# WHO Action for Global Patient Safety Challenge

# Medication Without Harm

Dr Neelam Dhingra
Coordinator
Patient Safety and Quality Improvement
WHO-headquarters, Geneva

World Health Organization

# Goal of the Challenge

Reduce the level of severe, avoidable harm related to medications by 50% over 5 years, globally

# Overview of WHO Action

- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Overview of WHO Action

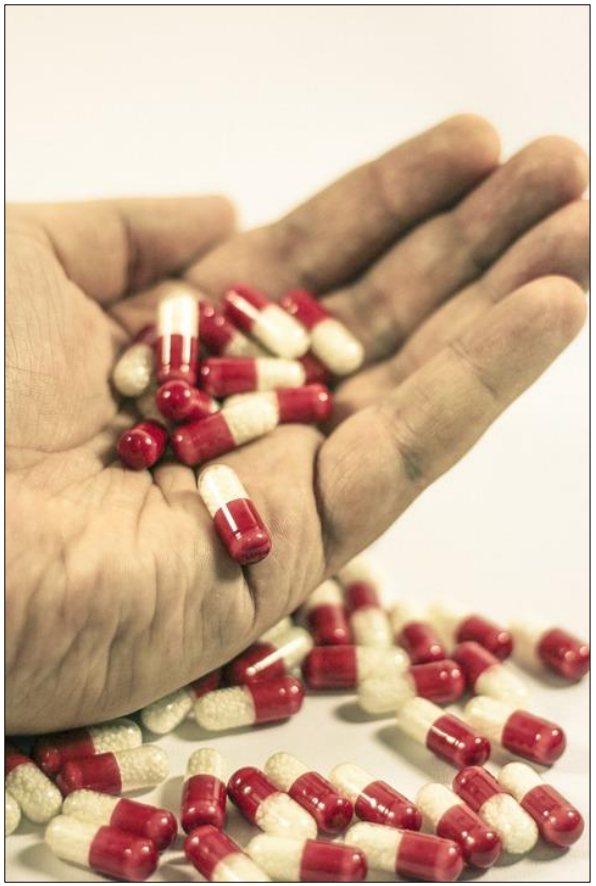
- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Global leadership, policies and strategies

- Provide global advocacy to Member States and partners to implement the Challenge
- Develop a detailed strategic plan and framework for action to implement the Global Challenge
- Lead the process of change and take global action to make progress on the domains of the Challenge framework – role of working groups (*Patients and the public; Health care professionals; Medicines; Systems and practices*)

# Global leadership, policies and strategies

- Coordinate the implementation of plan and activities of the Challenge
- Mobilize resources to enable its full and successful implementation
- Publish a strategy setting out research priorities and promote/support research on medication safety as part of



World Health Organization

# Medication Without Harm

Create and implement

- Communications and advocacy strategy
- Global campaign
  - Awareness and engagement of patients, communities, policy makers
  - Produce and disseminate promotional/educational materials
- After global launch, follow-through regional launch events in

World Health Organization

# Overview of WHO Action

- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Collaborations and Partnerships

- WHO will collaborate with partners, for action at all levels, to implement the Challenge
- Work with key institutions and WHO CC
- Create a network of international medical / nursing/ pharmacy professional societies
- Continue engaging with regulatory agencies and international actors and continuously improve medication safety through improved packaging and labelling

# Overview of WHO Action

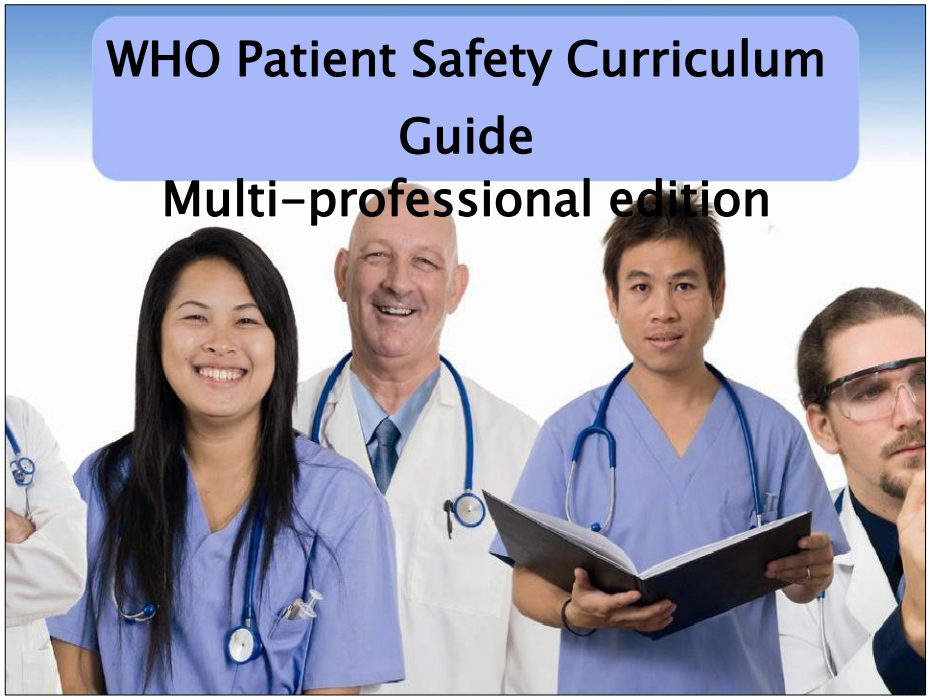
- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Standards, guidelines and tools

- Commission expert reports to provide a starting point for in-country work to develop guidance and action plans in each of the domains of the Challenge
- Develop strategies, guidelines and tools to assist implementation of the Challenge by countries
  - Develop tools/technology to help patients protect themselves from harm

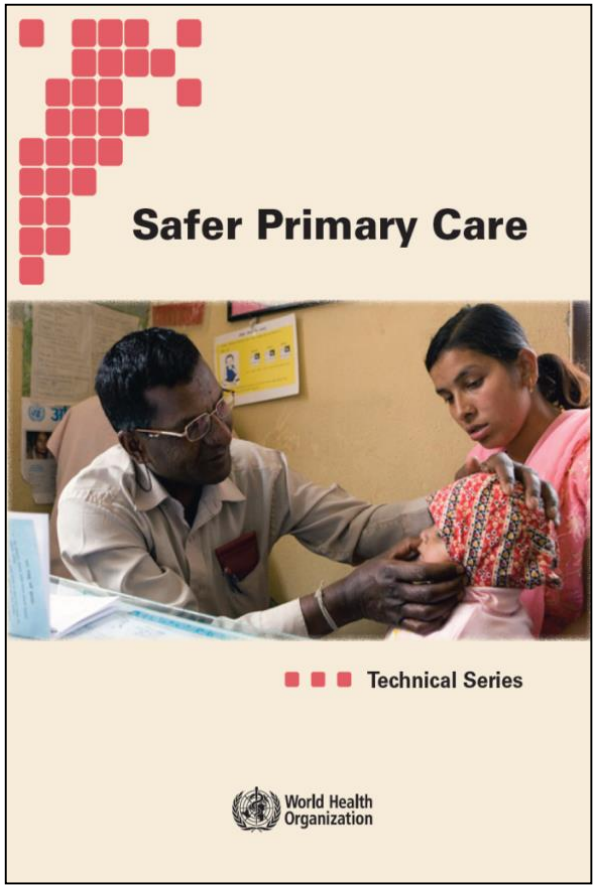
# Medication Safety Curriculum

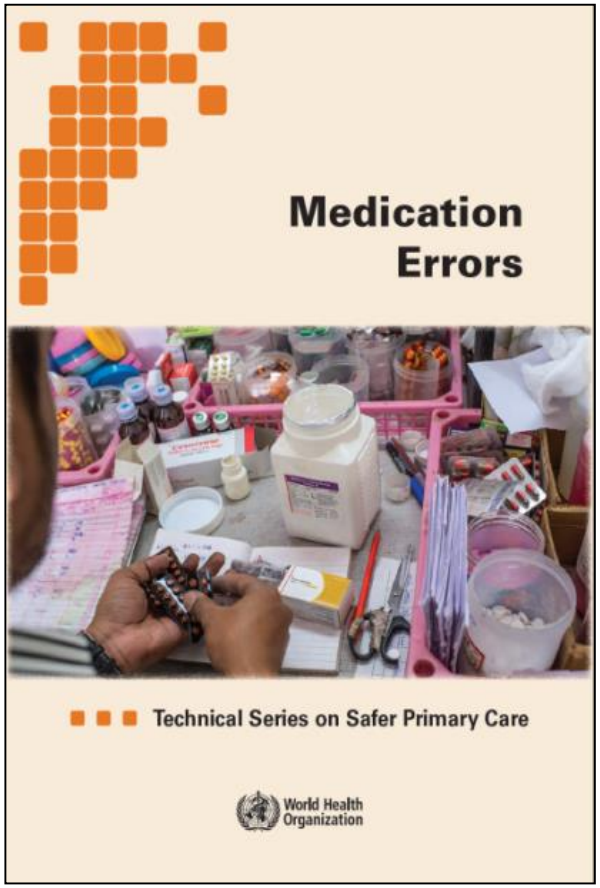
- WHO Multi-professional Patient Safety Curriculum Guide
  - Update and implement Medication Safety Curriculum for training of undergraduate and postgraduate medical /nursing / pharmacy students



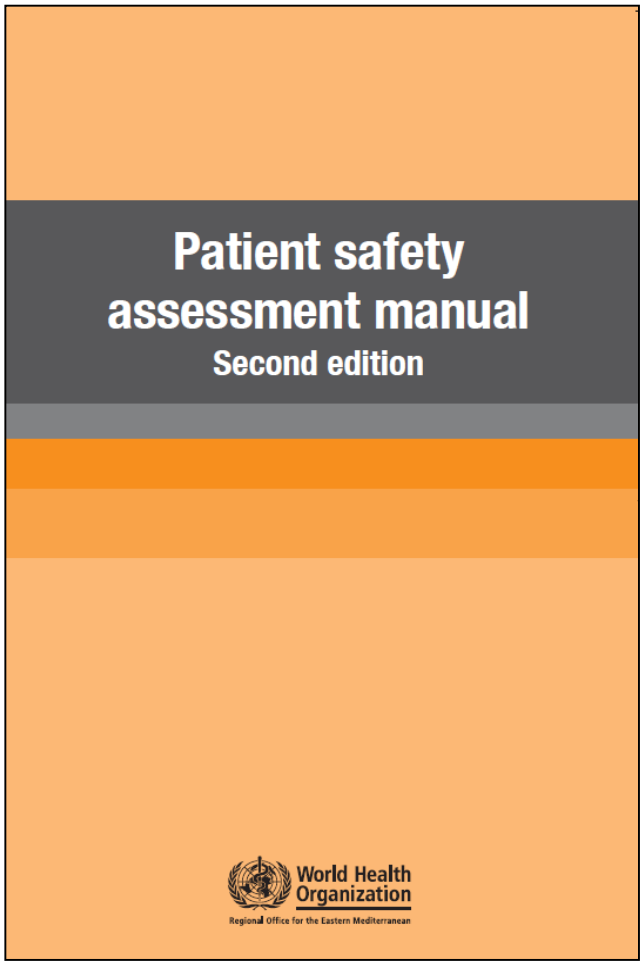
# Safer Primary Care

Reduce medication errors in primary care settings

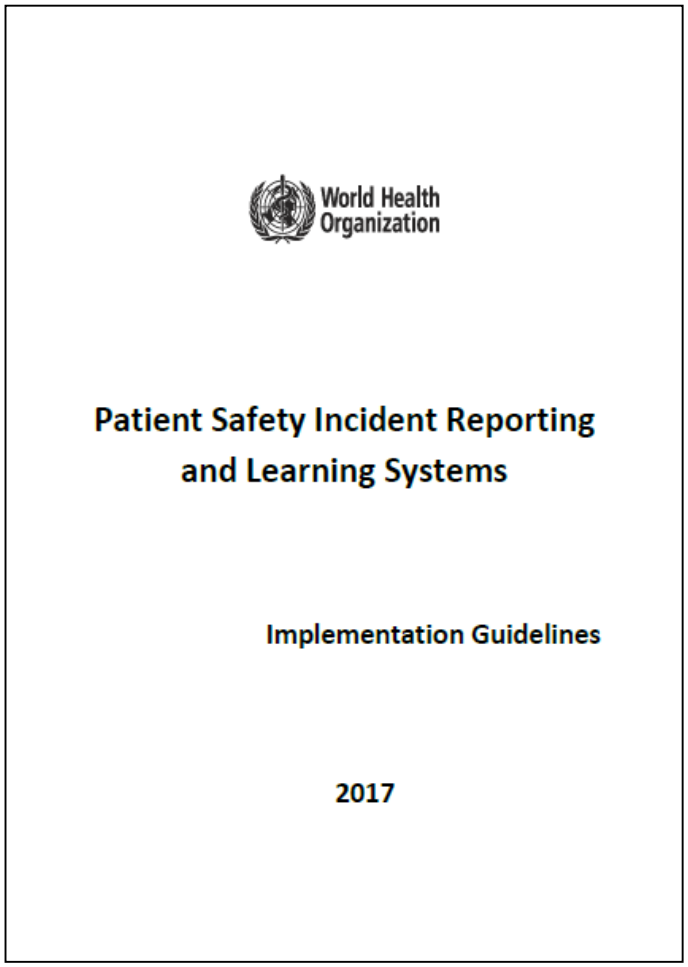


# Medication Safety Standards
# WHO Eastern-Mediterranean Region



# Medication Error Reporting and Learning Systems




- Effective solution to reduce avoidable medication-related harm – by developing systems for RLS

**The ten data categories of the Extended Minimal Information Model for Patient Safety are:**

1. Patient information
2. Incident time
3. Incident location
4. Cause(s)
5. Aggravating Factor(s)
6. Mitigating Factor(s)
7. Incident type
8. Incident outcomes
9. Resulting actions
10. Reporter's role

# Overview of WHO Action

- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Capacity building and technical support

- Facilitate the development and implementation of country programmes, including national medication safety plans
- Advocate for designation of national coordinator for the Challenge
- Strengthen human resource capacity – better provider–patient interaction
- Work with countries for early priority action:
  - High-risk situations
  - Polypharmacy
  - Transitions of care

# Overview of WHO Action

- Global leadership, policies and strategies
- Collaboration and partnerships
- Standards, guidelines and tools
- Capacity building and technical support
- Measurement of trends and progress

# Measurement of trends and progress

- Monitor and evaluate impact of the Challenge
- Strengthen the quality of monitoring data
- WHO working group on Monitoring and Evaluation
  - Identify and define the key terms and concepts
  - Assess burden of unsafe medication practices
  - Review evidence, experience, and best practices in monitoring and evaluating medication safety
  - Develop a framework for measuring

# Medication Without Harm

## The Third Global Patient Safety Challenge

# Thank you