

Improving Patient Safety and Service Quality in Latvia

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Patient Safety

RightNow

Maryanne D'Arpino RN, BScN, MScN, CHE
Senior Director, Canadian Patient Safety Institute





World Health
Organization



WHO Collaborating Centre for
Patient Safety and Patient Engagement

NATIONAL
DEVELOPMENT
PLAN 2020



EUROPEAN UNION
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INVESTING IN YOUR FUTURE



1. Define Patient Safety as a global concern
2. Identify the WHO priorities through the Global Challenge and the focus on Medication Safety
3. Provide an overview of CPSI and our approach to addressing large scale change in Patient Safety

Kristus Darzs



Patient Safety Thematic Framework (draft)

Enhancing the role of patients



Active engagement in shared decision making and managing their own health

Strengthening the health workforce



A competent and compassionate health workforce

Optimizing health care delivery



Safe, timely, effective, efficient and patient-centred care

Governance and leadership

Political commitment, policy and legislative frameworks, regulation, resources

Quality management and research

Evidenced-based standards, guidelines, tools, practices, research and innovation

Guiding principles and values

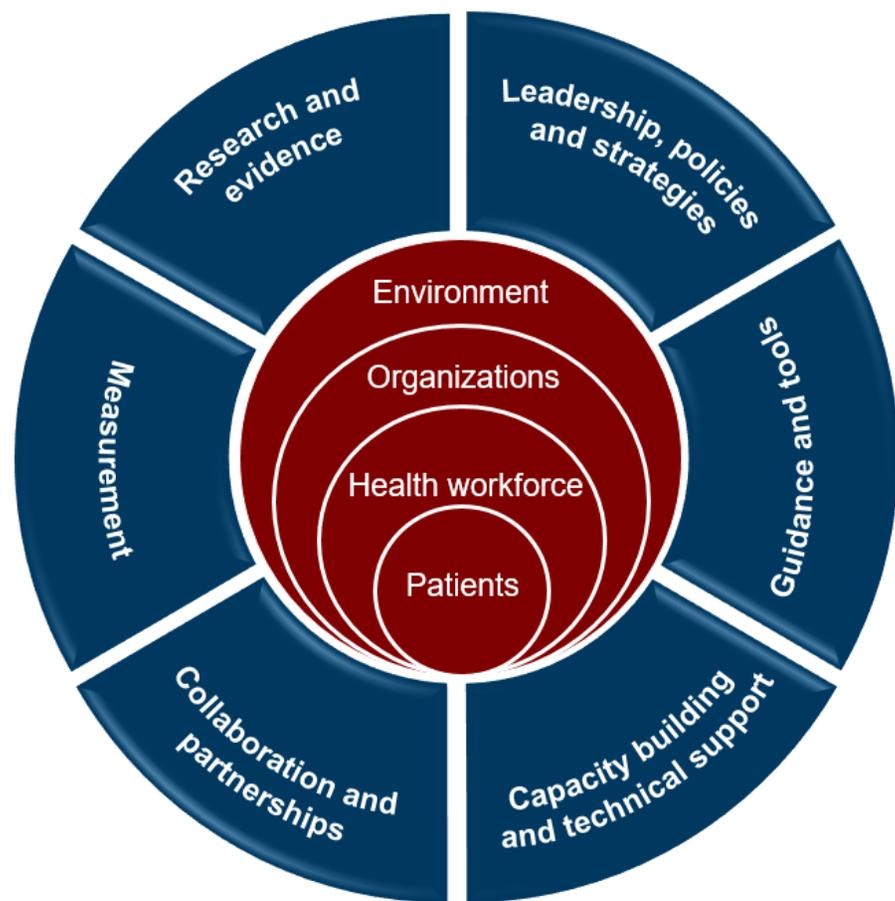
Accountability, confidentiality, ethics, trust, respect and transparency

Patient Safety

Making health care safer



1 in 10 hospitalized patients experience harm, with at least 50% preventability.



- Improved patient safety
- Reduced risks and harm
- Better health outcomes
- Enhanced patient experience
- Lower costs



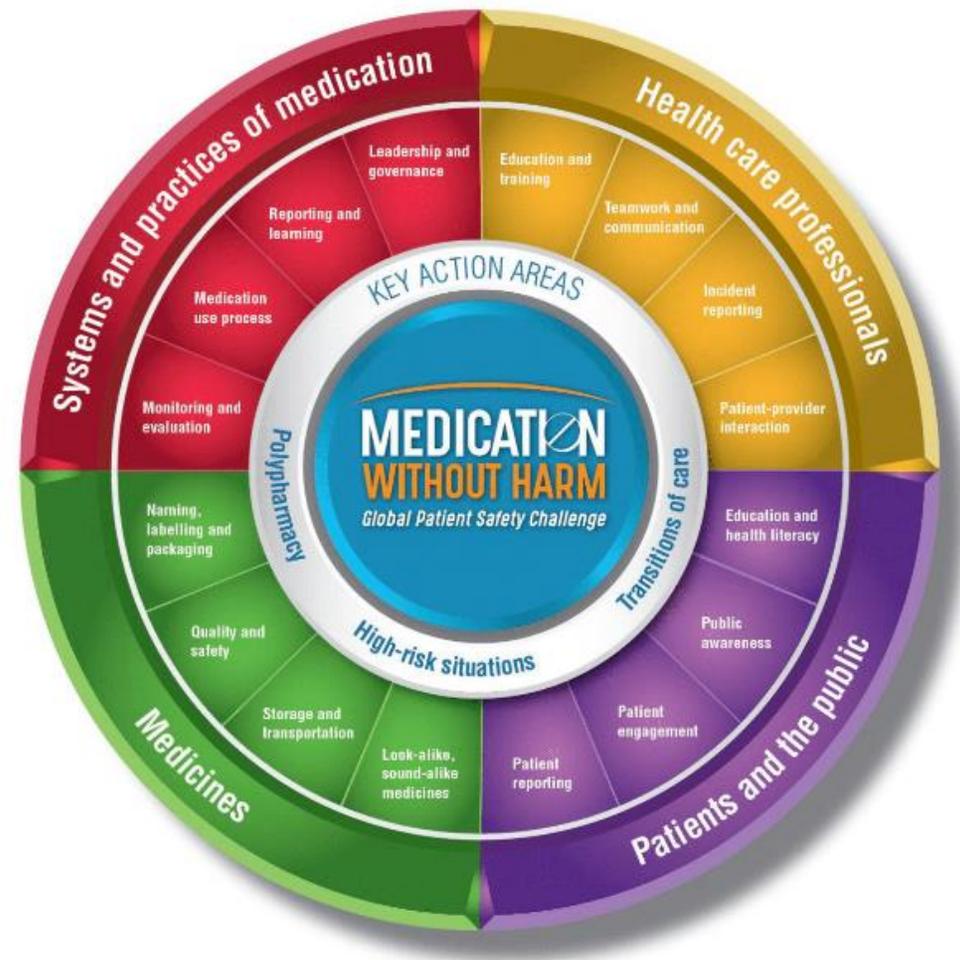


Burden of Medication Safety

- Medication safety is a worldwide issue; ADR, unsafe medication practices, medication errors - leading cause of injury in LMIC/HIC
- >50% of all medicines over the world are prescribed, dispensed or sold inappropriately
- Globally, the cost associated with medication errors has been estimated as **\$42 billion annually**

Goal: Reduce the level of severe avoidable harm related to medication by 50% over 5 years, globally.

- Focus
 - Patients and public
 - Health care professionals
 - Medicines as products
 - Systems and practices
- Action areas
 - High-risk medications/situations
 - Polypharmacy
 - Transitions of care
- Monitoring and evaluation



- Over the next 5 years:
 - Contribute to the planning and implementation of the Challenge
 - Lead and coordinate Canada's contribution to the Challenge
- CPSI has contributed and advised at expert consultations related to the Challenge
- Currently:
 - Aligning our ongoing medication safety initiatives and priorities to the themes and action areas of the Challenge
 - Partnering with stakeholders, organizations and patient groups in Canada to develop an implementation plan to execute strategies, initiatives and tactics



WHO Collaborating Centre for Patient Safety and Patient Engagement

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



Visit safemedicationuse.ca for more information.

Canadian Society of Hospital Pharmacists

Société canadienne des pharmaciens d'hôpital



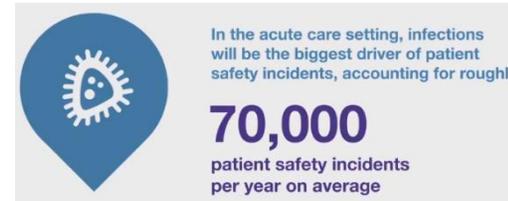
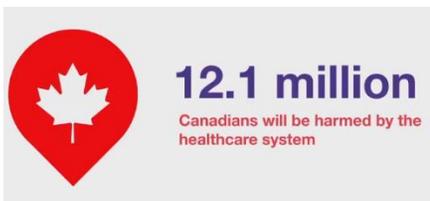
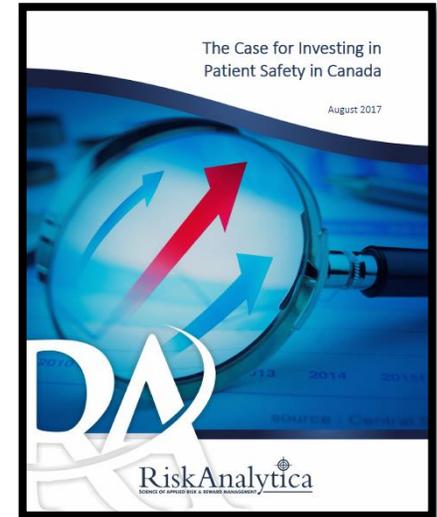
ASSOCIATION DES PHARMACIENS DU CANADA

SafeMedicationUse.ca



Patient safety incidents = 3rd leading cause of death
Harm: every 1 minute and 18 seconds
Death: every 13 minutes and 14 seconds

There are **4 categories** of harmful events — 2014–2015 breakdown.



[The Case for Investing in Patient Safety in Canada Risk Analytica](#); [Hospital harm measure and improvement resource](#).



Vision Statement

Canada has the safest healthcare in the world

Mission Statement

To inspire and advance a culture committed to sustained improvement for safer healthcare

Strategy

Lead system strategies to ensure safe healthcare by demonstrating what works and strengthening commitment

Strategic Key Elements

1

Demonstrate What Works

Support is needed for successful implementation of measurable, sustainable patient safety improvement, and initiatives need to be evaluated to demonstrate what works.

2

Strengthen Commitment

The evidence of what works needs to be translated into standard practices for practitioners and providers at all levels of the health system. These best practices can then be incorporated into a more robust system of commitment, responsibility and expectations for patient safety in Canada.

Our Staff

Patient Safety RightNow



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INVESTING IN YOUR FUTURE



- Patient-led program of CPSI
- Canadian arm of WHO PFPS program
- Since 2006 patients are part of patient safety efforts at all system levels
- ~ 100 participation requests/ year
 - Shape policies, practices, programs
- ~ 70 volunteers

www.patientsforpatientsafety.ca





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Activities:

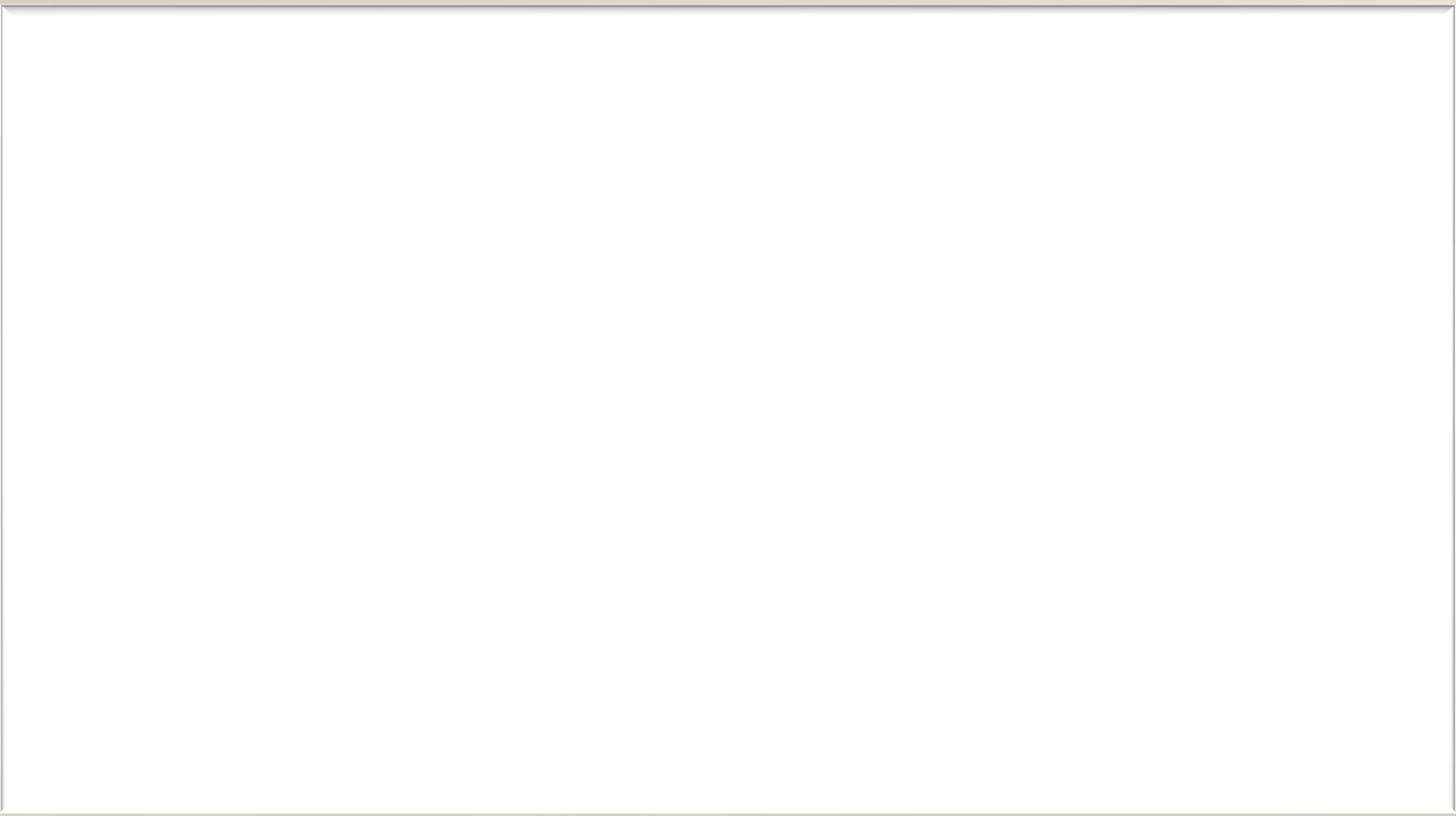
- Provide coordination support and advice to the global Patients for Patient Safety (PFPS) advisory group
- Support global efforts and initiatives on patient safety reporting and learning systems
- Contribute to the planning and implementation of the 3rd Global Patient Safety Challenge on Medication Safety
- Support global patient safety initiatives in achieving safer care
 - E.g. this event



National Integrated Patient Safety Strategy

Patient Safety

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Thank You

Contact us:

Maryanne D'Arpino

mdarpino@cpsi-icsp.ca

info@cpsi-icsp.ca; patientsafety@who.int