



**World Health  
Organization**

# PFPS News

World Patient Safety day (WPSD) [17th September, 2020] observation special Edition

## In this issue

### World Patient Safety day observation from across the world

- Welcome from the Patients for Patient Safety Advisory Group

#### WHO African Region

WPSD observation by patient safety champions in Uganda

#### WHO Region of the Americas

WPSD observation by patient safety champions in Canada, and Pan-American PFPS Network (Argentina, Colombia, Ecuador, Mexico and Peru)

#### WHO Eastern Mediterranean Region

WPSD observation by patient safety champions in Egypt and Pakistan

#### WHO Western Pacific Region

WPSD observation by patient safety champions in Australia

**Stay up-to date on  
the PFPS  
Programme, tools,  
resources and the  
activities of patient  
advocates.**

# Welcome!

## A message from *Helen Haskell, co-chair*, and *Hussain Jafri, vice chair*, Patients for Patient Safety Advisory Group

Greetings from Patients for Patient Safety!



As we look back over the past year, we have cause to reflect, not only on the upheavals across society brought on by the coronavirus pandemic, but also the many changes that have occurred in patient safety and patient engagement, in part as a result of this, PFPS champions have been resourceful in adapting to the privations and restrictions of the Covid era and in reaching out to help spread the word about safety

and infection control under our new circumstances. In this newsletter, we have updates on activities throughout 2020 from champions in the African, Eastern Mediterranean, American and Western Pacific regions.

Global patient safety has continued to move ahead apace in spite of the pandemic. At the behest of the World Health Assembly in 2019, WHO has been developing a ten-year Global Patient Safety Action Plan, which at the time of this newsletter is concluding its third round of consultation. The plan includes a robust patient engagement section which PFPS champions had a strong hand in developing. In January 2021, the WHO Executive Board recommended that the 'Global Patient Safety Action Plan 2021-2030' be adopted by the 74th World Health Assembly, to be held in May 2021. The most recent draft of the Global Patient Safety Action Plan 2021-2030 can be found [here](#) on the WHO website. The theme of patient safety has also been taken up in the 2020 G20 summit, hosted virtually by Saudi Arabia in November. The [G20 Health Ministers' Declaration](#) has now affirmed the status of patient safety as an urgent global priority, and has laid out the framework for a new Global Patient Safety Leaders Group to help support the World Health Assembly resolution. Please watch the WHO patient safety [page](#) for further developments.

2020 was also the second official year of World Patient Safety Day on 17 September. In light of the heightened difficulties raised by the Covid-19 crisis, the theme of World Patient Safety Day 2020 was "Health Worker Safety: A Priority for Patient Safety." A set of [Goals](#) and a [charter](#) for health worker safety can be found on [the WHO Patient Safety Day web pages](#). WHO held [a four-hour virtual event](#) with presentations by patient safety experts from around the globe, including chairs of the PFPS Advisory Group. Please read on for Patient Safety Day activities reported by PFPS champions from around the world. And if you forgot to report your own activities, fear not! You can submit your WPSD 2020 activities [here](#) to be included in WHO's comprehensive report. In addition, WHO has already started the preparation for World Patient Safety Day 2021. Please join us in helping keep World Patient Safety Day strong and patient safety at the top of the global public health agenda.

## WHO African Region - Uganda

**Regina Kamoga**



The *Community Health and Information Network (CHAIN)* uses a community engagement model to deliver its programmes in Uganda. The model emphasizes working with community-owned resources including village health teams, local leaders and traditional/religious leaders, to mobilize, sensitize and empower the community on disease prevention, utilization of available health services and patient safety.

CHAIN uses media, debates, public hearings, sports, music, dance and drama to bring people together and create a common will. COVID-19 has impacted the way the organization can do its work. The pandemic has brought greater attention to the need to prioritize patient safety, given the challenges it presents to the health systems, health workers, patients and their carers. However, CHAIN still managed to conduct activities that were within its capacity and in safety, given the COVID 19 circumstances.



Patient safety activities in 2020 included:

- using media, coordinating with village health teams and using community loud speakers to raise awareness about hand-washing and adhering to Ministry of Health guidelines on COVID-19;
- conducting media engagement activities on World Hand Hygiene Day (5 May 2020), whose theme this year focused on nurses and midwives and how they are critical to ensuring that patients are safe; and
- research and writing on the COVID-19 pandemic in Africa, including a perspective piece published in the British Medical Journal.
- In partnership with the Ministry of Health, and others, CHAIN conducted a training for 20 people including village health teams and private health practitioners in Busukuma sub-county, on how patients and health workers can work together to ensure the safety of health workers and patients, particularly during the Covid-19 pandemic. Through a participatory session on facts about Covid-19, participants acquired knowledge on what Covid-19 is, symptoms, how it is spread and how it can be



prevented, and discussed the establishment of a culture of safety. The proper use of masks and sanitizer was also demonstrated. The issue of health worker protection was discussed, with many decrying the lack of PPE as exposing health workers to a greater risk of contracting Covid-19, with over 200 health workers already infected and four deceased at that point in time. They appealed to Government to prioritize health worker safety and to provide them with the necessary protective gear including masks, gloves, hand sanitizer and other necessities. The participants were requested to continue raising awareness about hand hygiene within their spheres of influence in the community, particularly during this Covid-19 pandemic.

- The Ministry of Health, in partnership with WHO, CHAIN and others, organized a Zoom meeting for district health officers from different regions of Uganda a week prior to WPSD. The objective was to raise awareness about WPSD and the district health officers' role in ensuring health worker safety.
- The Ministry of Health, with its partners, also organized a one-day event to mark WPSD. The event brought together officials from WHO, district health officers, civil society and patient representatives. Presentations were made by Regina Kamoga of CHAIN, Professor Jane Byakika from WHO, as well as a patient representative who had suffered a diagnostic error.



VHT and Health Worker WPSD training



VHT and Health Worker WPSD training



Participants of VHTs and Health Workers after the training



From left: Marking World Patient Safety Day in Uganda, Professor Jane Byakika (WHO), Dr Martin Sendyonna (MoH), Regina Kamoga (CHAIN), Clare Asimwe (JICA), Christine Nakayima (MoH) and Mabel (patient representative)



Regina Kamoga

## WHO Regions of the Americas - Argentina

*Professor Jorge César Martínez (with Professor María del Huerto Jaunarena)*

This year represents the 13th year of a partnership between the World Health Organization and the Universidad del Salvador, in Argentina. The Faculty of Medicine at the Universidad del Salvador sees World Patient Safety Day as an invitation to celebrate life, and we choose this day to share our work with the World Health Organization. Our partnership with WHO began in December 2007, when the university created a Chair of Patient Safety. This partnership gained momentum when Dr Jorge Martínez was designated as a PFPS Champion in March 2008, and was further strengthened after the University's Faculty of Medicine was selected, among other units, as a WHO pilot centre to research the impact of the Multi-professional Patient Safety Curriculum Guide as a resource for teaching patient safety. The Guide was distributed among faculty as early as February 2010 and was progressively incorporated into the curriculum.

In December 2012, the University created the Health Sciences Safety and Quality Institute in the Faculty of Medicine. Since then, the educational reach and impact of patient safety has spread to other faculties within the University. The Institute, in association with health and education professionals, studies strategies to implement the Curriculum Guide; apart from introducing it in different courses, all schools within the Faculty of Medicine created specific educational spaces devoted to patient safety. The Faculty of Medicine is honoring the Guide's essential philosophical goal, to train leaders in patient safety.

Currently, the School of Medicine and the School of Nursing include patient safety as a standalone subject every year, as part of their courses of study. Every recently accredited Faculty of Medicine graduate degree approved by the National University Evaluation and Accreditation Commission (CONEAU), includes a course in patient safety as part of its curricular plan. Similarly, all degree courses in the School of Health Disciplines feature patient safety as a prominent yearly subject within the Health Team course sequence. Additionally, the Faculty of Medicine offers a two-year Certificate Graduate Programme in patient safety, as well as patient safety-themed open community service activities. Every year, the University also holds the University-wide and Faculty-specific interdisciplinary Day on Patient Safety, as well as workshops and conferences at the Argentine Medical Education Congress (CAEM).

The unanimous support for patient safety among our School of Medicine graduates, the first group to respond to a survey measuring attitudes regarding patient safety, strengthens our commitment. Their attitude inspires us and encourages our conviction that new generations should be called to promote patient safety culture throughout the world.



## WHO Regions of the Americas - Canada

*Theresa Malloy-Miller, Allison Kooijman, Ioana Popescu*



Patients for Patient Safety Canada (PFPS), in partnership and with support from the Canadian Patient Safety Institute (CPSI), has made progress this

year on a number of fronts. We have highlighted some of our initiatives below and invite you to visit [www.patientsforpatientsafety.ca](http://www.patientsforpatientsafety.ca) or to contact us at [patients@cpsi-icsp.ca](mailto:patients@cpsi-icsp.ca) for more information.

**Our campaigns** aim to increase awareness and knowledge of patient safety and empower the public to be active participants in their care. Each campaign was co-designed with PFPS champions and includes information, tools and resources for patients, families and the public. Visit the webpage links below for each campaign to learn more (information available in English and French):

- [Stop Clean Your Hands Day](#)
- [Conquer Silence with a focus on virtual care](#) (Canadian Patient Safety Week)
- [Antimicrobial Awareness week](#)
- [World Patient Safety Day \(WPSD\)](#) – As a result of the diligent work and outreach of several of our PFPS Canada members, WPSD 2020 was recognized in Canada like never before! A short film was broadcast, [Building a safer system](#), featuring several of our patient partners. The [video message](#) from patients and partners to health workers was very well received. Monuments and municipal buildings were lit up in orange in several cities. And, leaders in four provinces and five cities [publicly proclaimed](#) 17 September as World Patient Safety Day.



**Partnering with governments, key stakeholders and other patient groups** is another priority, that aims to build alliances and networks to increase our reach and impact. We are proud of these accomplishments, which may be helpful to the global community.

Leading and hosting [Patient Roundtables with Ministries of Health](#) in six provinces

Leading the development of the Canadian [Patient Alliance for Patient Safety](#)

Contributing to the [Canadian Quality and Patient Safety Framework](#) for Health Services

Contributing to the [Policy Framework for Patient Safety](#)

Contributing to Canadian guidelines for disinfection and cleaning.



Another of our priority aims is to **capture and share positive outcomes**, to build capacity and increase patient, family and community engagement in patient safety improvements. To advance this priority:

- we co-authored every article in [Health Quarterly, Volume 22](#), a special issue on patient safety;
- we contributed to the [Excellence in Patient Engagement for Patient Safety](#) annual recognition programme;
- we contributed to the [Canadian Medication Incident Reporting and Learning System](#);
- we led and hosted Canadian and global [knowledge transfer webinars](#), resources and publications.



## WHO Regions of the Americas - Pan American PFPS Network

*Evangelina Vazquez Curiel*

Champions from a number of countries in the Pan-American PFPS Network participated in the celebration of World Patient Safety Day. The objective was the promotion and diffusion of patient safety practices in the face of Covid-19, patient participation, and commemoration of WPSD.

Buildings in several countries were illuminated to mark World Patient Safety Day. They were:

- The Hospital for the Child, State of Mexico, shared by our partner Lenin Ortiz.
- Hospital Regional de Tejupilco, Issemym, State of Mexico, shared by our partner Lourdes Hernández.
- The Municipal Palace of General Pueyrredón, Mar del Plata, Buenos Aires, Argentina, shared by our partner Julio César Ticeddo.
- The College of Physicians, Montevideo, Uruguay, shared by our partner Edita Falco.

Champions were involved in various virtual events during the days before, during and after World Patient Safety Day, in several Latin American countries:

- Pharmacovigilance of **Argentina** organized a conference at which champion Evangelina Vazquez Curiel gave a lecture entitled "The role of the patient in patient safety."
- The Patient Safety and Quality Committee for intensive care in the Hospital Nacional Edgardo Rebagliati Martins in Lima, **Peru**, held a conference entitled "The culture of patient safety," in which Evangelina also participated. She said, "It was a very beautiful and moving experience to exchange ideas with this intensive care group who have been facing the battle against Covid-19."
- Dr Arturo Beltrán Ortega of Acapulco, **Mexico**, took part in a medical session held by the State Institute of Cancer on World Patient Safety Day. The theme was "Impact of Essential Actions for Patient Safety."
- Evangelina Vazquez and representatives of PAHO and WHO participated in a World Patient Safety Day webinar event sponsored by PAHO/WHO networks and the **Ecuador** Ministry of Health.
- World Patient Safety Day also saw an inspiring discussion among patients from different civil society organizations in **Mexico**. The event, entitled "Patient Safety: Providing opportunities for patient and family participation," generated a rewarding exchange of views and information.
- Patient champions and health professionals from **Colombia** and **Mexico** worked together to record videos on the topic of the safety of health professionals in the face of the pandemic.

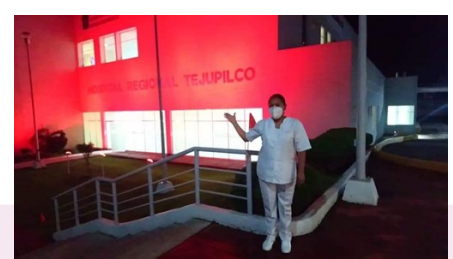
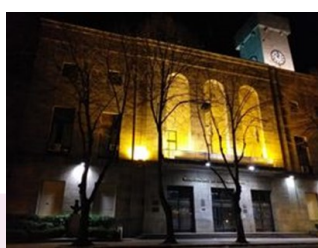
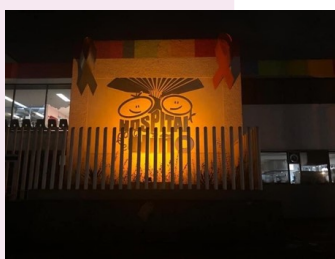




Mexican nurses mark World Patient Safety Day



Evangelina Vazquez Curiel addresses the Argentina Pharmacovigilance conference.



## WHO Eastern Mediterranean Region - Egypt

*Nagwa Metwally*

Patient safety champion Nagwa Metwally successfully helped infection control and quality teams in several hospitals in their celebration of World Patient Safety Day. The hospitals that contributed on this day included all five hospitals of the University of Ein Shams medical school, the semi-private Dar El Shifa Hospital, the Children's Cancer Hospital 57357, and the Medical Institute of Patient Safety. This year, once again, the Library of Alexandria was lit up in orange, the color of patient safety.

In honor of the 2020 World Patient Safety Day theme, "Health Worker Safety: A Priority for Patient Safety," Ain Shams University hospitals organized awareness activities for all their health care workers under the patronage of Professor Dr Mahmoud Elmeteini, President of the University, Professor Dr Ashraf Omar, Dean of the Faculty of Medicine, Dr Ayman Saleh, Executive Director of Ain Shams University Hospitals, Professor Dr Samia Abdou, Vice-Director of Ain Shams University Hospitals and Professor Dr Ihab Shehad, Director of the Quality Directorate.

The awareness activities focused on infection control measures, including personal protective equipment, hand hygiene, social distancing with patients and colleagues, precautionary measures in relation to suspected infected health care workers, and the mental health of health care workers during the COVID-19 pandemic. This was supported by posters, demonstrations and video films. On the eve of World Patient Safety Day, the University and various hospital buildings were illuminated in the colour orange.

On 16 and 17 September 2020, the Central Directorate of Infection Control organized multiple awareness-raising sessions targeting all workers and employees of the university and all university faculties. The sessions focused on infection control measures to adopt during the COVID-19 pandemic, supported by video films, workshops, and specially-developed cartoons illustrating how to wear masks and how to practice social distancing.

During the COVID-19 pandemic, the Central Directorate of Infection Control of Ain Shams University Hospitals organized and participated in the following activities:

1. Awareness campaigns for university students
2. Training of health care workers including physicians and nurses on infection control measures related to COVID-19
3. Effective utilization of resources through controls on the use of personal protective equipment
4. Manufacturing surgical masks
5. Downsizing the workforce in the hospital.

Ain Shams University Hospitals has also established a system of effective triaging of all patients attending the hospital and has designated specific departments and some hospitals like El Obour Hospital and Geriatric hospital as COVID-19 isolation areas.



Hospital of Obstetrics and Gynecology



Heart Academy



Children's Hospital



Elderly Hospital



WPSD celebration at children cancer hospital 57357



Surgery Hospital



General Internal Hospital

## WHO Eastern Mediterranean Region - Pakistan

*Hussain Jafri*

World Patient Safety Day (WPSD) was celebrated with great zeal in Pakistan. The campaign



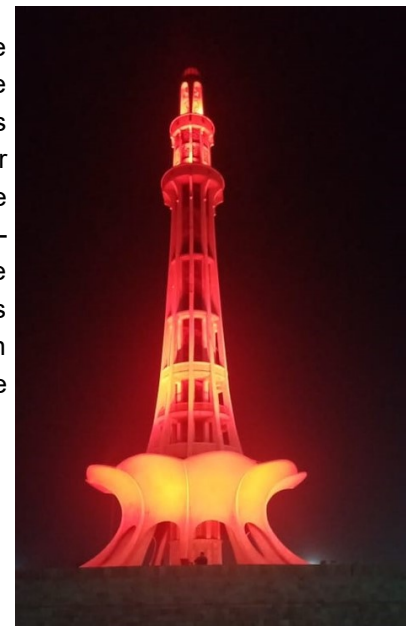
aimed to mobilize patients, health workers, policy-makers, academics, researchers, professional networks and the health care industry, to “speak up!” for patient safety. A range of activities were organized including the illumination of a number of famous monuments of Pakistan in orange, the patient safety colour. These

monuments included Minar e Pakistan, Summit Minar, the National Assembly and Darn e Koh.

Awareness events were also organized all over the country, including the Inaugural Seminar on World Patient Safety Day at Lahore at Fatima Jinnah Medical University in Lahore. The seminar was organized in collaboration with the Health Department of Punjab, WHO Pakistan Country Office and the World Patients Alliance (WPA). Dr Yasmin Rashid, Health Minister of Punjab, was the Guest of Honour at the seminar.

Speaking during this event, Mr Hussain Jafri, Vice chair, Advisory Group, PFPS and Chair-elect, World Patients Alliance (WPA) said that no one should be harmed in health care. He informed the audience that the slogan for this year’s WPSD was “Health Worker Safety: A Priority for Patient Safety”. He further highlighted that patient safety is the priority of the government and that a number of patient safety initiatives have been set in motion in Punjab. In this regard, the government, in collaboration with WHO, has launched the WHO Patient Safety-Friendly Hospital Framework (PSFHF) in 10 public hospitals of the province. The PSFHF encourages health care facilities to participate in the process of SAFE healthcare delivery and to enhance safety by implanting patient safety standards firmly within all hospitals.

Dr Yasmin Rashid, Health Minister of Punjab, said that the WPSD gives us an opportunity to renew our pledge towards the safe care of patients. She further said that the theme of this year’s WPSD has rightly been chosen as “Health Worker Safety: A Priority for Patient Safety” because health care workers are on the front line, especially this year facing COVID-19. Many of them have made personal sacrifices to isolate themselves from their families and loved ones to prevent virus transmission to or from them. Many have envisioned their own death, making time to update loved ones about their end-of-life wishes and their wills. Dr Rashid continued:



“As doctors, the treatment of patients is a huge responsibility for us. I salute our doctors, nurses and paramedical staff who worked during the coronavirus pandemic, who rendered exemplary services. We are ensuring measures for the safety of patients as well as health care workers.” In the concluding session, the doctors working at the front line during Covid-19 were awarded certificates for their services by the Health Minister.

Two awareness walks were also organized in Punjab to mark WPSD 2020. Dr Yasmin Rashid, Health Minister of Punjab, was the principal guest at both awareness walks. The first walk was organized right after the provincial seminar at the Fatima Jinnah Medical University, Lahore. The second was organized by the World Patients Alliance (WPA) and its members from Pakistan, in collaboration with Government College University, Lahore (GCU). A large number of faculty, staff and students of the GCU participated in the walk.

This year’s WPSD was widely covered in electronic, print and social media. The inaugural seminar, walks and illumination of famous landmarks were covered live by leading national TV channels as well.



Hussain Jafri



Awareness walk

## WHO Western Pacific Region - Australia

*Stephanie Newell*

In Western Australia, four hospitals from the South Metropolitan Health Service (SMHS) participated in World Patient Safety Day. They were Fiona Stanley Hospital, Fremantle Hospital, Rockingham General Hospital, and Peel Health Campus.

The purpose was to bring together patients, families, health care workers and health care leaders to raise awareness of the importance of patient safety and demonstrate SMHS commitment to providing a safe environment for our staff as a means to ensuring patient safety.

In line with WHO's theme of 'Health Worker Safety: A Priority for Patient Safety' and acknowledging the challenges health care workers face globally as highlighted by the COVID-19 pandemic, displays were set up across all SMHS hospitals to celebrate World Patient Safety Day 2020.

The displays provided information about the actions SMHS has taken to prepare for possible COVID-19 outbreaks and keep staff, patients and the community safe during this time. Patients, families, health care workers and health care leaders were also invited to participate in fun activities. These included guessing how many jelly beans and dachshunds make up 1.5 metres and games exploring different greetings during COVID-19 times such as the elbow bump, the foot tap and the wink.

As a gesture of respect and gratitude to all health workers who are committed to patient safety across the state, various public places across Perth, including Council House and Matagarup Bridge, were illuminated in orange.



Perth Western Australia



World Patient Safety Day display, Rockingham General Hospital, Perth Western Australia



World Patient Safety Day display, Fiona Stanley Hospital, Perth, Western Australia

### **Other champion activities in Australia**

In October, PFPS champions Stephanie Newell and Hussain Jafri joined a session on radiation safety chaired by Maria del Rosario Perez, WHO Department of Environment, Climate Change and Health. The session, entitled “Improving justification, optimization and communication in clinical settings: the role of end users: What patients who need recurrent imaging want to know,” was part of a technical meeting of the International Atomic Energy Agency on the Justification and Optimization of Protection of Patients Requiring Multiple Imaging Procedures. This event was held virtually from October 19-24.

# Announcement

## New PFPS website has launched

WHO Patients for Patient Safety has launched its new website.

Please access and get more information at <https://www.who.int/initiatives/patients-for-patient-safety>

## New PFPS Community of Practice

Our PFPS Community of Practice is under renewal. More information to come in near future.

---

**Editorial group of this newsletter:** Neelam Dhingra, Maki Kajiwara, Katthyana Aparicio, Laura Pearson (WHO), Helen Haskell (PFPS Advisory Group), and the Canadian Patient Safety Institute (WHO collaborating centre)

### Disclaimer

The information, comments and opinions expressed in this newsletter do not necessarily reflect those of the World Health Organization, and incidents described have not been verified by WHO. The authors of the articles take the responsibility for the content of their contribution and the opinions expressed.