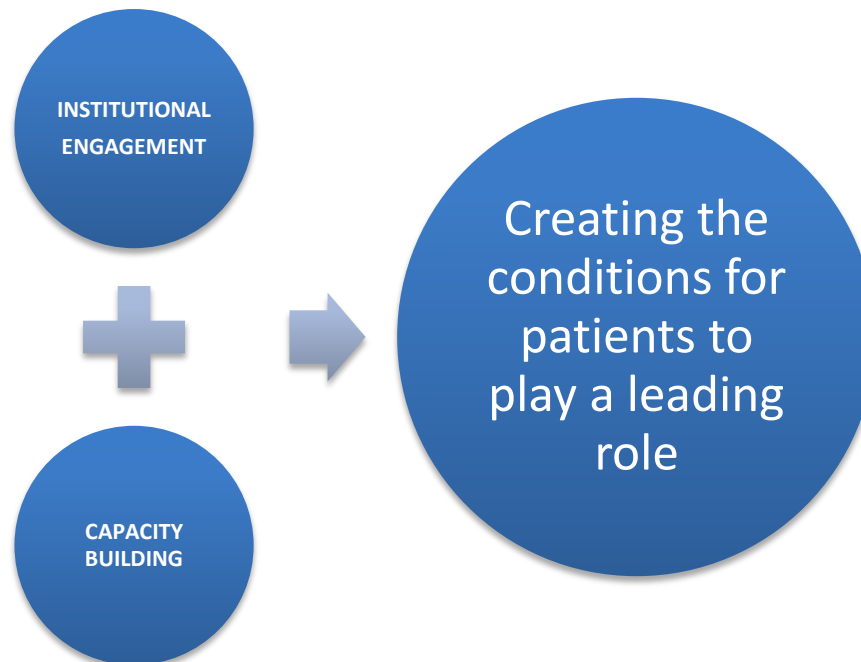
Patient Safety Toolkit

<https://www.iapo.org.uk/patient-safety-toolkit>



Pursuing patient engagement at institutional level

- At the same time, healthcare is a complex system within which patients' organisations work alongside **other important actors**, institutions and players.
- Cross-stakeholder and institutional collaborations as a way to **create the conditions** for patients to take ownership of their own health.



Institutional engagement: Patients for Patient Safety

- In 2005, WHO launched the **Patients for Patient Safety (PFPS)**, guided by an advisory group made up of patients.
- Patients for Patient Safety (PFPS) uses **patient experiences as a learning tool**.



Patients' experiences and stories become an invaluable **source of data**.

Global Patient Congress 2016

[https://www.iapo.org.uk/sites/default/files/files/GPC2016%20Congress%20report\(2\).pdf](https://www.iapo.org.uk/sites/default/files/files/GPC2016%20Congress%20report(2).pdf)



Institutional engagement for patient safety: Achievements

- The role of **Patient Safety Champions**
 - Representing patient voice at medical school councils, hospital boards, policy tables, professional conferences;
 - Writing newsletter and journal articles;
 - Leading patients' organizations.
- IAPO looks at this programme as an opportunity to drive and inspire policy change with regard to patient safety at institutional level by sitting at the same table with **key stakeholders** and by trying to speak a common language.
- IAPO and International Hospital Federation (IHF) joint work resulted in a collection of case studies named: ***Patient and Family Engagement within Hospitals.***

Institutional engagement for patient safety: Challenges

- Building credibility: It is necessary to receive a clear understanding of stakeholders' expectation and explore the most effective **methods to build and develop credibility**.
- Tension between the necessities of representing **plurality** of voices of patients communities and being, at the same time, able to speak with **one, strong voice**.
- **Inconsistencies** in the way in which patient safety is defined, measured, and evaluated.

What remains to be done?

- When it comes to patient safety, it is difficult to identify a final target. **Health care systems evolve quickly** and so do the roles patients communities can play.
- Umbrella organisations can do a lot to enable and facilitate interaction between patient safety champions, and individual patients with multiple and diverse **skill sets**.
- IAPO to map **patient safety champions** and **patient charters** with the aim of best identifying where action is needed and the skills needed for action to be effective at its highest level.

Thank you!



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