

Learning culture
Safety walkrounds
Process
Outcome
WHO checklist
Surgical site infections
Safe medication
Correct patient identification
Patient Safety Friendly Hospital Initiative
Safe surgery
Falls prevention
Medical error
Indicators
Assessment
Reporting system
Hospital acquired infections
High alert medication
Improvement

Patient safety tool kit



World Health
Organization

Regional Office for the Eastern Mediterranean

Patient safety tool kit



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WHO Library Cataloguing in Publication Data

World Health Organization. Regional Office for the Eastern Mediterranean

Patient safety tool kit / World Health Organization. Regional Office for the Eastern Mediterranean

p.

ISBN : 978-92-9022-058-9

ISBN : 978-92-9022-059-6 (online)

- | | |
|------------------------------------------------------------|----------------------------|
| 1. Patient Safety | 2. Delivery of Health Care |
| 3. Hospital-Patient Relations | 4. Resource Guides |
| I. Title II. Regional Office for the Eastern Mediterranean | |

(NLM Classification: WX 185)

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Designed by Pledge Communications, Cairo, Egypt.

Printed by WHO Regional Office for the Eastern Mediterranean, Cairo, Egypt.

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Foreword

Patient safety is considered a priority for health systems worldwide. In the WHO Eastern Mediterranean Region, available data show that, on average, health care-related harmful incidents affect 8 in 100 patients, and 4 out of 5 incidents are preventable.

In 2011, the WHO Regional Office for the Eastern Mediterranean published the *Patient safety assessment manual* as part of the WHO patient safety friendly hospital initiative. It aims to assess the level of compliance against a set of evidence-based standards covering the various domains of patient safety at the hospital level. Since the manual was published efforts have been made by local teams for the expansion and ownership of this initiative as a tool that enables them to understand and assess the level of safety in their health care institutions. A second edition of the manual is currently in preparation.

This new publication, *Patient safety tool kit*, builds on the growing regional need to develop the capacities of health professionals with regard to developing a patient safety improvement programme at the operational level and implementing corrective measures, adapted to local settings.

Universal health coverage has been proposed as a goal for health in the next round of global development priorities post-2015. The bottom line is that simply expanding access will not be enough unless we simultaneously ensure that the care provided is of sufficiently high quality, where safety should be one of its core dimensions.

Improving patient safety and reducing the burden of unsafe care must continue to be an important priority for all the health care systems in the Region. I encourage ministries of health, as well as academic institutions and professional associations to own and make use of the *Patient safety tool kit*.

Ala Alwan
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Acknowledgements

This publication was developed by WHO Regional Office for the Eastern Mediterranean. The first drafts were prepared by regional experts in patient safety: Ahmed Al Mandhari (Sultan Qaboos University, Oman), Ali Akbari Sari (Teheran University of Medical Sciences, Islamic Republic of Iran), Amina Sahel (Ministry of Health, Morocco), Abdel Hadi Breizat (Al Bashir Hospital, Ministry of Health, Jordan), Hanan Balkhy (Gulf Cooperation Council, Centre for Infection Control, National Guard Health Affairs, Saudi Arabia), Maha Fathy, Nagwa Khamis, Ossama Rasslan, Riham El Asady (Ain Shams, University, Egypt), Peter Hibbert (Australian Institute of Health Innovation, University of New South Wales, Australia), Saad Jaddoua (King Hussein Cancer Center, Jordan), Safaa Qsoos (Ministry of Health, Jordan), Agnes Leotsakos (WHO headquarters, Geneva) and Mondher Letaief, (WHO Regional Office for the Eastern Mediterranean, Cairo). It was reviewed and revised by Claire Kilpatrick and Julie Storr (Kilpatrick Storr Healthcare Consulting, United Kingdom).

Introduction

The tool kit

Across the world there are many different approaches, tools, resources and guidelines addressing improvement of patient safety. These are largely concerned with describing the actions required to improve safety. Increasingly the focus in all countries is to address the “how”, specifically how to help create the necessary conditions to ensure that appropriate activities are undertaken reliably and in a sustained manner that will result in safer care.

The WHO patient safety friendly hospital initiative aims to assist institutions within countries to launch a comprehensive patient safety programme. It involves assessment of the level of patient safety in health care facilities. The *Patient safety assessment manual*, published by WHO Regional Office for the Eastern Mediterranean in 2011 and developed as part of the initiative, aimed at measuring patient safety programmes at health care facilities and instilling a culture of safety. It comprises a set of standards that enable health care facilities to identify areas where improvement is required. It is also intended to motivate staff to take part in patient safety improvement.

The *Patient safety tool kit* is a complementary tool that is intended to help health care professionals implementing patient safety improvement programmes. It describes the practical steps and actions needed to build a comprehensive patient safety improvement programme (Box 1). It blends the best of current approaches into a single, comprehensive resource. The emphasis is on its practical value to health care leadership and management and front-line clinicians. It describes a systematic approach to identifying the “what” and the “how” of patient safety. It acknowledges that patient safety is one component of an overall quality strategy.

Where possible, unnecessary explanations or evidence that already exist across multiple sources have been omitted. The focus is on providing information and suggestions that will be of operational value with an emphasis on avoiding duplication and distractions and providing an efficient, useful resource. There is no one single approach that is suitable to all health care facilities. The tool kit is structured in a way that will help the reader navigate patient safety improvement in a logical way, informed by the available evidence. It aims to maximize the likelihood of developing/strengthening and implementing a successful patient safety programme, including contextually relevant interventions, so that avoidable patient harm is minimized.

Box 1. Rationale for the *Patient safety tool kit*

The *Patient safety tool kit* is a hands-on instrument for improving patient safety. It will help raise

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