

Patient Safety in Action: Where are we with the WHO Global Patient Safety Action Plan 2021-2030?

**ประชุมวิชาการ ISQUA Conference ครั้งที่ 39 ณ กรุงโซล ประเทศเกาหลีใต้
จัดขึ้นในระหว่างวันที่ 27 สิงหาคม 2566 ถึงวันที่ 30 สิงหาคม 2566**

หนึ่งใน session ที่ได้มีโอกาสแลกเปลี่ยนในการประชุม ISQua คือการรวมพลังของประเทศในแถบเอเชีย ในนามของ Asian Society for Quality in Health Care หรือ ASQua ร่วมกันนำเสนอเรื่องราว Innovation and Best Practices in Safety & Quality ของประเทศต่างๆ นำโดย 1. Dr. Karen Luxford, President-Elect of ASQua จากประเทศออสเตรเลีย 2. Prof. Dr. Pa-Chun Wang, President of ASQua จากไต้หวัน 3. Prof. Dr. Shin Ushiro, Executive Board of ASQua จากญี่ปุ่น 4. Dr. Anuradha Pichumari, Executive Board of ASQua จากอินเดีย และ 5. จันเองในนาม สว. Thailand, Executive Board และว่าที่ President-Elect of ASQua



วันที่ 29 สิงหาคม 2566 จึงเกิดพื้นที่แลกเปลี่ยนประสบการณ์ของประเทศในแถบเอเชีย โดยทุกประเทศต่างเล่าเรื่องราวการขับเคลื่อนเรื่อง Quality and Safety ในประเทศของตนโดยผู้นำองค์กรเกี่ยวกับการพัฒนาและรับรองคุณภาพที่เป็น National Body ของแต่ละประเทศ เป็น

session ที่ ASQua ตั้งใจจัดเพื่อสร้างความเข้มแข็งและแรงบันดาลใจให้ประเทศในภูมิภาคเอเชียก้าวร่วมนกันอย่างแข็งแกร่งและแลกเปลี่ยนเรียนรู้เพื่อเป็นแรงผลักดันในการพัฒนา

เล่าเรื่องการขับเคลื่อนเรื่อง Patient Safety ที่บูรณาการไปในการพัฒนาคุณภาพ จนยับมาเป็นนโยบาย และนับเป็นนโยบายเชิงนวัตกรรมที่ประเทศไทยประกาศเป็น Patient and Personnel Safety รวมถึงประเทศไทยกำลังก้าวเข้าสู่ 3P Safety ที่เพิ่ม People Safety เข้ามาเป็นหนึ่งประเด็นสำคัญในการขับเคลื่อนโดยจะบูรณาการกับมาตรฐาน HA รวมถึงการบอกเล่ากระบวนการขับเคลื่อนอย่างมีส่วนร่วมในการพัฒนา

ยุทธศาสตร์ การกำหนดเป้าหมายความปลอดภัย การพัฒนาระบบ National Reporting and Learning System การสร้างการมีส่วนร่วมกับผู้ป่วย หรือ Patients for Patient Safety การบูรณาการเรื่อง Patient Safety ไปในการเรียนการสอนนักศึกษา การจัดงาน World Patient Safety Day ไปจนถึงการสร้าง Community of Practice เพื่อการแลกเปลี่ยนเรียนรู้ และผนวกเข้ากับกระบวนการประเมินรับรองโดยบูรณาการในมาตรฐานHA และมีเกณฑ์เรื่องความปลอดภัยเป็นหนึ่งในเกณฑ์สำคัญสำหรับการรับรองคุณภาพสถานพยาบาล ปัจจุบันสรพ.กำลังก้าวเข้าสู่การใช้เทคโนโลยีสารสนเทศ มาใช้เพื่อประโยชน์ในการวิเคราะห์ข้อมูลและช่วยในการทำงาน ทั้งเชิงกระบวนการสนับสนุนและกระบวนการหลัก เพื่อพัฒนาอย่างเป็นระบบที่ก้าวต่อไป



Patient Safety in Action: Where are we with the WHO Global Patient Safety Action Plan 2021-2030?


Thailand Experience

Dr Piyawan Limpanyalert
CEO, The Healthcare Accreditation Institute
(Public Organization), Thailand

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How Thailand moves forward with the WHO Global Patient Safety Action Plan 2021-2030

Catalyst for bottom-up policy



Journey of patient and personnel safety in Thailand

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Country self-assessment for Patient Safety

Identify GAP or areas for improvement or action



The Thailand-self assessment committee in finalization of the results on 16 June 2016

Strategy Number	Strategic Direction	Total Marks	Score	Assessment	Comments
1	Strategic Direction 1	32	26	Good, need to expand	Facilities, and resources
1.1	Legal and Regulatory Framework	12	20	Good, need to expand	
1.2	Accreditation and External Quality Assessment	12	9	Good, need to expand	
1.3	Safety Culture Program	8	7	Good, need to expand	
2	Strategic Direction 2	12	1	Weak, need attention	
2.1	Adverse Events Monitoring	12	1	Weak, need attention	
3	Strategic Direction 3	22	18	Fair and needs to improve	
3.1	Consent Management	16	13	Good, need to expand	
3.2	Patient Safety Risk Management	16	5	Fair and needs to improve	
4	Strategic Direction 4	16	16	Excellent, and maintain	
4.1	Infection Prevention and Control	16	20	Excellent, and maintain	Facilities, and resources
4.2	Standard Equipment	8	8	Excellent, and maintain	Facilities, and resources
4.3	Environment, General Hygiene and Sanitation	8	8	Excellent, and maintain	Facilities, and resources
5	Strategic Direction 5	10	11	Excellent, and maintain	
5.1	Safe Surgical Care	8	8	Good, need to expand	
5.2	Safe Children	8	8	Good, need to expand	
5.3	Safe Infection	16	14	Excellent, and maintain	
5.4	Safe Medication	4	2	Fair and needs to improve	
5.5	Blood Safety	8	9	Good, need to expand	
5.6	Medical Device Safety	8	7	Good, need to expand	
5.7	Safe Transplantation	12	14	Good, need to expand	
6	Strategic Direction 6	12	4	Fair and needs to improve	
6.1	Research Capacity	12	4	Fair and needs to improve	

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WHO launched of Global Patient Safety Action Plan 2021-2030

World Health Assembly 74th



Global action on patient safety

The Seventy-fourth World Health Assembly, having considered the consolidated report by the Director-General,¹

Decided:


- to adopt the global patient safety action plan 2021–2030;
- to request the Director-General to report back on progress in the implementation of the global patient safety action plan 2021–2030 to the Seventy-ninth World Health Assembly in 2023 and thereafter every two years until 2031.

Seventy-fourth plenary meeting, 31 May 2021

Launch of Global Patient Safety Action Plan 2021–2030
4 August 2021

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Develop the National Patient and Personnel Safety strategy phase II

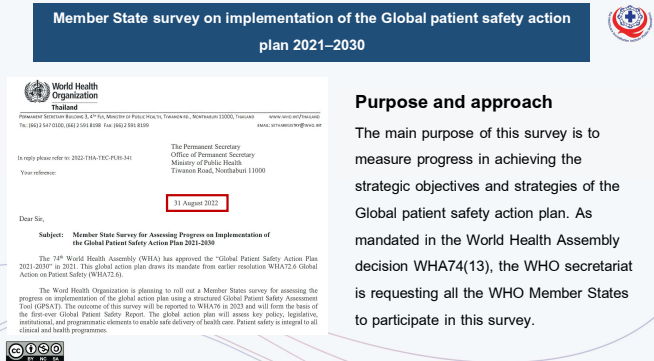


National Patient and Personnel Safety Committee Meeting on 22 August 2022

- Review of the performance according to the safety strategy for patients and personnel in 2018-2021
- Review the result of the evaluation of the implementation of the patient and personnel safety strategy phase I research
- Review Global Patient Safety Action Plan 2021-2030 to compare with Thailand 2p Safety strategy
- Develop the National patient and personnel Safety for public hearing
- Propose to the National 2P Safety committee to approve

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Member State survey on implementation of the Global patient safety action plan 2021–2030



Purpose and approach

The main purpose of this survey is to measure progress in achieving the strategic objectives and strategies of the Global patient safety action plan. As mandated in the World Health Assembly decision WHA74(13), the WHO secretariat is requesting all the WHO Member States to participate in this survey.

31 August 2022

Subject: Member State Survey for Assessing Progress on Implementation of the Global Patient Safety Action Plan 2021-2030

The 74th World Health Assembly (WHA) has approved the "Global Patient Safety Action Plan 2021-2030" in 2021. The global action plan draws its mandate from earlier resolutions, WHA72.6 Global Action on Patient Safety (WHA72.6).

The World Health Organization is planning to roll out a Member State survey for assessing the progress on implementation of the global action plan using a structured Global Patient Safety Assessment Tool (GPSAT). The outcome of this survey will be reported to WHA76 in 2023 and will form the basis of the first-ever Global Patient Safety Report. The global action plan will involve key public, legislative, institutional, and programme elements to enable safe delivery of health care. Patient safety is integral to all clinical and health programme.

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Integrated Global Action Patient Safety to Thailand Action

- Propose Global Action Plan to the National Patient and Personnel Safety Committee.
- Review patient safety action and 2P safety strategy in Thailand by working group
- Strategic matching to set priority
- National survey on implementation of the Global patient safety action plan 2021-2030
- Self-assessment to identify GAP as area for improvement.
- Develop 2P safety 2023-2026 for announcement and implementation




Working Group to develop a draft of 2P Safety Strategy Phase II (National Committee with Experts)

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Thailand 2P Safety Strategy

Global Patient Safety Action Plan

Framework for Action - The 7x5 Matrix



Matching Global on Patient safety with the National Patient and Personnel Safety Strategies

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Healthcare Systems with Quality and Safety for All 2024-2027

Strategic Pillars:

- 5 Health worker education, skills and safety
- 4 Patient and family engagement
- 3 Safety of clinical processes
- 6 Information, research and risk management
- 7 Synergies, partnership and solidarity
- 2 High-reliability systems
- 1 Policies to eliminate avoidable harm in health care

Matching Global Action on Patient Safety with the National Patient and Personnel Safety Strategies

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Country Self-assessment

Develop a comprehensive patient safety policy, strategy, institutional framework and action plan for the country's health system and all its components as a key priority in working towards universal health coverage.

Assessment guidance:

- Not initiated
- Partially met
- Fully met
- Not applicable/Not known

Country Self-assessment sub-committee

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Lesson Learn from Self-assessment

Strategy 1.2: Mobilize and allocate adequate resources for patient safety implementation throughout every level of the health care system.

Strategy 1.3: Sustainable financial resources have been mobilized and allocated for interventions to promote patient safety at all levels of care.

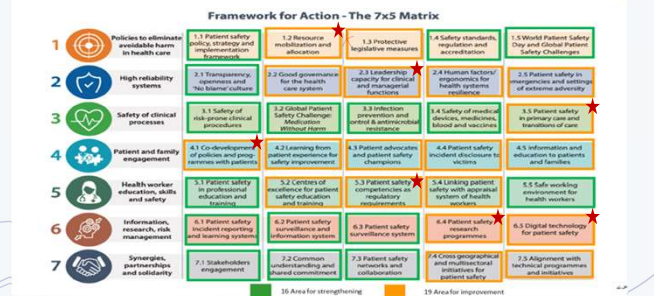
Strategy 1.3.1: A human resources plan has been prepared for implementing a patient safety action plan.

- We found areas for improvement and learned how to do from assessment guidance.
- We know the status of patient safety situation in our country.
- We are proud of the movement on patient safety in our country that meets the Global direction
- We must collect data and information for communication and publication
- We should engage of all to drive Thailand's strategy
- Policy makers and professional experts are the key to success person for moving forward
- Identify GAP for priority design and action
- We walk together as the network

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Identify the Gap for highlighting to the National priority

Framework for Action - The 7x5 Matrix



30 Area for strengthening, 19 Area for improvement

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**The Global Patient Safety Action Plan Survey
to the National Strategy and priority for Action Plan**

Strengthening 7 strategies for action plan

- Resource mobilization and allocation
- Leadership capacity for clinical and managerial functions
- Patient Safety in Primary care and transitions of care
- Co-development of policies and programmes with patients
- Patient Safety competencies as regulatory requirements
- Patient Safety research programmes
- Digital technology for patient safety

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Healthcare Systems with Quality and Safety for All 2024-2027

Patient Personnel and People Safety (3P Safety)				
Healthcare Worker	Patient, Family, community, civil society	System and Process Design	Information, research and risk management	Policy and Governance
<p>HT1: Promote teaching and learning about 3P Safety in educational institutions (undergraduate and postgraduate) systematically</p> <p>HT2: Encourage health personnel to work with patient safety knowledge and competencies as regulatory requirements in the health service system continuously</p> <p>HT3: Create leaders or experts in 3P Safety to drive the organization and in the health service system.</p> <p>HT4: Develop a learning center on 3P Safety for public health personnel at all levels.</p> <p>HT5: Design systems and mechanisms to enable personnel to work safety</p>	<p>BT1: Create participation of patients, families, people, communities, societies and other organizations in driving 3P Safety both at the operational and policy levels. (Co-development)</p> <p>BT2: Encourage the use of unsafe care experience and expectations of people and society to develop a health service system for 3P Safety.</p> <p>BT3: Build leaders, leadership teams and networks to drive 3P Safety in society, such as Patients for Patient Champion, 3P Safety Healthiciary, 3P safety advocates and 3P Safety Network.</p> <p>BT4: Develop a reporting system and learning mechanism for incidents or adverse events with patients and public sector networks</p> <p>BT5: Knowledge development information about 3P Safety for social communication</p>	<p>ST1: Create and promote a concrete safety culture in hospitals and health service systems.</p> <p>ST2: Structure or a committee that promotes and develops quality and safety at the health facility level, provincial level, regional level and national level.</p> <p>ST3: Patient Safety Guide provincial and people with essential guidelines 3P Safety Guide and Goals covering primary care systems</p> <p>ST4: Digital technology for patient safety in process and system design</p> <p>ST5: Develop a network or area to create learning about 3P Safety to create continuous development.</p>	<p>RT1: Develop the National Reporting and Learning System (NRLS) for a comprehensive and effective clinical risk reporting and learning system.</p> <p>RT2: Promote the dissemination and utilization of information in the National Reporting and Learning System for national development.</p> <p>RT3: Promote the creation of innovative knowledge and research on 3P Safety for system development</p> <p>RT4: Promote the use of digital technology in the development of service quality measurement systems</p> <p>RT5: Promote data protection laws and security reports for development.</p>	<p>PT1: Establish a policy for the safety of patients, personnel and the public (3P Safety) and prepare strategies for driving at the national level.</p> <p>PT2: Provide and support budgets, resources to develop a system to ensure safety at all levels.</p> <p>PT3: Integration of mechanisms, risks, duties and laws in driving, controlling, monitoring, evaluating the 3P Safety issues in organizations that drive the overall health service system.</p> <p>PT4: Using Hospital Accreditation Mechanism in driving the 3P Safety issue in the hospital continually and seeing results</p> <p>PT5: Drive International 3P Safety in collaboration with the World Health Organization.</p>

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30 March 2023: Public participation and hearing (Policy makers, Experts, Healthcare Workers from Public and Private Hospitals, Non-health Organizations, Patient, and Civil society)

Propose to National 2P Safety Committee on 7 September 2023 and plan for Announcement Patient, Personnel and People Safety Strategy Phase II on World Patient Safety Day, 17 September 2023 by Ministry of Public Health

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Self-assessment for self-development is a key to success

Thank you for Your Attention

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