



The 5th World Patient Safety Day

และวันแห่งความปลอดภัยของผู้ป่วยและบุคลากรสาธารณสุขของประเทศไทย ครั้งที่ 7
The 7th Thailand Patient and Personnel Safety Day
วันอาทิตย์ที่ 17 กันยายน 2566

World Health Organization World Patient Safety Day Engaging Patients for Patient Safety



Executive Summary 2023



The 5th World Patient Safety Day in Thailand

'Engaging Patients for Patient Safety'

17th September 2023

The Asawin Grand Convention Hotel

Pawarisa Insee

Assistant Project Manager, 3P Safety

9/17/2023

Executive Summary

On September 17, 2023, at the Asawin Grand Convention Hotel in Bangkok, Thailand, a significant event took place. It marked both the 5th World Patient Safety Day and the 7th Thailand Patient Safety Day, with a central theme of "Engaging Patients for Patient Safety." The Healthcare Accreditation Institute (Public Organization), in collaboration with the Ministry of Public Health and 16 health network partners, impeccably organized this event.

During the event, Mr. Santi Prompat, Deputy Minister of Public Health, delivered a special lecture on "Driving the Strategy for Safety" and introduced the "Strategy for Driving Safety Policy: Patient, Personnel, and People Safety, Phase 2 - 3P Safety Strategy." This strategy aligns with Thailand's commitment to prioritize the well-being of its citizens and coincides with World Patient Safety Day. The ultimate objective is to transition toward a comprehensive healthcare and safety service system that is accessible to all. Mr. Prompat also presented certificates to 107 hospitals that participated in the 3P Safety Hospital Project in 2023.

In this context, comprehensive guidelines have been outlined within the 3P Safety strategy, which will be presented to the Minister. A key factor in the successful implementation of safety measures in Thailand's healthcare system, acknowledged by the WHO and countries worldwide, has been the support and endorsement of senior leaders. Consequently, the policy announcement, which has been driving various strategies in the past, has successfully garnered support from various organizations and agencies. Therefore, the policy announcement to elevate safety to 3P Safety is a significant step that will enable Thailand to shape a healthcare system prioritizing safety and societal well-being, ensuring equal participation for all. This transformation begins at the hospital level to collaboratively continue our concrete development efforts.

Open Remark: Piyawan Limpanyalert, MD.

The Chief Executive Officer of The Healthcare Accreditation Institute (Public Organization)

“Together, we unite and persist in our dedicated journey. The policy shift towards 3P Safety standards marks a pivotal milestone, empowering Thailand to craft a healthcare system that champions safety and the welfare of society, with inclusivity spanning all strata of the population. The transformation commences within hospitals and extends its promise outward, towards a safer future for all.”



Thailand prioritizes patient and personnel safety with a comprehensive policy. Phase 1 (2018-2022) established national safety goals, implemented through SIMPLE practice guidelines in 950 hospitals. New members joined, becoming 2P Safety Hospitals, emphasizing patient and staff welfare.

Thailand promotes a safety culture, utilizing the National Reporting and Learning System: NRLS for monitoring and knowledge sharing. The 3P Safety strategy, presented at the World Ministerial Forum in Switzerland, underscores senior leader support and global recognition. The policy to elevate safety to 3P Safety aims for a healthcare system prioritizing safety and societal well-being. This transformation begins at the hospital level and extends outward.

Now, it is imperative that we unite to continue our dedicated and tangible efforts. The policy announcement to elevate our safety standards to 3P Safety marks a significant milestone. It will empower Thailand to develop a healthcare system that prioritizes safety and the well-being of society, with equal participation from all segments of the population. This transformation begins at the hospital level and radiates outward.

Open Remark & Spoken Discourse: Mr. Santi Promphat

The Deputy Minister of Public Health

“Commendation to all participating medical facilities for their commitment to developing a high-quality, safety-focused service system. Thailand transitions from 2P Safety to 3P Safety, emphasizing safety for all, including patients, personnel, and the public. This aligns with Thailand's goal of a healthcare system prioritizing quality and safety. Full support is pledged to position Thailand as a global leader in 3P Safety.”



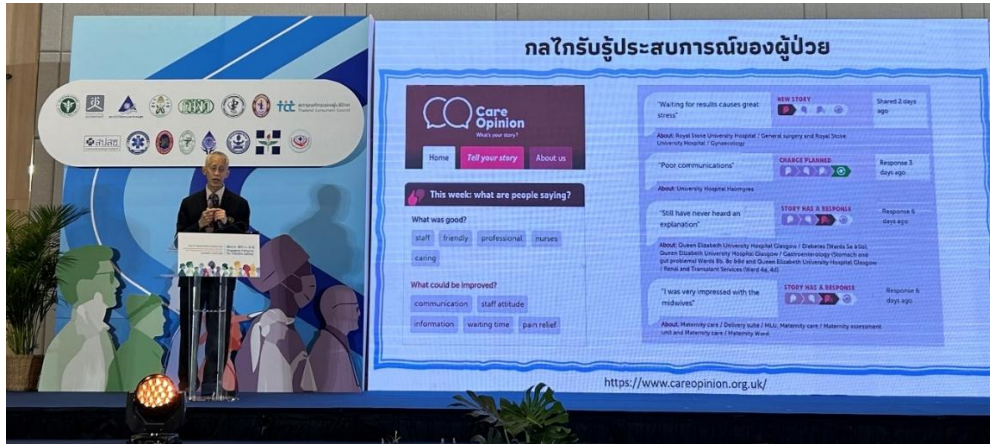
Mr. Santi emphasized, "This year, the World Health Organization places significant emphasis on actively involving patients and their relatives in all aspects of their safety. The central focus is on nurturing patient participation, which extends to encompass their families and relatives, thus ensuring comprehensive safety. This shift in perspective is reshaping how we approach patient care. Instead of a unilateral approach exclusively for patients, we are now embracing a collaborative model perfectly aligned with the 'Engaging Patients for Patient Safety' concept. This strategy aims to actively involve patients, families, and the wider public in safeguarding patient well-being. It serves as a pivotal component of the 2021-2030 Global Patient Safety Action Plan, with the ultimate goal of mitigating vulnerabilities within the healthcare system and fostering openness to patient and public participation."

The process begins with individuals fostering teamwork to manage their own health and that of their families. It extends all the way up to the policy level. Collectively, we can cultivate a healthcare system that guarantees safety for all, integrating safety considerations into every facet of service. This undertaking necessitates the active participation of three crucial components: patients, public health personnel, and families and relatives.

Speaking Session (HAI Expert): Compassionate Engagement

Presented by Anuwat Supachutikul, MD.

“Let's help activate it with action for safety.”



Dr. Anuwat Supachutikul, an expert from the Healthcare Quality Accreditation Institute (Public Organization), emphasizes that listening to patients and promoting diary-keeping are essential for better healthcare. Some countries use platforms like Care Opinion websites for patients to share their thoughts and information. In cases of diagnostic errors, understanding the patient's narrative is crucial. Healthcare providers should actively listen and guide patients to provide essential information. Symptom diaries and health passports aid in disease diagnosis.

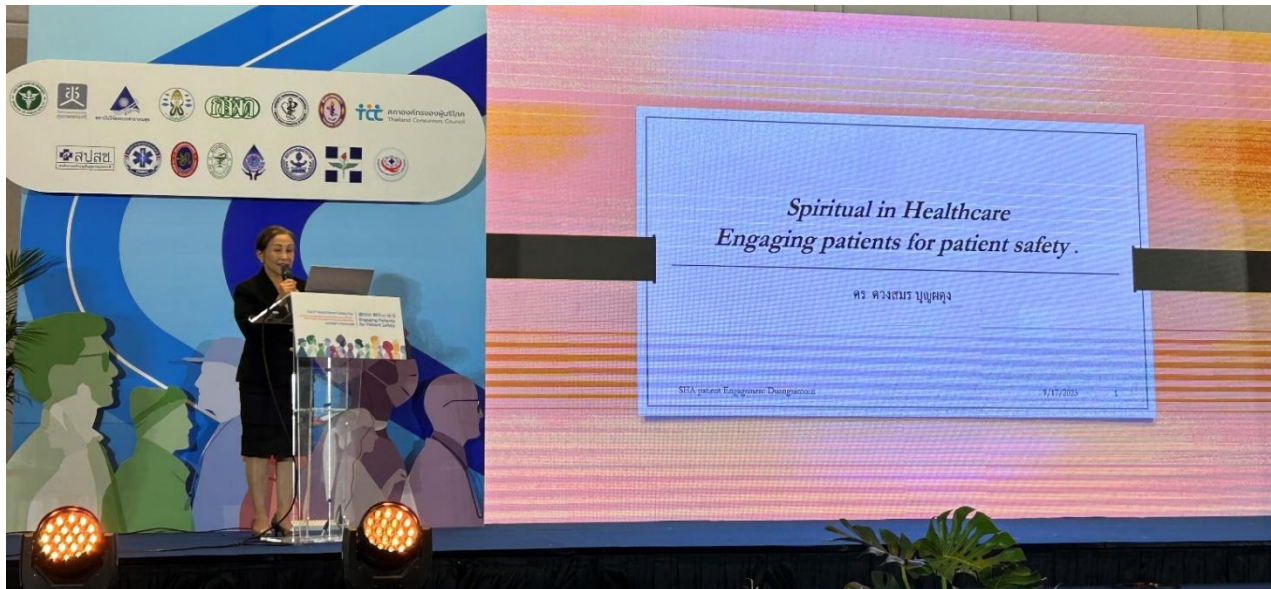
Empowering patients to make informed choices is crucial. Doctors teach patients to ask three fundamental questions: "I have a disease; what should I do, and why should I do it?" Patients receive information to make informed decisions, considering benefits and risks. Shared decision-making involves both professionals and patients, using techniques like team talk, option talk, and decision talk. Care and support planning should involve collaboration with caregivers and care partners, ensuring that the patient actively participates in the planning process.

The permission planning checklist helps in planning before admission, during the hospital stay, and before discharge. Compassionate participation in responding to patient safety incidents includes empathetic involvement of those affected, applying a systematic approach to learn from incidents, and ensuring a considered and proportionate response to enhance patient safety.

Speaking Session (HAI Expert): Spiritual in Healthcare

Presented by Duangsamorn Boonpadung, Ph.D

“True intelligence lies in recognizing and valuing the spiritual dimension of every individual.”



Professor Duangsamorn Bunphadung, an expert from the Healthcare Quality Accreditation Institute, emphasizes the importance of integrating spirituality into healthcare culture. She discusses the link between Spiritual Health Assessment (SHA) and patient involvement in ensuring quality care. Incorporating spirituality leads to improved healthcare outcomes. Aligning organizational goals with spiritual intelligence fosters success. Spiritual healthcare, transcending material concerns, enriches lives and enhances happiness.

She emphasizes nurturing a Growth Mindset and Meta Skills within the organization to connect with individuals deeply. SHA's patient engagement theme, "Dignity & Respect," underscores patient involvement in care decisions. Five key practices for spiritual healthcare include compassionate presence, deep listening, delivering comprehensive care, integrating spiritual practices, and respecting individual beliefs and values. Embracing spirituality enriches both care quality and patients' lives.

Group Discussion: Engaging Patients for Patient Safety in Thailand



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World Health Organization | **World Patient Safety Day 17 September 2023**

Engaging Patients for Patient Safety

13.00-14.30 น. Engaging patients for patient safety in Thailand

อ.สารี อ๋องสมหวัง เลขาธิการ สภาองค์กรของผู้บริโภค	บพ.พงษ์เทพ วงศ์วัชรไพบูลย์ สำนักงานกองทุนสนับสนุน การสร้างเสริมสุขภาพ	พศ.ดร.ทพ.วีระศักดิ์ พุทธาศรี รองเลขาธิการ คณะกรรมการสุขภาพแห่งชาติ	ทพ.อรรถพร ลิ้มปัญญาเลิศ รองเลขาธิการ สำนักงานหลักประกัน สุขภาพแห่งชาติ	ดร.ศศิศ ชูชนม์ พอ.ฝ่ายนโยบายและยุทธศาสตร์ กองทุนพัฒนาสื่อปลอดภัย และสร้างสรรค์	อ.เอกวิวัฒน์ สุวินโรจน์ ผู้แทนผู้ป่วย และประชาชน	พญ.ปิยะวรรณ ลิ้มปัญญาเลิศ ผู้อำนวยการ asw.	ดร.บรรอง จำปา รองผู้อำนวยการ asw. ผู้ดำเนินรายการ

Overview: *Engaging Patients for Patient Safety in Thailand*

Active engagement of patients, their families, communities, and partners from civil society networks holds a pivotal role in collaboratively advancing healthcare development in Thailand. This participation aims to enhance safety measures and minimize medical errors. A crucial aspect of this endeavor involves the joint announcement of policies by various network partners, demonstrating a united commitment to driving the 3P Safety initiative.

In Thailand, engaging patients, families, communities, and civil society network partners is instrumental in driving collaborative healthcare development to enhance safety and reduce medical errors. A significant component of this effort involves the collective announcement of policies by diverse network partners, showcasing their shared commitment to advancing 3P Safety.

Salee Ongsomwang

The Director of the Thailand Consumers Council (TTC)

“Consumer protection benefits all parties, reduces environmental issues, and highlights the significance of patient participation in reducing medical errors and litigation. The engagement's core is advocating for consumers' basic rights, such as the right to choose and the right to safety, which are integral to human rights.”



Salee Ongsomwang underscores the vital role of consumer protection and patient engagement within the healthcare sector. Established as a constitutional organization under the Consumer Organization Establishment Act of 2019, the council represents consumers comprehensively, wielding independent authority per Section 14. Their jurisdiction extends to eight key domains, with a particular focus on safeguarding healthcare services. This commitment encompasses four primary objectives: protecting the rights of proactive users of public health services, proposing policies for equal medical treatment rights across three funds (social security gold card: (UC), and access to emergency medical care services (UCEP) for the public), empowering patient groups for self-care and system development, and disseminating health literacy knowledge. Salee emphasizes that consumer protection serves the interests of all stakeholders, fostering sustainable consumption and mitigating environmental issues. Recognizing the pivotal role of patient participation in reducing medical errors and litigation, he encourages a culture where consumers exercise their fundamental rights, including the right to choose and the right to safety, aligning with broader human rights principles.

Dr. Pongthep Wongwatcharapaiboon, MD.

The Deputy Director of the Thai Health Promotion Foundation (ThaiHealth)

“Engaging Everyone for People Safety”



In this holistic approach to healthcare, Dr. Phongthep underscores the importance of understanding individual and community strengths, leveraging them collaboratively, and appreciating the contributions of every sector. By fostering collective strength and mutual support, we can effectively tackle complex health challenges, ultimately creating a safer and healthier society for everyone.

He emphasizes the need for every individual to take responsibility for their own safety, transitioning from engagement to partnership. Thailand faces a multi-faceted battle against diseases, evolving from infectious agents to behavioral issues, and finally to societal health challenges. Dr. Phongthep stresses the importance of winning the war on societal health by fostering community involvement.

He presents the example of Nan Province, where community development begins by identifying local needs and addressing insecurities. Communities investigate unsafe conditions and collaborate to find sustainable solutions, emphasizing the importance of learning, analysis, and correction in the right direction. Dr. Phongthep likens community health development to cultivating plants with deep taproots, ensuring long-term sustainability compared to short-term, hospital-centric approaches.

The core message is that addressing complex health problems necessitates synergy among diverse strengths, with a focus on mutual respect and appreciation for each sector's contributions. Building collective strength and mutual support across communities, hospitals, and various agencies is key to addressing the intricate challenges of healthcare effectively.

Assist. Prof. Weerasak Putthasri, MD. Ph.D.

The Deputy Secretary-General of the National Health Commission Office (NHCO)

“Engagement in healthcare policy: A shared journey towards safety and well-being for all.”



The NCPO has a distinct role and responsibility in fostering public policy participation with wisdom, ultimately aiming to ensure safety. Addressing healthcare issues requires a comprehensive examination of factors encompassing families, livelihoods, and society.

Quality development in healthcare accreditation standards places a strong emphasis on both quality and safety. Quality extends beyond the standards of care and extends to patient experience and satisfaction. Therefore, healthcare is a collective responsibility involving not only patients and doctors but everyone.

The involvement of patients, communities, and society in addressing safety concerns is crucial. The level of participation should be accorded importance and cultivated to achieve co-ownership, fostering partnerships that can drive change and create 'Change Agents.' Therefore, the development of 'Engaging Patients for Patient Safety' must be infused with spirit, understanding, ownership, and active participation. This approach leads to patient safety, community safety, and societal safety through collaborative participation.

In conclusion, the emphasis is on engagement, signifying a journey we undertake together. In life, each of us may become patient at some point, and within this context, various networks and teams can collaborate to promote well-being, making it a shared concern within society. Together, we can work towards a vision of patient safety.

Attaporn Limpanyalert, MD.

The Deputy Chief of the National Health Security Office (NHSO)

"Patient Safety: A Shared Commitment Guided by Quality and Efficiency"



The NHSO (National Health Security Office) is a vital component of the healthcare system, dedicated to the important mission of financing medical care on behalf of the people. It does so by utilizing funds generated from direct and indirect taxes contributed by all citizens. Established under the National Health Security Act, its primary objective is to enhance access to essential public health services of high quality for the entire population.

The NHSO's core focus revolves around delivering services that adhere to stringent quality, standards, and efficiency criteria. This commitment resonates with the essence of Patient Safety, which is translated into concrete management across three pivotal domains:

- Addressing emergency illnesses that pose a threat to life (UCEP).
- The focus is on evolving Payment Mechanisms in healthcare, moving towards Base Payment based on health outcomes. It has been successfully tested in diabetic care and is expanding to dental care, with the aim of enhancing safety in healthcare services.
- The goal is to create an integrated patient data system covering OPD, IPD, health promotion, and Section 41 data. This data will be integrated with HOSPI for collaborative analysis, helping identify and address security risks proactively.

In conclusion, the key principle here is active participation. It calls upon everyone to collaborate, think collectively, and support each other. It is through such collective efforts that crucial initiatives like Patient Safety can be effectively realized.

Sasadis Wanwee Choochon, Ph.D

The Director of Policy and Strategy Department, The Thai Media Fund (TMF)

“Empathy and Effective Communication: Building Safety and Understanding Together”



Effective communication plays a vital role in various aspects of life. Self-communication and understanding oneself contribute significantly to personal success. Communication between individuals leads to a 50% success rate, group communication to 25%, and mass media communication to 5%. However, today's extensive media reach has led to information overload, making analysis and decision-making challenging. In healthcare, especially in emergency rooms, communication is critical. Just 37 seconds of reassurance to patients and their relatives can significantly enhance understanding and manage expectations.

Effective communication, even if not fully comprehended, can reduce conflicts, addressing relatives' expectations. Patient safety communication has two key elements: Public Communication, which drives change and progress, and Empathy Communication, emphasizing tone and gestures to create effective engagement. As Prawet Wasri wisely said, "The most important thing is the human heart."

In conclusion, as we work toward patient safety, it's crucial to recognize that we may one day be patients ourselves. Safety encompasses not only physical well-being but also mental and emotional security. Therefore, we encourage everyone to collaborate in ensuring positive outcomes for patients and societal safety.

Mr. Ekawat Suwataroj

The Committee National Hemophilia Foundation of Thailand and Thai Rare Disease Foundation.

“Patient Integration: Sharing Insights, Shaping Safety, and Fostering Trust”



In the life of someone living with hemophilia, their journey involves profound learning and perspective shifts driven by the unique challenges of their condition. This recognition forms the foundation of patient integration, where individuals share insights from their firsthand experiences. Patients and their families possess unparalleled knowledge, emphasizing the importance of continuous involvement.

The 'Patient for Patient Safety' project promotes dialogue and knowledge sharing among patients, fostering collective problem-solving. While forming patient groups presents challenges, medical personnel's involvement is crucial. Creating patient networks requires collaboration across sectors, including rare disease groups, to extend safety benefits to patients, families, healthcare providers, and the wider public, embodying the concept of 3P Safety.

In essence, trust is pivotal for safety, particularly the trust between healthcare providers and patients. It's vital that healthcare personnel share patient information with the intent of enhancing medical care. The goal is to nurture patient groups that actively contribute to safety measures tailored for specific disease groups. Personalization will likely gain importance in the future, and I urge everyone to support the integration of patient groups.

Piyawan Limpanyalert, MD.

The Chief Executive Officer of The Healthcare Accreditation Institute (Public Organization)

"Listening is the pivotal first stride on the path to patient engagement, creating a 'Good Experience' and facilitating co-leadership, all contributing to the shared development of 3P Safety for patients, healthcare personnel, and the broader public."



Patient safety initiatives have been in progress since 2002, and in 2013, the World Health Organization (WHO) encouraged patients to actively participate in promoting safety through the 'Patient for Patient Safety' concept. In Thailand, this drive for patient safety has been closely tied to the continuous improvement of medical facility quality.

In 2014, hospitals launched the 'Patient for Patient Safety' project, guided by the 'Share Chain Shape Change' concept. A key strategy aimed to empower the public in raising awareness within the healthcare system. This involved providing knowledge, enhancing public relations, promoting communication, and encouraging collaboration. Coordination was crucial, starting with active listening, followed by communication and consultation, ultimately leading to opportunities for joint decision-making. The overarching goal was to engage patients as active contributors, promoting co-production and co-leadership since patients are the genuine guardians of their health.

These narratives have been smoothly incorporated into healthcare facility quality certification standards, encouraging hospitals to adopt these practices naturally. The main goal is to understand that a positive patient experience aligns with patient engagement, built on a foundation of trust. Let's progress together, acknowledging that 'Listening' is the pivotal first step in patient engagement, leading to a 'Good Experience' and promoting co-leadership to collectively advance 3P Safety for patients, personnel, and the public.

3P Safety Hospital Tech Innovation

(1st 2nd 3rd competitors)

Certificate Awards Ceremony for '3P Safety Hospitals' by Mr. Santi Promphat, Deputy Minister of Public Health

Hospitals that joined the 3P Safety Project in 2023 are invited to attend our annual Certificate Awards Ceremony, recognizing HA Hospital Safety Standards, which were completed during 2023.

Poster Presentation

(Organiser)

Certificate Awards Ceremony for 'Effective Networks for Quality Improvement of Health Care System'

(Organiser)