Patient Safety Training and Education Series 2022

Introduction:

The healthcare sector is constantly evolving, and best practices today can rapidly change in a decade. Therefore, training and education essential for all healthcare professionals to gain the knowledge and skills needed to ensure safe patient care and advancing health-system performance. The Saudi Patient Safety Center (SPSC)- WHOcc on Patient Safety Policies and Strategies working with experts, partners, and WHO-EMRO to deliver training and education activity series to support the WHO Global Patient Safety initiatives with a focus on Low- and Middle-Income Countries (LMICs), and one of the five strategic activities assigned to SPSC-WHOcc is training and education on patient safety.

Aim:

Further to the WHA resolution 72.6 the proposed training is comprehensive, providing the participants with the context, key principles, and required skills as recommended by the WHO patient safety curriculum multi-professional edition.

The need for training and education in building healthcare capacities:

Through a combination of organizational and workforce interests; education plays an important role in achieving organizational goals. As a result, training is an essential element in enhancing the efficiency of both healthcare professionals and organizations. Healthcare capacity is a system's ability to provide healthcare effectively to those who need it when they need it and this includes having sufficient healthcare facilities, such as clinics and hospitals, the right equipment, and most importantly educated and trained healthcare professionals, all running efficiently to provide the best chance of obtaining safe care.

Target Audience:

- Quality and Patient Safety Personnel
- Healthcare policymakers and leaders
- All healthcare professionals.

Patient Safety Training and Education Webinars Series

Topic:

Strategies for Leading a Safer Healthcare

Objectives:

- To describe the high-level architecture of safety strategies which will support frontline leaders and organizations in devising an effective safety program.
- To recognize the different risk control methodologies.
- To identify the importance of Monitoring, Adaptation and Response in achieving safer health care.
- To discuss the ability to select between different strategies and understanding concept of strategy blend.
- Recommendations to LMIC in implementation of leading strategies towards safer healthcare.

Topic:

Empowering Community by Non-Governmental Organizations (NGOs)

Objectives:

- To assess the localizability and progressivity of adopting community empowerment methods by (NGOs) to enable long term adaptation.
- To describe and analyze the activities conducted by NGOs to empower community.
- To discuss the impact of NGO interventions to empower the community in general, and women in particular.
- To share with LMIC challenges and lessons learned: KSA experience.

Topic:

Value-based Healthcare and it's Relation with Patient Safety

Objectives:

- To describe Value Based HealthCare in relation to Patient Safety.
- To discuss Significance of Improvement of Patient Safety in VBHC.
- To discuss VBHC Model and its benefits for the Healthcare systems.
- To share with LMIC challenges and lessons learned for VBHC towards patient safety.

Topic:

Impact of Health Insurance on Patients Safety Journey

Objectives:

- To discuss the impact of health insurance on patient safety journey.
- To explain the role of governance and regulations in the health insurance.
- To identify the standards of healthcare providers and insurance companies.
- To highlight regulations and governance of health insurance: KSA experience.

Topic:

Patient Safety in Saudi Arabia Academic Curriculum: Current Situation and Future Insight

Objectives:

- To introduce the patient safety curriculum by the World Health Organization.
- To discuss the importance of incorporating the patient safety in the Health Colleges Curriculum.
- To discuss the strategies used to incorporate patient safety curriculum in healthcare colleges.
- Describe the current situation and future insight of incorporating patient safety concepts in Saudi Arabia Academic Curriculum.
- To share the challenges and lessons learned of incorporating patient safety concepts into academic curriculum: KSA experience.

Topic:

The Importance of Reporting System in Zero Harm Journey

Objectives:

- What is Zero Harm Journey?
- To explain the type of system thinking in creating zero harm culture.
- To demonstrate the role of high reliability organization (HRO) to improve patient safety.
- To discuss ways of implementing active and proactive reporting system in the healthcare.
- Recommendations to LMIC in regards of importance of Reporting System.

Topic:

Patient Empowerment for Policy Makers

Objectives:

- To discuss the importance of patient empowerment in the healthcare system.
- To identify the different levels and domains of patient engagement at individual, community, and system.
- To discuss various strategies in patients and community engagement and outcomes.
- To discuss the role of leaders and policy makers in empowering patients and their families.
- To share with LMIC challenges and lessons learned for patient and community engagement.

Topic:

Transforming Into a Risk Aware Culture

Objectives:

- Describing enterprise risk management (ERM) key principles, benefits, challenges and pitfalls.
- Emphasizing on the role of employees in embedding a risk aware culture in their Hospitals.
- Recommendations to LMIC to emphasize on the role of Risk management professionals in improving patient safety.

Topic:

Second Victim

Objectives:

- Define the Second Victim concept.
- Illustrate the need to focus on support program.
- Discuss the Implementation Strategies.
- Identify the support teams.
- Explain the impact on hospital culture" Sharing the feedbacks and lessons learned" with LMIC.

Patient Safety Training and Education workshops/courses:

Patient Safety Training Course

This basic course will provide the participants with context, key principles and competencies associated to patient safety. It describes the history of the patient safety movement, science and disciplines that inform the science of patient safety, best practices, and strategies to overcome challenges to safe care.

Course Objectives:

- To demonstrate the concept of harm to patient within the healthcare system.
- To discuss the elements of a culture of safety.
- To explain the effect of team dynamics and individual behavior on safety of care.
- To describe the significance of human factors in systems design.
- To illustrate the aftermath of adverse events.

Target Audience:

All healthcare professionals.

Patient Safety Training Course Program Agenda

Duration	Title
30 Min	Opening remarks
45 Min	The Evolution of Patient Safety
45 Min	Patient Safety Events
15 Min	Break
45 Min	Human Factors and Systems Thinking
45 Min	Improving Teamwork and Communication
45 Min	Break
45 Min	Adverse Events Aftermath
15 Min	Open discussion and closing remarks

Root Cause Analysis Training Workshop

Root Cause Analysis is a method of analyzing and solving problems that is used to diagnose the true cause, faults, variations and/or problems. This workshop will equip participants with the skills needed to identify and resolve problems rooted within their organization.

Objectives:

- To discuss the importance and different types of reporting.
- To describe the steps essentials to conduct RCA.
- To illustrate characteristics of good RCA.
- To discuss the importance of communicating improvement to staff
- To highlight the importance of patient and family engagement.
- To list the supportive tools to be used during RCA process.
- To highlight the SPSC sentinel event manual
- To share with attendees' case studies and examples of action plans

Target Audience:

All healthcare professionals who are involved in the Root Cause Analysis Process at institutions, that includes quality and patient safety, physicians, nurses, pharmacists, patient relations/patient representatives.

Root Cause Analysis Training Workshop Program Agenda

Duration	Title
30 Min	Opening remarks and workshop outline
45 Min	Importance and different types of reporting
45 Min	Steps and characteristics essentials to conduct RCA
45 Min	Supportive tools to be used during RCA process
15 Min	Break
45 Min	Developing action plans
45 Min	Case studies
15 Min	Open discussion and closing remarks

For more information:

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المركز السعودي لسلامة المرضى
SAUDI PATIENT SAFETY CENTER

WHO Collaborating Center on Patient Safety Policies and Strategies