

# Introduction to the WHO Patient Safety Education Program

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Patient Safety Programme

# OUTLINE

1. Why patient safety education?
2. WHO Patient Safety Curriculum Guide and training materials
3. WHO Workshops in Patient Safety
4. e-courses
5. Development of Leaders Guide to Patient Safety and Quality Improvement

## CHALLENGES:

- Patient safety education and training: NOT usually implemented
- Health Care Workforce: NOT educated on how to practice safely
- Patient safety and inter-disciplinary education and training: under-valued and under-used

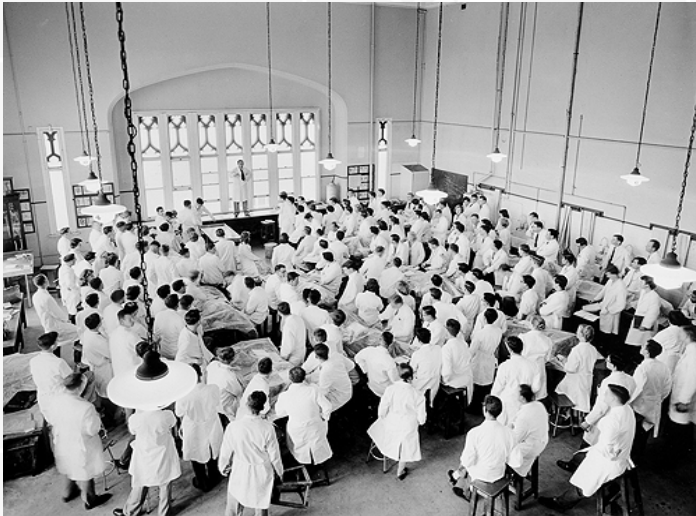
# CHALLENGES: PATIENT SAFETY EDUCATION

Teaching medical and nursing students used to be straightforward



Professional education not kept pace with PS advances

Today: teaching is challenging and complex because health care is complex



# CHALLENGES: PATIENT SAFETY EDUCATION

1



## General:

- Overcrowded curricula
- PS not integrated into curricula & provides significant challenge
- Mismatch: HCP knowledge to PS competencies + skills



## 2 Educators:

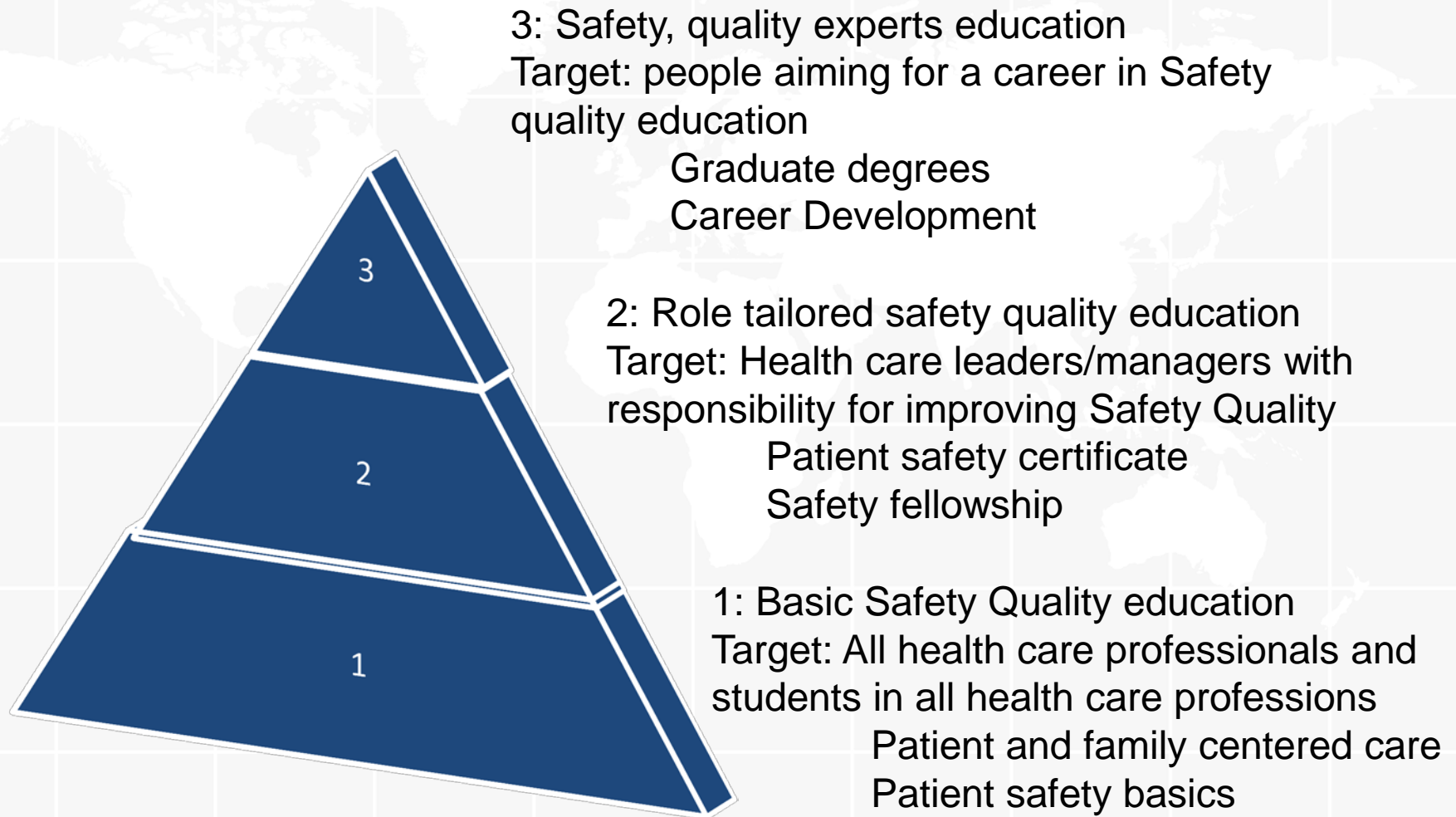
- Not all educators have knowledge/capacity to teach PS
- Educators are not familiar with the literature and unsure how to integrate patient safety in curricula
- Unsure how to teach PS

3

## Teachings:

- Poor teamwork because no inter-disciplinary training
- Gender stratification of professional groups + status
- Narrow clinical training without and understanding on safety
- Where there is, ps education to senior students / not early years.

# Learning Development and Capacity model



# PATIENT SAFETY EDUCATION



Dr Margaret Chan  
Director-General  
World Health Organization

'We recognize the importance of educating all health-care professionals on the principles and concepts of patient safety and quality of care.

Strengthening such competencies is urgently needed in order to keep pace with the complexities of health system and the demands of workforce requirements.'

# WHO PATIENT SAFETY EDUCATION AND TRAINING

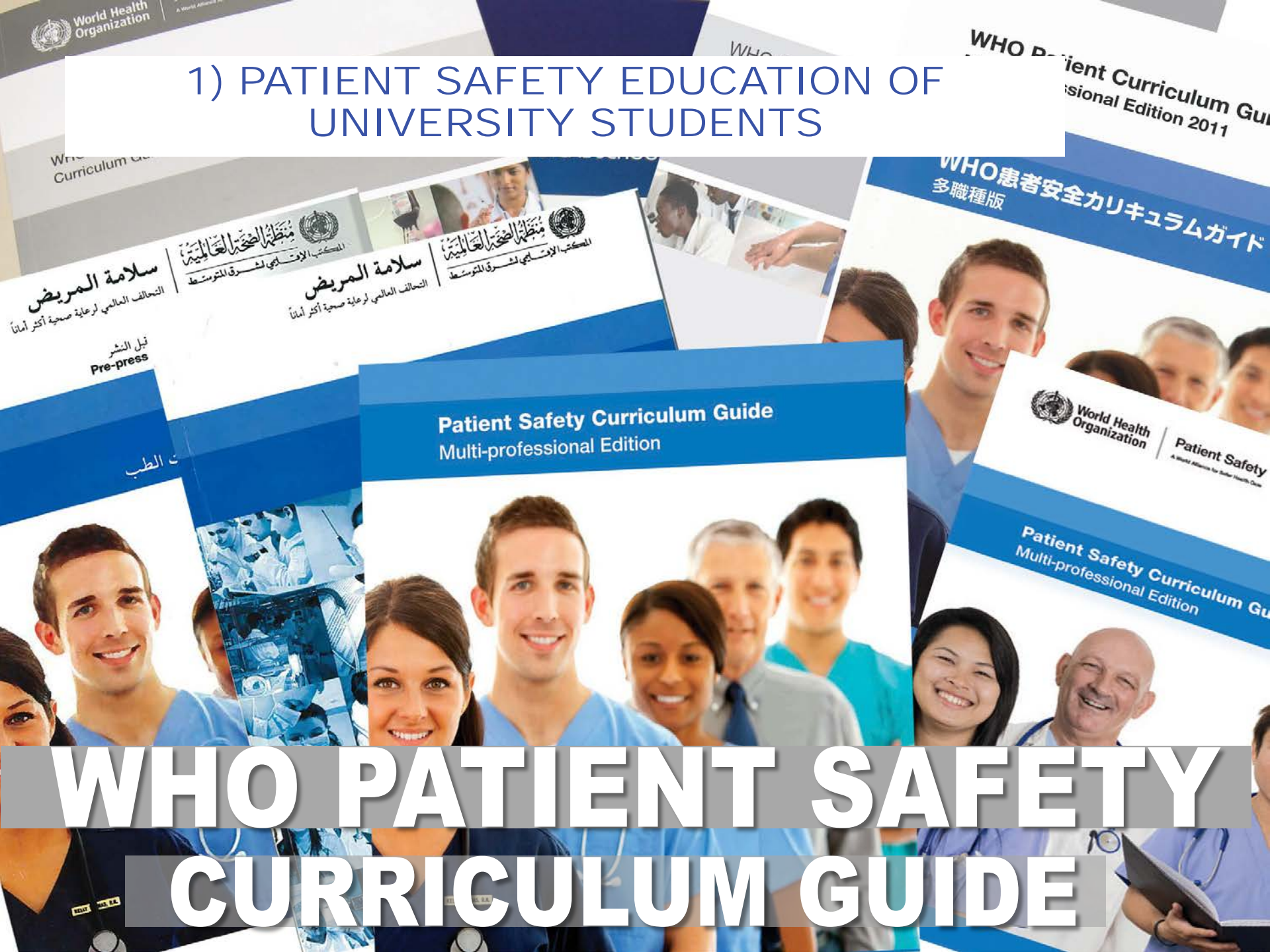
Building capacity in patient safety and quality improvement of health-care providers, leaders, managers, educators and students. **4 Action Areas:**

- 1. Pre-service University Education in Patient Safety:** The WHO Multi-professional Patient Safety Curriculum strengthens educators capacity to teach patient safety
- 2. In-service Patient Safety Training Workshops by WHO** for building capacity of health-care, leaders, providers, educators and trainers in QI and patient safety
- 3. eLearning** on the WHO platform based on the WHO Patient Safety courses planned to start in 2014
- 4. Leaders Guide for Patient safety and Quality Improvement** ( being developed)





# 1) PATIENT SAFETY EDUCATION OF UNIVERSITY STUDENTS



# WHO PATIENT SAFETY CURRICULUM GUIDE

# Aims of the Curriculum Guide

1. Support patient safety education by creating and disseminating curriculum resources worldwide to facilitate training of health-care students and prepare them for safe practice in the workplace.
2. Provide a Curriculum Guide that can be easily adapted to suit the educational needs in patient safety of health-care students and educators.
3. Empower health-care schools and universities to build capacity in teaching patient safety.
4. Ensure the Curriculum Guide is at all times culturally sensitive to the needs of all Member States and applicable to different health education systems.
5. Raise awareness and engage commitment of the need for patient safety teaching and learning.

# A GUIDE TO ASSIST TEACHING AND LEARNING

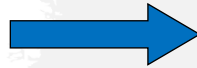
...in patient safety. The guide:

- informs educators and trainers about priority patient safety topics
- helps to build knowledge and skills of educators to teach patient safety
- addresses the disciplines of: dentistry, medicine, midwifery, nursing, pharmacy and other hc professionals
- it is used for training of in-service health care professionals
- helps health care students and providers to develop competencies and prepares them for safe clinical practice
- is flexible, adaptable to institutional needs
- is a guide for all countries and cultures

# BUILDS COMPETENCIES:

Health care professionals in the 21 Century require:

new knowledge, skills,  
attitudes

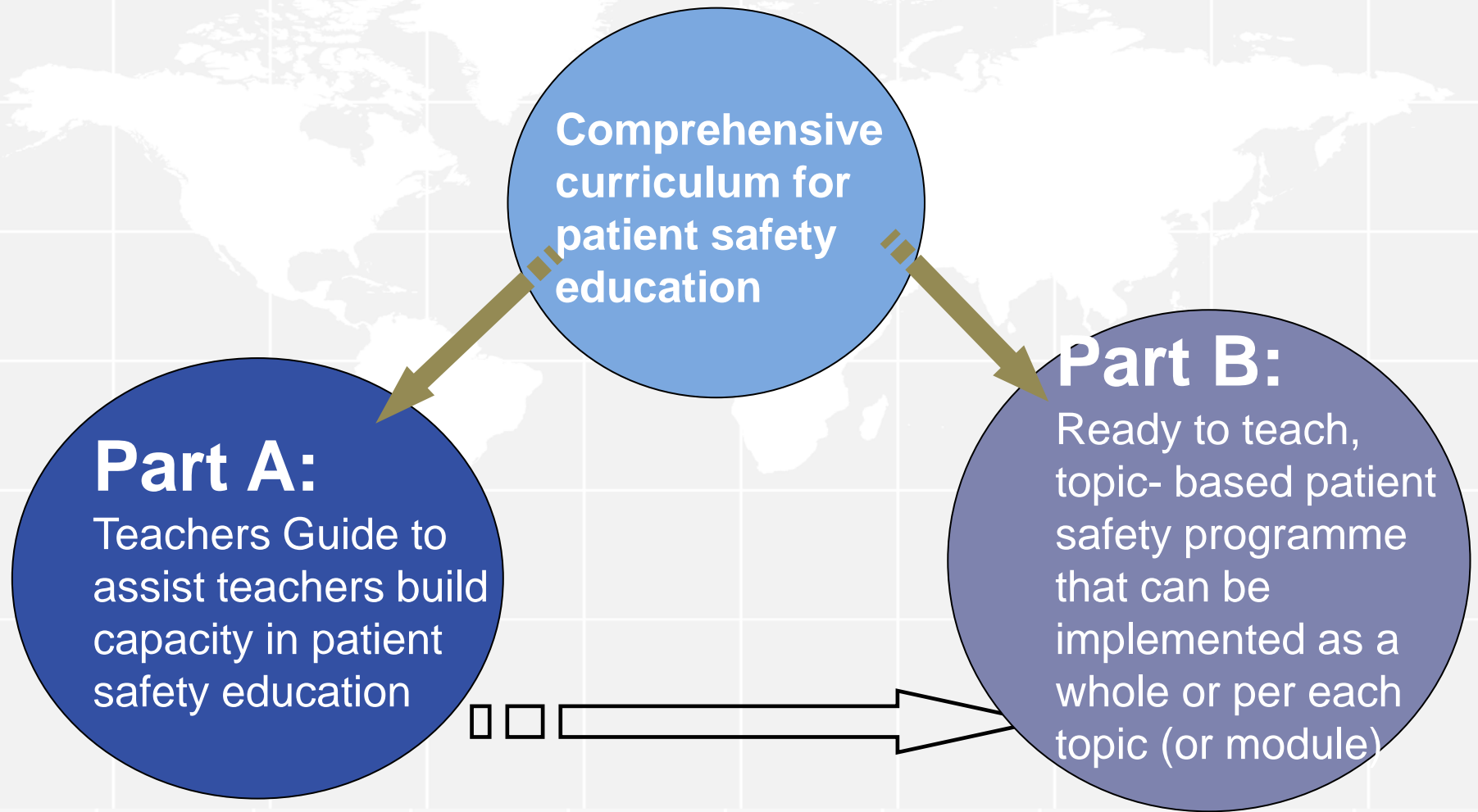


competencies of providers

- ✓ Partnerships with patients
- ✓ Teamwork
- ✓ Communication
- ✓ Identify and report AE
- ✓ Being ethical
- ✓ Professional responsibility

- Deliver care focused on patient needs
- Member of multi-disciplinary team
- Communicate potential risk; report errors; communicate with patients
- Manage and learn from AE; make improvements in ps; apply evidenced-based practices for safe care
- Behave ethically; demonstrate fairness in work and practice
- Use quality improvement processes and safety-related clinical protocols

# STRUCTURE



# PART A: 8 CHAPTERS TO ASSIST EDUCATORS

1

How to implement

2

How to integrate

3

How to teach

4

How to assist learning

5

How to asses

6

How to evaluate

7

How to use tools and resources

8

How to foster intl networks

PART B



# PART B: TOPICS OF THE CURRICULUM

- 1 What is patient safety?
- 2 What is human factors engineering?
- 3 Understanding systems and the impact of complexity on patient care
- 4 Being an effective team player
- 5 Understanding and learning from errors
- 6 How to manage clinical risk
- 7 Methods for quality improvement
- 8 Engaging with patients and carers
- 9 Minimising infection through improved infection control
- 10 Reducing risks associated with Invasive procedures
- 11 Improving medication safety

Region and University/School	Disciplines of Students Taught Using the Guide				Total Sites
	Nursing	Midwifery	Dentistry	Pharmacy	
<b>African region</b> Ethiopia: Gondar University University of Zimbabwe	X		X		2
<b>Eastern Mediterranean region</b> Egypt: Cairo University Jordan University for Sciences and Technology	X	X	X		2
<b>European region</b> Greece: University of Athens University of the West of Scotland	X	X	X		2
<b>Pan American region</b> Argentina: University of Del Salvador Nat'l University of Mexico	X		X		2
<b>South East Asian region</b> India: All India Institute of Medical Sciences (AIIMS) Sri Lanka: University of Peradeniya	X		X		2
<b>Western-Pacific region</b> University of the Philippines Malaysia: United Nations University	X X	X		X	2
Total Disciplines	7	3	5	1	



## 2) TRAINING WORKSHOPS

- 2-day training on quality of care and patient safety by WHO
- Types of workshops :
  - for health-care leaders/managers
  - for academics and students
  - for in-service clinicians and health care professionals
- Interdisciplinary
- Interactive
- Use many channels of learning
- English



## 2 day training workshops on QI and patient safety

### 20 courses delivered by WHO trainers

- What is patient safety?
- WHO patient safety priorities
- Towards a culture of safety
- Leadership and patient safety
- Managing change for improvement
- Regulation and accountability
- What is human factors engineering?
- Understanding systems and the impact of complexity on patient care
- Engaging with patients
- Being an effective team player
- Communications and safety
- Patient Safety Solutions: from theory to practice
- Minimising infection through improved Infection control
- Reducing risks associated with invasive procedures
- Improving medication safety
- Understanding and learning from errors
- Root Cause Analysis
- Risk management
- Managing clinical risk
- Methods for gathering data, analysing data and quality improvement methods

### 3) E-COURSES

- 12 e-courses
- E-course: video lectures, presentations, academic background, simulations, interactive exercises/quizzes, resources, references and assessment.
- Anticipated top go live end 2014
- Target audiences to include:
  - educators teaching patient safety
  - patient safety researchers
  - institutions and hospitals for in-service training/postgraduate/management
  - self-learning for any health-care professional



# The WHO Care Checklist Experience Starts

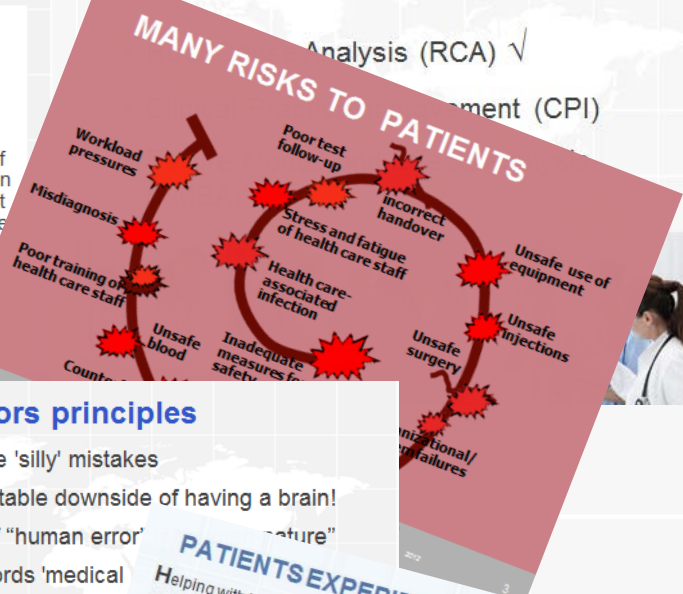
# Some definitions (1)

# EFFECTIVE METHODS FOR IMPROVEMENT

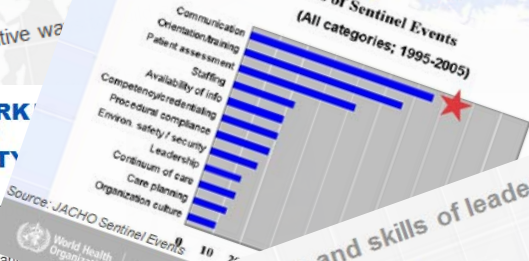
## Surgical Safety Checklist



- Error:** Failure of a planned action to be carried out as intended or use of an incorrect plan
- Adverse event or harmful incident:** An injury caused by medical management or complication instead of the underlying disease which resulted in prolonged hospitalization or disability at the time of discharge from medical care or both



## MISCOMMUNICATION LEADS TO ADVERSE EVENTS



**A culture of safety in health care**

- Many (resource-rich) countries around the world have initiated efforts to pursue a 'culture of safety' in health care
- Health-care providers are only beginning to think about safety
- There are debates about how this transformational health services



## WHY TEAMWORK IS ESSENTIAL TO PATIENT SAFETY

Effective team work in health care is essential because of 5 factors:

- Increased complexity and specialization in health care
- Increased co-morbidities
- Increasing incidence of chronic diseases
- Global healthcare work mingling
- New regulations for work in most hospitals and countries

**1:10:100**

- 1 = Prevention costs
- 10 = Correction costs
- 100 = Remediation costs

## PDSA cycle - single test



## Personal characteristics and skills of leaders



## What is Risk Management in Health Care

- Controlling liability
- Prevent financial loss
- Protecting financial assets of an organization
- Reduction/elimination of potential financial risk

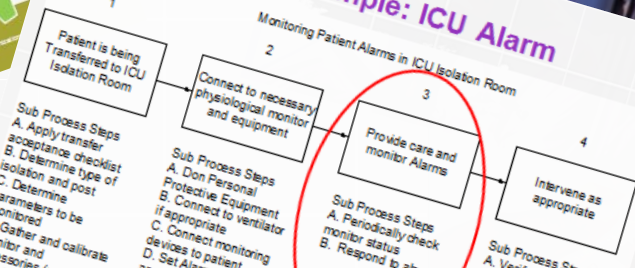
## Human factors principles

- All humans make 'silly' mistakes
- Error is the inevitable downside of having a brain!
- One definition of "human error" is "a deviation from a standard or procedure"
- However, the words 'medical error' are a bit of a twist everywhere and for everyone
- The patterns of errors that occur in health care are different from other industries
- If an error occurs, the consequences can be catastrophic

## PATIENTS EXPERIENCES CAN TEACH US

Helping with the diagnosis; **D**eciding about appropriate treatments; **C**hoosing an experienced and safe provider; **E**nsuring treatments are appropriately given; **I**dentifying adverse events and letting people know about them.

## FEMA Example: ICU Alarm



# 4) LEADERS GUIDE TO PATIENT SAFETY AND QUALITY OF CARE

Ideas, theories and hunches



# LEADERS GUIDE: 7 GOALS

1. Address global need for organizational patient safety and QI education and training
2. Raise the international profile of the importance of leadership in patient safety and QI in general
3. Inform health care leadership of key areas in patient safety
4. Engage leadership to support patient safety
5. Provide guidance + tools to develop leaders competencies in patient safety
6. Enhance patient safety as a theme throughout health-care management curricula
7. Foster international collaborations and research in this area

# Healthcare leaders in the 21st Century require

New knowledge, skills & attitudes required  Competent leaders

- Engage with clinicians, patients & carers
- Promote, facilitate teamwork
- Communication
- Setting direction based on evidence (data collection)
- Adverse events, Risk mangt, Change mangt
- Professional responsibility and accountability
- Intl and social astuteness

- Patient-centred care
- Sustain effective multidisciplinary teams; encourage collaborations
- Articulate goals & policies; engage with clinicians, external natl. + intl. stakehld.
- Evidence and information for policy, mechanisms, systems for safety
- Lead transformation ; build/sustain a culture of safety
- Ethical practice; orgnizt. policies/ rules for ethical/legal/patient rights; transparency
- Responding to intl community and global trends, aligning with health reforms

# Structure of Leaders Guide

## PART A

- How topics were selected?
- Goals of the Leaders Guide
- Structure of the Leaders Guide
- How to use the Leaders Guide
- Web-based tools and resources

## PART B

Groups of Learning topics under:

- **Leading and managing patient-centred services?**
- Human factors related
- Using evidence and information for policy and setting directions
- **Emerging national and global issues**
- Intervention in safety and quality which leaders should be aware off

**TO BE LAUNCHED IN 2015**

# Useful links

- [http://www.who.int/patientsafety/information\\_centre/documents/en/index.html](http://www.who.int/patientsafety/information_centre/documents/en/index.html)
- <http://www.who.int/patientsafety/en/index.html>





**WHO  
Patient  
Safety  
Programme**

Thank you