



**World Health
Organization**

African Partnerships for Patient Safety

Improving Patient Safety – Partnership Preparation Package

A resource for all health partnerships committed to
strengthening patient safety

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Introduction

This package is for any new or existing hospital-to-hospital partnership interested in improving patient safety.

The package presents a simple, step-by-step framework to help hospitals understand and work through the processes associated with improving patient safety using an approach co-developed by partnerships participating in the WHO African Partnerships for Patient Safety (APPS).

It describes:

1. The 12 Action Areas that guide action on patient safety;
2. The 6-step APPS Approach to improving patient safety;
3. The main activities conducted within each of the 6-steps;
4. The expected outputs associated with each step;
5. The APPS tools and resources available to assist in undertaking the activities and delivering results that will help to improve patient safety.

This resource is for hospitals participating as official partners in APPS but can be used by any health partnership interested in systematic patient safety improvement. This resource may also be of significant use to hospitals in Africa interested in patient safety improvement but that are not currently involved in a health partnership.

APPS Definition of Partnership

Partnership can be defined as a collaborative relationship between two or more parties based on trust, equality, and mutual understanding for the achievement of a specified goal. Partnerships involve risks as well as benefits, making shared accountability critical.

A 6-step improvement-cycle informed by 12 Action Areas

The APPS approach to improvement is based on a **6-step cycle**. The approach facilitates the development of partnerships, the systematic identification of patient safety gaps and the development of an action plan and evaluation cycle.

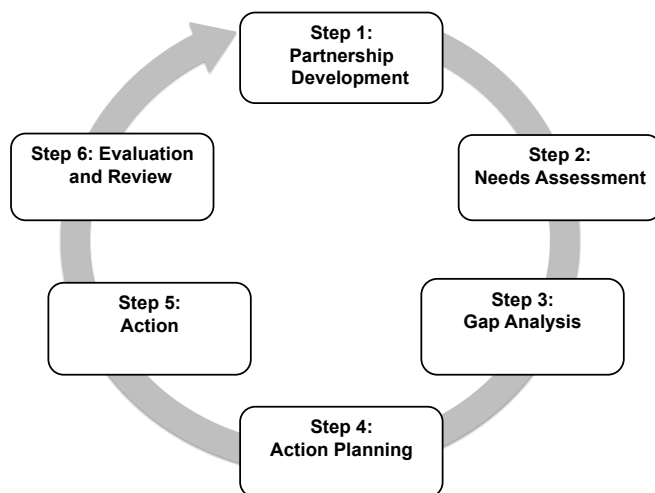
Patient safety gaps are identified through an in-depth needs assessment using the APPS **Situational Analysis** template.

The Situational Analysis template is comprised of **12 sections** or **action areas**. The analysis helps to identify gaps in patient safety capacity and infrastructure that can be prioritized allowing for the development of targeted action plans to address gaps and help build stronger health systems.

The overall aim of the approach is to improve patient safety, using a partnership model and to spread improvement beyond individual hospitals to national health systems.

The diagram below presents the 6-Step Improvement Cycle and the 12 Action Areas.

6-Step Improvement Cycle



12 Action Areas

1. Patient safety and health services and systems development
2. National patient safety policy
3. Knowledge and learning in patient safety
4. Patient safety awareness raising
5. Healthcare-associated infections
6. Health worker protection
7. Health-care waste management
8. Safe surgical care
9. Medication safety
10. Patient safety partnerships
11. Patient safety funding
12. Patient safety surveillance and research

The value of utilising the Partnership Preparation Package

The APPS Partnership Preparation Package is the starting point for patient safety partnerships. It describes a step-wise approach to improvement. The first step in the **6-step cycle** is concerned with partnership development. Within each of the following steps is a list of suggested activities to help, assess baseline, identify gaps, develop, implement and evaluate action plans.

Each step ends with one or more tangible outputs or deliverables.

To assist partners in working through each step, a list of core and supportive tools and resources are provided within each step.

The tools and resources are broken down into 4 series. Each series is made up of a range of supportive tools and resources:

1. **APPS Partnership Planning Series:**

(Supports steps in establishing successful partnerships)

2. **APPS Patient Safety Improvement Series:**

(Practical Tools for Patient Safety Improvement in a hospital setting)

3. **APPS Approach Series:**

(Outlines the APPS approach to a series of cross-cutting themes to support patient safety activity)

4. **APPS Communications Series:**

(Supports effective communication and advocacy for successful implementation.)

A visual summary of the APPS tools and resources can be found on the next page. An explanation on the use of each series can be found in each of the six steps.

Partnership models

International health partnerships continue to expand within and between countries and continents. APPS is unique in that it is the first global partnership model to focus on patient safety. The initial model was based on north-south partnerships between hospitals in Europe and hospitals in the WHO Region of Africa. This can be applied to north-south partnerships between hospitals in the WHO Region of Africa and other regions. It can also be utilized by

north-south partnerships in other regions. As the movement spreads, future partnerships may evolve to include south-south partnerships both between and within countries.

Summary

The APPS Partnership Preparation Package can be utilized by anyone interested in improving patient safety in hospitals. The rest of this partnership preparation pack describes each of the 6-steps and highlights the actions and resources required to maximise success within each step. The APPS Tools and Resources are summarised in the schematic below. Partners should zoom in to the centre of the schematic and then move out through each concentric circle. Key resources are listed in each circle.

The 4 quadrants correspond with the 4 series of APPS resources. Each step of partnership preparation is strengthened by focusing on resources in one or more of the quadrants.

QUADRANT 4 Communications Series

Supports effective communication and advocacy for successful implementation

APPS Tools and Resources

QUADRANT 1 Partnership Planning Series

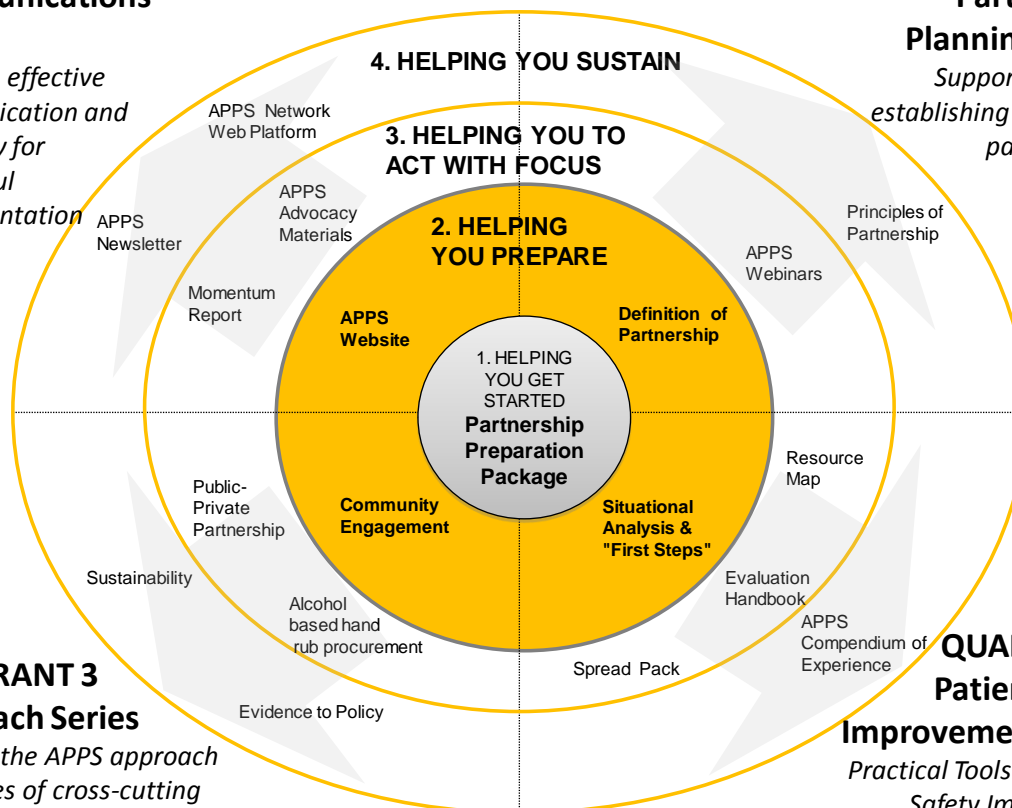
Supports steps in establishing successful partnerships

QUADRANT 3 Approach Series

Outlines the APPS approach to a series of cross-cutting themes to support patient safety activity

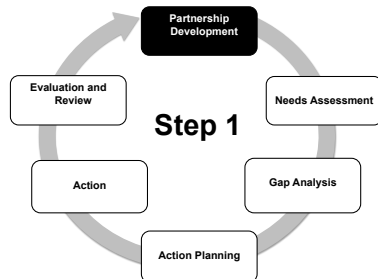
QUADRANT 2 Patient Safety Improvement Series

Practical Tools for Patient Safety Improvement in a hospital setting



Many of the tools and resources have applicability and utility for any health care setting in the African Region interested in patient safety improvement activity

Step 1: Partnership development



Main activities during step 1

1. Secure management and leadership agreement on both sides of the partnership to take action on patient safety;
2. Identify a patient safety lead and deputy at partner hospitals;
3. Negotiate with managers to secure protected time to work on patient safety improvement;
4. Establish a patient safety committee in each hospital;
5. Join the APPS network by registering the partnership on the WHO APPS website www.who.int/patientsafety/implementation/apps
6. Identify a lead person in each hospital to work on evaluation including data collection and feedback;
7. Develop a written statement of understanding across the partnership (if not already in existence). See the Tropical Health Education Trust sample Memorandum of Understanding <http://www.thet.org/wp-content/uploads/2009/11/Links-Manual-Section-2-Chapter-2.3.pdf>
8. Download APPS resources from website;
9. Patient safety lead and deputy (as a minimum) work through the APPS webinars;
10. Establish a schedule of regular communication using a variety of methods (telephone, SMS text messaging, email, Skype, Fax).

Outputs or deliverables

1. Exchange of letters as required;
2. A lead and deputy trained in the APPS approach using the APPS webinar series.
3. Written statement of understanding between partnerships.

Core tools and resources for Step 1

- Definition of Partnership;
- Situational Analysis;



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https://www.yunbaogao.cn/report/index/report?reportId=5_28334

