إتحاد المستشفيات العربية
ARAB HOSPITALS FEDERATION

Patients Safety & Sustainability
The AHF Vision

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الهيئة العامة للاعتماد والرقابة الصحية
GAHAR

Defining patient safety

- The reduction of risk of unnecessary harm associated with health care to an acceptable minimum. (WHO, World Alliance for Patient Safety 2009).

Definition of patient safety culture

An integrated pattern of individual and organizational behavior, based on a system of shared beliefs and values, that continuously seeks to minimize patient harm that may result from the process of care delivery.

AHF Mission

- Raise Quality, Safety, efficiency and Good Governance in the Arab Healthcare Sector
- Encourage initiatives, Good Governance, Effective Leadership and implement Value Based Care Delivery Practices and Strategies
- Influence health policies with Decision Makers, Healthcare Organizations and assure High Quality Services for the Arab Patients

AHF Strategic plan for 2022-2025

- *ARAB DIGITAL HEALTH STRATEGY*
- *THE DISASTER & EMERGENCY PREPAREDNESS PLAN*
- *NEW VISION FOR THE HEALTHCARE FACILITIES DESIGN*
- *THE ARAB CENTER FOR HEALTHCARE SUSTAINABILITY*

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EXTERIOR BUILDING ELEMENTS
INTERIOR BUILDING ELEMENTS
FIRE SAFETY/ CODE COMPLIANCE
GROSS FLOOR AREA CALCULATIONS
ENERGY CONSERVATION
WATER CONSERVATION

INDOOR ENVIRONMENTAL QUALITY

ARAB HEALTHCARE

CLIMATE CHANGE CHALLENGE CHAMPION

ARAB HOSPITALS FEDERATION

Certificate

OF GOLD INITIATIVE

2022

MUSCAT DECLARATION FOR PATIENT SAFETY 2018

" FIRST DO NO HARM "

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April 2018

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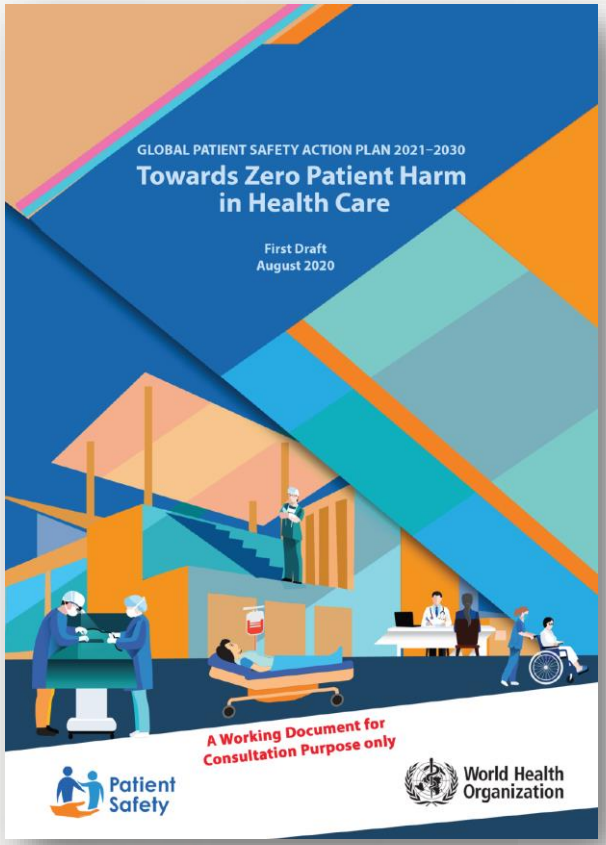
6 key dimensions of healthcare quality

- Safe
- Effective
- Efficient
- Equal
- Timely
- Family-centered



Vision

A world in which no patient is harmed in health care, and everyone receives safe and respectful care, every time, everywhere

Governments
Health care facilities

Stakeholders
World Health Organization

Mission

Drive forward policies and actions to minimize, and where possible, eliminate all sources of risk and patient harm in health care based on science, strategic partnerships and patient-centredness

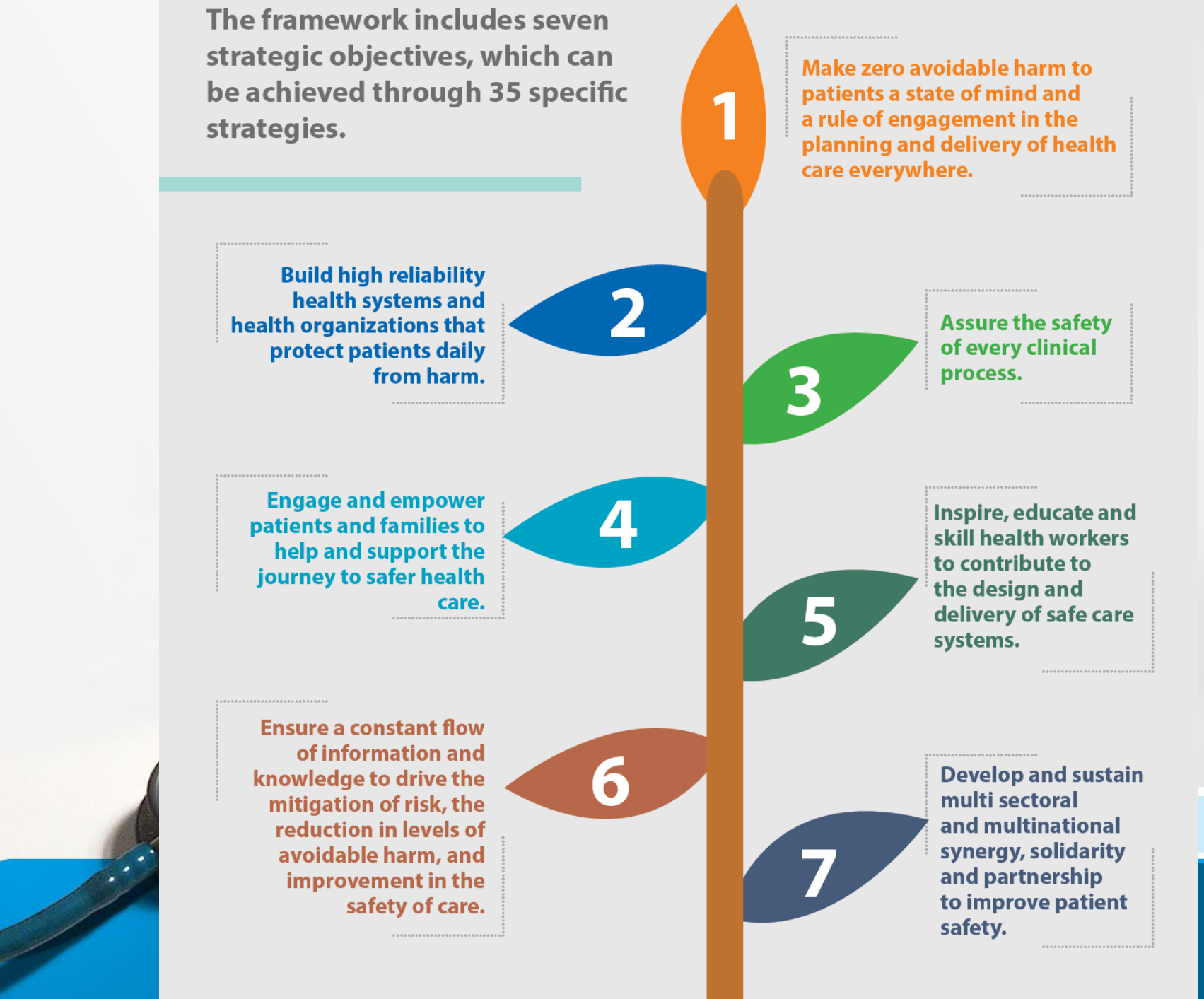
Goal

Achieve the maximum possible reduction in avoidable harm due to unsafe health care globally

- Policies for zero patient harm
- High reliability systems
- Safety of clinical processes
- Patient and family engagement
- Health worker education and skills
- Information and research
- Synergies, partnerships and solidarity

- ***Patient safety*** *is a framework of organized activities that creates cultures, processes, procedures, behaviours, technologies, and environments in health care that consistently and sustainably: lower risks, reduce the occurrence of avoidable harm, make error less likely and reduce its impact when it does occur.*
- *In 2020, the toll from COVID-19 global pandemic has brought increased recognition of risks to patients.*

The framework includes seven strategic objectives, which can be achieved through 35 specific strategies.



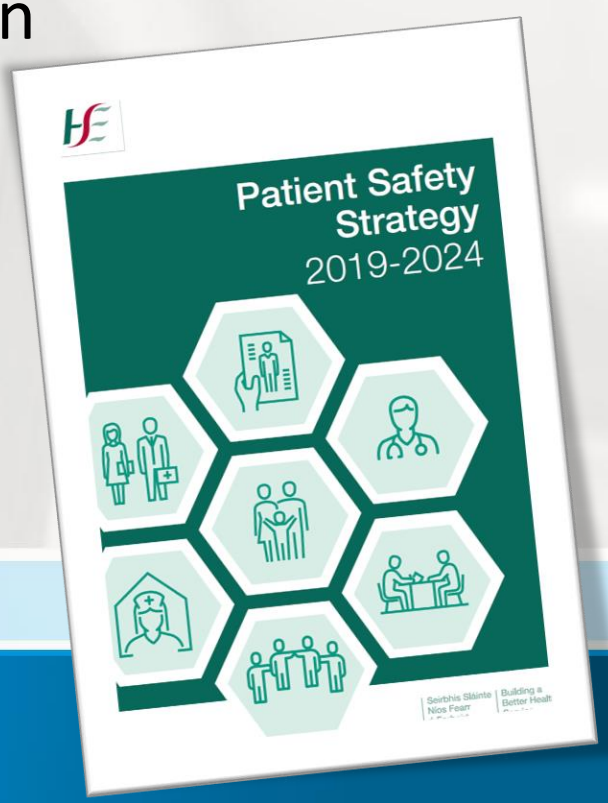
Alignment of Patient Safety with the Sustainable Development Goals (SDGs) 6 out 17

SDG	Target	How patient safety contributes
SDG 1 No Poverty	By 2030, reduce at least by half the proportion of men, women and children of all ages in poverty in all its dimensions according to national definitions.	Catastrophic health care expenditure pushes millions of families every year below the poverty line. Patient safety helps in reducing such incidents as well as leaving more finances to cover the cost of care for those who cannot afford it.
SDG 3 Good Health & Well-Being	By 2030, reduce the global maternal mortality to less than 70 per 100,000 live births	Many of maternal deaths are because of unsafe care in health care facilities
	Achieve universal access health coverage, including financial risk protection, access to quality essential health-care services	Improving patient safety could drastically reduce the wastes in health care as well improve the access by positively influencing health seeking behavior
SDG 6	By 2030, achieve universal and equitable access to safe and affordable drinking water for all	Water and sanitation in health care facilities is a key component of patient safety. WASH facilities in health care facilities could influence sanitation behaviour of the community
SDG 8 Decent Work and Economic Growth	Protect labour rights and promote safe and secure working environment for all workers	Focusing on human factors and safety culture could sustainably improve workplace safety in health care settings, which is a major employer in most of the economies
SDG 10 Reduced Inequalities	By 2030 Empower and promote the social, economic and political inclusion of all	Empowerment and engagement of patients, families and communities is the cornerstone of patient safety, and promotes equity and inclusiveness in health care
SDG 12 Responsible consumption and production	By 2020 Environmentally sound management of chemical and all the wastes. In accordance to with agreed international framework	Patient safety programmes promote proper infectious waste management and "Mercury free hospitals" as per Minamata convention

the three leadership facts to sustain quality and patient safety improvement

- 1. Efficient and effective operating system
- 2. Supportive management infrastructure
- 3. Deep-rooted learning Organization

Health and Safety Executive (HSE)

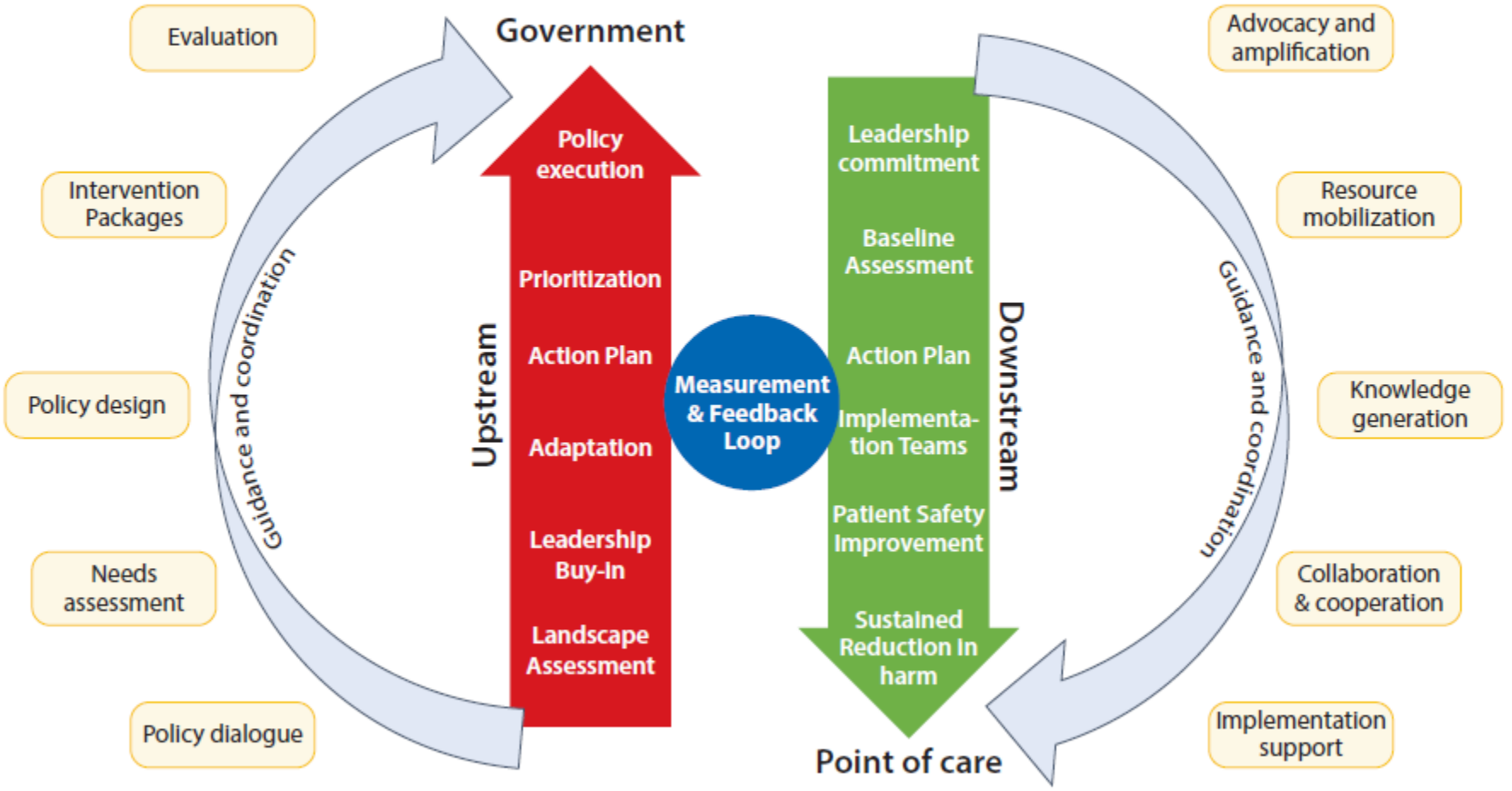


HSE 6 commitments

- *Empower and Engage Patients to Improve Patient Safety*
- *Empower Staff to Improve Patient Safety*
- *Anticipate and Respond to risks to Patient Safety*
- *Reduce Common Causes of Harm*
- *Measure and Learn to Improve Patient Safety*
- *Provide effective Leadership and Governance to Improve Patient Safety*

Patient Safety Improvement Priorities:

The Patient Safety Implementation Ecosystem



Strategic direction

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- *Supporting those who work in the health system to deliver safer patient care*
- *Improving data and information for safer health care*
- *Involving consumers in improving health care safety*
- *Redesigning systems of health care to facilitate a culture of safety*
- *Building awareness and understanding of health care safety*

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For sustainable change with the overall aim of providing health care that is safe

- commitment to consistency and alignment
- best practice implementation of governance
- national standardization in clinical improvement areas
- investment in operational capacity
- a culture that is open to learning from errors and adverse events
- a health services research agenda for patient safety

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Key aims of safety and quality improvement in health care

- Health care systems must be people-centred
- Systematic safety and quality improvement requires valid measurement and transparent reporting of performance
- Effecting and sustaining safety and quality improvement requires intentional initiatives at the policy, managerial and clinical levels

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Supportive Management Infrastructure

- putting the right people in the right jobs to drive change;
- clearly defining key metrics and accountability;
- cascading performance dialogue;
- clearly defining roles;
- frequently measuring and widely sharing operational metrics;

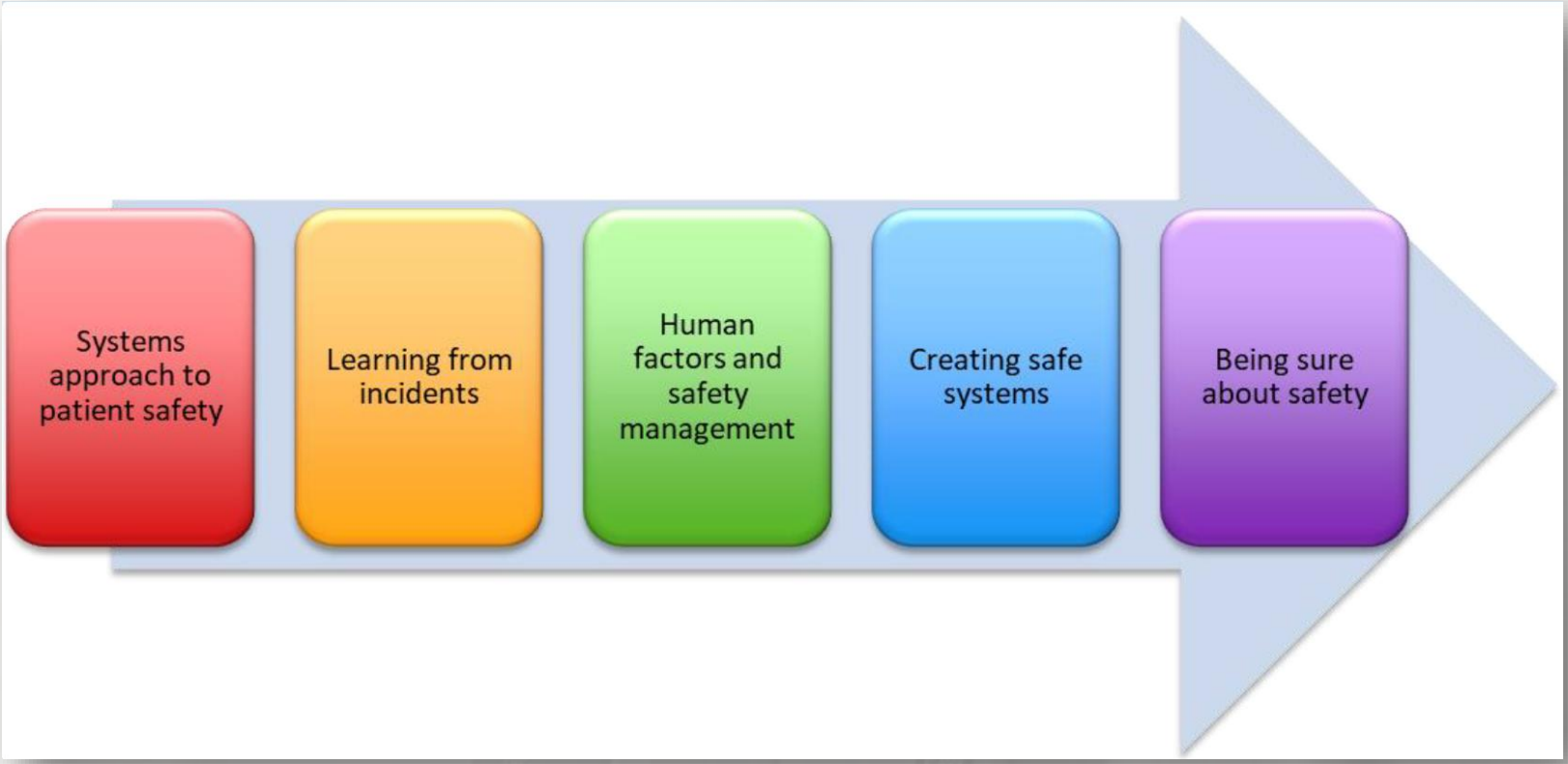
AHF VISION

Why Sustainability Matters

Establishing infrastructure for safety and quality improvement at the local, jurisdictional and national levels will enable sustainability:

- *A National Patient Safety Research Centre*
- *A National Centre for Patient Safety Improvement*
- *System capacity building*
- *Accreditation and standard setting mechanisms*

modules for a national patient safety plan



Why Sustainability Matters

- Sustainability in health care occurs:
  - when a new safety innovation loses its separate identity as a project and becomes embedded into daily work flow
  - when hospital staff and providers share their expertise and provide ongoing support to others in carrying out the change package, which is now no longer described as change, but rather as “this is how we do things here.”

1. Leadership Commits to Bold Improvement Goals

- The most important driver to sustaining and spreading new safety practices is public, active commitment of organizational leadership to achieving a bold improvement goal.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

2. The Organization Has a Culture of Safety

- All levels of the organization demonstrate a commitment to safety in how they orient their staff and publicly monitor avoidable healthcare-associated conditions

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

3. Program Champions Motivate Individuals To Continue To Improve

- Effective champions are able to explain the importance of the change initiative, motivate others to embrace it, and, when necessary, overcome the skepticism and resistance of project opposers.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

4. Interdisciplinary Teams Create and Sustain Effective Safety Practices

- Multidisciplinary teams are appropriate when care processes are complex and involve members of different professions involved in different actions for a medical procedure.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

5. Staff Learn Both Technical and Adaptive Interventions

- A useful, generic model for addressing any safety concerns is to first translate the evidence into practice to improve patient care.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

6. Frontline Staff Are Empowered To Raise Safety Concerns

- Leaders and managers empower staff, patients, and family members when they listen and respond to safety concerns and when they consider suggestions for improving current practices.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

7. Key Outcomes Are Continuously Monitored and Communicated

- An increasingly common practice is for nursing units to post performance indicator boards that display unit safety aims and progress toward meeting or maintaining them.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

8. Success Is Communicated and Rewarded

- Effective leaders and managers should always acknowledge unit teams that achieve safety goals or significant progress toward them.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

9. Change Is Incorporated Into Daily Work Flow

- Spread and sustainability of prevention initiatives are fostered when the new units are able to make local adaptations based on the changes suggested by the consensus of the multidisciplinary teams.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

10. The Facility Is a Learning Organization

- Safe patient care is based on continuous learning, from learning from defects, and keeping abreast of the most recent guidelines from professional associations, national patient safety and quality improvement organizations.

10 ELEMENTS MODEL for Sustaining and Spreading Safety Interventions

WORLD PATIENT SAFETY DAY

SEPTEMBER-17