



World Patients Alliance



WORLD PATIENT SAFETY DAY 2021

SPECIAL EDITION NEWSLETTER

Message from the WPA Chair

As Chair of WPA’s Board, I am extremely proud of what our organization has accomplished in its short history. WPA was founded to be a global voice of patients working toward patient empowerment and engagement, improved access to safe innovative treatment and patient-centered healthcare throughout the world. World Patient Safety Day, created by the World Health Organization in 2019, offered WPA a chance to deliver on this mission-on an enormous scale.



And WPA’s members did not disappoint: On World Patient Safety Day 2021, WPA members held more than 800 separate events on 5 continents- including educational forums, webinars, and a broad variety of in-person activities- many of which you will see in this newsletter. The overwhelming success of these initiatives speaks to the value we are providing as a global patient advocacy organization, and to the hard work of our many volunteers across the globe.

I urge our members to read through the highlights of what we accomplished together. Also, in order that WPA can continue to deliver important and relevant programming, I ask that you complete our WPA Membership Survey. Your input will help us tailor our upcoming educational and advocacy programs to the needs and priorities of our members. Finally, I invite you to join me and your fellow patient advocates- either in person or virtually- at our upcoming conference in Rome on October 15-16, 2022.

Best regards,
Andrew Spiegel

In 2021, WPA ran the largest WPSD campaign globally with over 800 events organized all over the world. Read more about it below!

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WPA Board

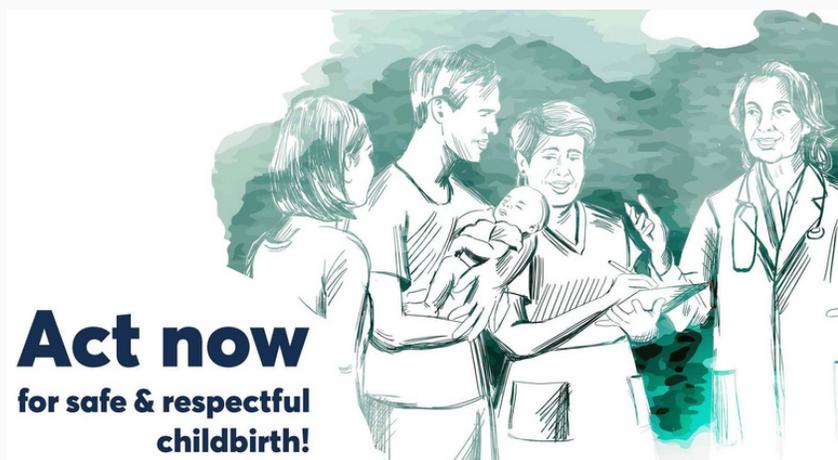
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World Patient Safety Day Campaign: Safe Maternal and Newborn Care

World Patient Safety Day (WPSD) is observed globally on September 17 every year. The objectives of WPSD are to increase public awareness and engagement, enhance global understanding, and work towards global solidarity and action by all stakeholders to improve patient safety. The theme of WPSD 2021 was “Safe Maternal and Newborn Care” and all stakeholders were urged to “act now for safe and respectful childbirth!”. Maternal and child mortality is one of the major health issues of the current times. Every day we lose 810 women due to pregnancy-related complications, 6,700 newborns lose their lives, and there are 5,400 stillbirths globally. The tragedy is that most of these deaths are avoidable through the provision of safe care.

WPA conducted the largest WPSD campaign globally as over 800 events were organized all over the world. This newsletter presents highlights of these events.



Patient Safety & Quality Committee

The World Patient Alliance established the Patient Safety and Quality Committee to focus on promoting better quality and safer practices in health care around the globe. The members of the committee, below, were selected for their experience and commitment to this goal.



HUSSAIN JAFRI



JOLANTA BILINSKA



HELEN HASKELL, MA



REGINA MARIAM, N. KAMOGA MA

[VIEW ONLINE](#)

WPSD Regional Webinar Series

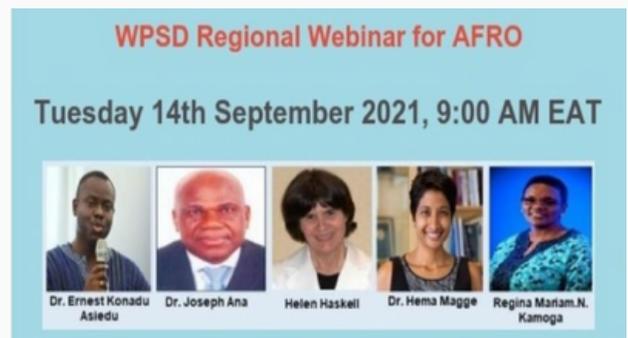
WPA organized a regional webinar Series in the month of September 2021, some of which are described here.



On 14TH September, the Ministry of Health Uganda in partnership WPA, WHO country office, and Community Health and Information Network (CHAIN) organized the AFRO region webinar. The event was a scientific meeting of 20 people at Golden Tulip Hotel, Kampala with 100 online participants from all over Africa, which included officials from the Ministry of Health, JICA head office, WHO, international and regional participants, regional referral hospitals, and other facilities. It was moderated by Dr. Joseph Okware, Director, Governance, and Regulation.

The keynote speaker was Helen Haskell, president of Mothers Against Medical Error and Consumers Advancing Patient Safety, and co-chair of the WHO Patients for Patient Safety Advisory Group presented on the Patient Safety, Global Perspectives and the Key Priorities for the Developing Countries. Helen informed the participants about the Global Patient Safety Action Plan 2021-2030 and its seven strategic objectives adopted by the world nations during the 2021 World Health assembly. Regina Kamoga, Founding Director of WPA and Executive Director of Community Health and Information Network, Uganda highlighted the importance of community engagement and empowerment in patient safety practice. She gave examples from Uganda on how patient organizations have done to empower communities to demand better health care services.

Dr. Olive Ssentumbwe from WHO presented the WHO standards for patient safety practice for maternal newborn and child health (MNCH) services. Dr. Olive said these standards are the key factor to improving maternal and newborn outcomes. Dr. Ernest Konadu Asiedu, Ministry of Health, Ghana spoke on patient safety interventions: strategies, achievements, and challenges: the Ghana experience.



He gave practical examples from Ghana, which can be used for benchmark progress in patient safety. Dr. Hema Magge, BMGF-USA presented on the global quality chasm: what is the role of quality improvement in advancing global maternal and newborn health equity at scale? She quoted the example of the Ethiopia Health Care quality initiative and how it improved the quality of maternal and newborn care in the country. Dr. Joseph Ana, Nigeria briefed the participants on whole health system change for quality and safety: 12 pillars of clinical governance. He provided a practical example of a multi-stakeholder intervention driven by evidence and context that improved the health system and reduced maternal and child death in Nigeria. Dr. Ivan Kanya, DHO Kiruhura Hospital presented on leadership as a key factor in advancing patient safety in the national health system and quoted practical experience of one of the districts, Kiruhura in Uganda.

WPSD Regional Webinar Series

WPA organized a regional webinar Series in the month of September 2021, some of which are described here.



The WPSD Regional Webinar for European region was held on 06th Sept 2021. The webinar was attended by patients and organizations from all over the European continent. Jolanta Bilinska, WPA founding Board member and President Polish Patients Safety Foundation moderated the webinar. The World Patient Safety Day (WPSD) is observed globally on 17th Sept every year. The objectives of WPSD are to increase public awareness and engagement, enhance global understanding, and work towards global solidarity and action by all stakeholders to improve patient safety. The theme of this year's webinar was SAFE MATERNAL AND NEWBORN CARE.

The Spanish-language WPSD webinar for Latin America was held on September 9 at 12:00 CDMX time, Mexico. The webinar was organized by Helen Haskell and hosted and moderated by WPA board member Karla Ruiz de Castilla and the Peruvian NGO Esperantra. Technical support was ably provided by Haris Khalid of WPA and Alessandra Tarrillo of Esperantra. More than 100 patient advocates and organizations from throughout Latin America registered for the webinar.



Speakers covered a wide range of topics in patient safety. Patient advocate Evangelina Vazquez Curiel of Mexico spoke movingly about the 2021 theme of World Patient Safety Day, Maternal and Child Safety. Attorney Randall Madrigal Madrigal of Costa Rica provided much important information on patient safety as a human right. Dr. Edita Falco de Torres of Uruguay, a surgeon and improvement expert, addressed human factors and quality improvement in medicine. Professor of Pharmacy Angela Caro Rojas from Colombia, a noted leader in pharmacovigilance, spoke about medication safety and leadership in patient advocacy.



WPSD Regional Webinar Series

WPA organized a regional webinar Series in the month of September 2021, some of which are described here.



On Sept 13, 2021, the WPA Regional Webinar on WPSD was held for the Asian Region (including EMRO). It was a very successful event in which renowned speakers from the region participated, including WHO regional officials, patients' safety experts, and patient advocates from all over the region. Hussain Jafri, founding WPA Board member, moderated the webinar. The webinar was attended by over 170 patient advocates and organizations from the region.

Hussain welcomed participants and speakers and presented an introduction to the WPA. He was followed by Dr. Mondher Letaief, Regional Adviser, Patient Safety and Quality of the WHO EMRO Office. Dr. Mondher spoke about WHO's "Global Patient Safety Action Plan 2021–2030", which was adopted by the WHO Member States during the World Health Assembly in 2021. Patients and patient organizations will be actively involved in this plan as partners for the provision of safe healthcare.

Dr. Abdulela Alhawsawi, former founding Director General of the Saudi Patient Safety Center (SPSC) and Saudi MOH Advisor, presented on pandemic and patient safety in the region. Dr. J.S. Arora, General Secretary of National Thalassemia Welfare Society, India, and Advisory Group Member, WHO's Patients for Patients Safety Program, presented on WHO's global patient safety challenge "Medication Without Harm".



The aim of this challenge is to encourage and empower patients, their caregivers, and healthcare professionals to take an active role in ensuring safer medication practices and medication use processes including prescription, preparation, dispensing, administration, and monitoring. Manvir Victor, founding Chairman of Patients for Patient Safety, Malaysia, and Member Advisory Group, WHO's Patients for Patients Safety Program spoke about the role of patients in patient safety based on his own example as a kidney failure patient.

Video recordings of the above webinars are available online:

<https://www.worldpatientsalliance.org/wpsd-2021-newsletter/#webinars>

WPSD Global Activities & Events

In addition to offering webinars, many WPA organizations held seminars and other events highlighting the impact of unsafe practices, particularly in maternal and child health. An important element of the sessions was to energize participants to take action within their communities to redress safety failures.

INDIA



Dr Neelam Dhingra
Unit Head,
WHO Patient Safety
Flagship program

The National Thalassemia Welfare Society (NTWS), in association with the Genomics and Public Health Foundation and Youth Thalassemics Alliance, organized a webinar on 19th September to mark the third WPSD to support WHO Global Campaign on Patient Safety. Dr JS Arora, member of the WHO Advisory Group Patients for Patient Safety program, founder of PFPS India and founder-president of NTWS informed the participants about the high maternal and child mortality rates and said that the majority these deaths are avoidable through the provisions of safe and quality care.

Dr Neelam Dhingra, Unit Head, WHO Patient Safety Flagship program 2021-2030 was the chief guest. In her address she said that the vision of Global Patient Safety Action Plan 2021-2030 is “a world in which no one is harmed in health care and every patient receives safe and respectful care, every time, everywhere” with the goal of achieving the maximum possible reduction in avoidable harm due to unsafe health care globally.

Dr Aparna Singh Shah, regional adviser at Department of Health systems Developments, WHO South-East Asia Region Office (SEARO), New Delhi was the guest of honor. She highlighted one of the objectives of WHO SEARO is “to assess the nature and scale of adverse events in healthcare and establish systems of learning and reporting.” Others speakers of the webinar included Dr Sanjiv Kumar former Executive Director, NHSRC, Ministry of Health and Family Welfare, Maj. Gen. Dr Atul Kotwal, executive director NHSRC, Dr Eswara Reddy, Joint Drug Controller General, India, Dr Aparna Sharma from AIIMS, Delhi, Dr Harish Chellani from Safdarjung hospital and Ms Sangeeta Wadhwa, member, WHO advisory group PFPS program. A poster competition was also held on safe maternal care, safe newborn care, and medication safety and winners were awarded certificates and cash prizes.

NEPAL

Cancer NGOs Federation (CANFED) Nepal, the umbrella organization of cancer NGOs in Nepal invited all member organizations and other stakeholders to participate in a 2-kilometer Awareness Rally, which drew 121 participants, which included local government representatives, health workers, students, teachers, journalists, women’s groups, Lions Club members, civil society leaders, member organization representatives, and hospital owners. The event raised awareness of patients’ rights and patient safety, maternal health, and newborn care and was praised by stakeholders and participants.

PAKISTAN

Patients & Community Mobilization Sessions

The Jahandad Society for Community Development (JSCD), in collaboration with WPA developed a comprehensive campaign and conducted more than 768 patients & community mobilization sessions to create awareness about safe healthcare and rational use of medicines.



The community was mobilized using Community Action Process (CAP), which gathers a group of patients & community members of a particular vicinity and motivates them to bring about a positive change in their health facilities, communities and neighborhoods.

JSCD used its existing network in eight districts of the country including Lahore, Faisalabad, Gujranwala, Multan, Muzaffargarh, Rajanpur, Bahawalnagar, and Rahim Yar Khan. In each district JSCD and WPA organized 96 CAP group meetings and informed the group about safe maternal and child health along with medication safety and rational use of medicines. The sessions urged all stakeholders to stress the fact that we need to act now to ensure safe and respectful childbirth. The ever-increasing numbers of both maternal and newborn deaths are alarming enough that we all need to pay close attention to the matter and play our crucial roles in ensuring that we can be part of the solution and not the problem.



Seminar on Patients Safety

A provincial-level seminar was held in the collaboration WPA, Punjab Health Department, WHO Country office Pakistan and Fatima Jinnah Medical University at Lahore. Dr. Yasmin Rashid, Health Minister, Punjab was the Chief Guest at this occasion.

Dr. Hussain Jafri, WPA Board member and Punjab province focal person on patient safety and quality, said that more than 134 million adverse events occur each year in hospitals in LMICs, contributing to 2.6 million deaths annually, and accounting for two thirds of the global burden of adverse events. Moreover, maternal and child mortality is one of the major health issues of the current times.

Dr. Jamshed Ahmed, Head, WHO Punjab said that "I congratulate organizers for holding an awareness seminar on patient safety and I appreciate Dr. Yasmin Rashid for her special focus on improving the maternal and child health in Punjab.

PAKISTAN

Awareness Walk

After the provincial seminar, an Awareness Walk was organized by the WPA and its members Alzheimer's Pakistan, Thalassemia Society of Pakistan, and Jahandad Society for Community Development in collaboration with WHO country office and Punjab Health Department. Dr. Yasmin Rashid, Health Minister, Punjab also participated in the walk. Other participants included health officials, WHO country staff, WPA member organizations and faculty, and staff and students of the Fatima Jinnah Medical University Lahore.

Awareness Campaign at 3500 health facilities

WPA and its member organizations, in collaboration with Punjab Health Department and WHO Pakistan office, developed posters and streamers which highlighted the messages of this year's theme of Safe Maternal and Newborn Care and all stakeholders were urged to "Act now for safe and respectful childbirth!". Posters were displayed in all 3,500 public health facilities in Punjab in patient areas as well as in doctors' clinics at these health facilities.



Roadside Publicity

In addition, roadside streamers were also displayed on key roads of Lahore. The streamers targeted the general population with the messages of this year's theme.

Dr. Yasmin Rashid said that the WPSD gives us an opportunity to renew pledge for safe treatment of patients. The maternal and child health and patient safety are the top priorities of the government, as these are the main themes of the Punjab Health Sector Strategy 2019 – 2028. She said that the government is building seven new maternal and child health hospitals in Lahore, Mianwali, Attock, Rajanpur, Layyah, Multan, and Bahawalnagar.

Media Campaign

In addition, the Health Department of Punjab extensively promoted WPSD through social media posts all day. The WPSD activities were widely featured in both print and electronic media. The Inaugural Seminar on WPSD on 17th Sept 2021 was covered live by leading national TV channels.

NORTH MACEDONIA

The Association HEMA for help and support of patients and caregivers with hematological diseases in collaboration with WPA marked the WPSD by organizing a virtual event and social media campaign in Macedonia. The social media campaign was run on social media channels including Facebook, Instagram, Linked In, YouTube channel, TV stations and other electronic media. WPA promotional posters and banners on WPSD were translated into Macedonian language and posted on the social media channels every day during September.

The key messages focused on creating an enabling environment for safe and respectful maternal and newborn care, building a competent and sufficient health workforce to provide safe maternal and newborn services, and speaking to health care workers on how can safety risks be reduced during pregnancy and around the time of childbirth. There was a very good response from our community, patients and caregivers shared the posts on their private social media channels, helping to raise awareness about WPSD. This event was also promoted on the National TV-SITEL TV with the guest appearance of Mirjana Babamova, program manager for HEMA. Please follow HEMA's social media channels at the links below:

<https://www.facebook.com/hemaorgmk>

https://www.instagram.com/hema_macedonia/

<https://www.linkedin.com/company/77296288/admin/>



GREECE

The WPA member from Greece, Hellenic League Against Rheumatism (ELEANA) organized a webinar on safe maternal and newborn care to commemorate the WPSD. The webinar was held in Greek language and was attended by patients, healthcare providers, journalists, and the community. Speakers of the webinar included a gynaecologist and a health visitor, who spoke on maternal and child health care issues faced during pregnancy, child birth and postnatally. Mrs Athanasia Pappa, the president of Hellenic League Against Rheumatism welcomed the participants and moderated the webinar. The webinar was promoted through a social media campaign and a press release after the webinar. The webinar was also broadcasted on the Facebook page of the League.

LEBANON

The Children's Cancer Center of Lebanon (CCCL), a national reference for the treatment and support of over 50% of children and adolescents with cancer in Lebanon joined efforts with the WPA on 17th September to commemorate the WPSD 2021. The CCCL developed an engaging video promoting public awareness about medications safety, highlighting the “Five Medication Rights” for patients: Right drug, Right route, Right doze, Right time, and Right person.

The contents of the video were verified by medical professionals at the CCCL, who shared the information in a very clear and engaging way to reach the public.

The Video, in Arabic with English subtitles, is around a minute and a half, and was produced specifically for social media channels. The CCCL published and boosted the clip on its official social media channels, YouTube, Instagram, Facebook, LinkedIn, and Twitter. The clip reached 152,370 viewers from all over the Arab region. The clip may be viewed online here:

YouTube: <https://youtu.be/6HYgndAtGQg>

Twitter: <https://twitter.com/CCCLebanon/status/1438784385399001088?s=20>

Instagram: https://www.instagram.com/reel/CT6rGs_joS4/?utm_medium=copy_link

Facebook: <https://www.facebook.com/166611323393991/posts/4407268105994937/>

LinkedIn: https://www.linkedin.com/posts/children%27s-cancer-center-of-lebanon-cccl_world-patient-safety-day-activity-6844550391128977408-ba14



MALI

The Malian Observatory for the Quality and Safety of Care (OMQUASS) with support from WPA commemorated the WPSD 2021 at the National Institute for Health Sciences Training, Mali. The event aimed to build awareness among health professionals, patients and community and to seek their commitment to carry the message of patient safety back to their local communities. The event was attended by nursing and midwifery students from National Institute for Training in Health Sciences (INFSS) and members of the OMAQUASS board. The speakers informed the participants were about the state of maternal and newborn care in Mali and the rest of the world and what could be done to improve the situation. The president of OMAQUASS, Dr Yaya TRAORE chaired the event and highlighted the imprtntat role of nurses and midwives in providing safe maternal and child healthcare servuces.



GHANA

The Healthier & Happier Life Foundation (HHLF) in collaboration WPA commemorated the WPSD in Accra, Ghana by organizing an awareness session and street theater on patient safety. In the downtrodden community of Jorge town, this street theatre (drama) was presented to the people in simple language.

The drama was followed by a panel presentation by two pregnant women, followed by an open discussion and a presentation by a midwife who understands in-depth the issues complicating safe maternal and newborn care in the community. Pre- and post-event surveys were conducted to evaluate knowledge on red flags during pregnancy, after delivery and in the newborn as well as knowledge and attitude/practices of safe maternal and newborn care. In addition, there was an overall evaluation of the event.

A total of 151 community members participated in the event. Out of these, 35 (23.2%) completed the pre-event questionnaire while 38 (25.2%) completed the post-event questionnaire. These included pregnant women, adolescents, nursing mothers, and women representatives of local associations who were to serve as ambassadors to carry the knowledge they gained to the association members. A few men were also present. The pre-event evaluation showed a high number of participants not knowing about the danger signs of pregnancy. However, the post-evaluation showed significant improvement in information level as all respondents recognized the red flags during pregnancy and after delivery. All respondents stated the event was a good way for them to learn about safe maternal and newborn care. Other partners of the event included the Ghana Health Service (GHS), Ussher Polyclinic, Jamestown Maternity, Ga Mashie Development Authority (GaMADA), and the Ghana Broadcasting Corporation (GBC).



UGANDA

Awareness Sessions

On 7th and 8th September 2021, the Community Health and Information Network (CHAIN) with the support of Uganda Alliance of Patient Organisations (UAPO) and National Drug Authority (NDA) conducted sessions at two government health facilities. The two-day activity attracted 85 participants who included 40 health workers (doctors, nurses, midwives, lab technicians), 20 pregnant women/mothers, 5 men (husbands), and 20 Village Health Teams (VHTs) from Namulonge and Komamboga Health Center IIIs. The sessions were facilitated by Mrs. Regina Kamoga, WPA Founding Director and Executive Director of CHAIN, Dr. Victoria Nambasa, manager of the pharmacovigilance department at NDA and Dr. Helen Byomire Ndagije, the director of product safety at NDA officiated the events.

Regina welcomed the participants and briefed them about WPSD 2021 and its objectives. She emphasized the fact that patient safety is a global concern that requires everyone's participation to ensure no one suffers from preventable harm. She informed them about the WHO's efforts on patient safety including the 2021-2030 Global Patient Safety Action Plan, which provides strategic policy and implementation direction for key patient safety stakeholders. She encouraged the health workers to take every opportunity to gain knowledge and skills on patient safety. The mothers were also advised to always seek medical care early and get medication at recognized health facilities or pharmacies/drug stores.



Community Dialogue

CHAIN uses a community engagement model to deliver its programs. This year, CHAIN, with support from WPA commemorated the WPSD by conducted a dialogue with eight village health teams (VHT) and 12 midwives at the CHAIN offices in Kiwenda, Uganda. The dialogue started with Regina Kamoga, WPA Founding Director and Executive Director of CHAIN introducing WPSD after which midwives and VHTs provided their views on safe maternal and new born care in their localities.

Nathan Muyinda, Director EDCO led a discussion on the role of midwives and VHTs to ensure safe maternal & newborn care. Midwives and VHTs were urged to initiate community outreach programs for antenatal care and encourage pregnant women to attend. During these outreach events, midwives and VHTs can sensitize women to the benefits of antenatal care, all the way from the first to last weeks of pregnancy and subsequent pregnancies. They can be an opportunity to give more information to them on what they need both during the pregnancy and after childbirth, follow up on them after childbirth to ensure both mother and newborn are in good condition, and explain to them why they may be referred to other hospitals and that this is done in good faith and that they are not being chased away.

MALAWI

World Patients Alliance member from Malawi, The Women's Coalition Against Cancer (WOCACA) organized an event to commemorate World Patient Safety Day at the Malawi National Cancer Centre.

The event was organized in collaboration with the Ministry of Health and was held in conjunction with a session organized to acknowledge a donation received to help cancer patients live a life with dignity despite the physical side effects and symptoms of the disease. This donation, from Brustkrebs Deutschland e.V., aided women cancer patients through the Malawi National Cancer Centre and further achieved WOCACA's objectives of supporting and caring for cancer patients. The event provided an opportunity to hear lived experiences of women cancer patients whom mostly are poor and struggle in life.

The patients were informed about the healthcare safety issues faced by the patients and what could the families and carers do to reduce the chances of any adverse events during seeking complicated treatment for cancer. The participants of the event included cancer patients, mostly from rural communities in Malawi, who are receiving treatment at Cancer Centre, the Director of National Cancer Centre and staff, WOCACA Executive Director and Staff, Malawi Non-Communicable Diseases Alliance, members of the media, and Kamuzu Central Hospital staff. The women patients were very happy to be recognized and felt honored by the donations, which they called very precious. They also showed their gratitude on information an awareness provided to them related to patient safety.



CAMEROON

Active Search for Pediatric HIV/AIDS (ASPA) in Cameroon organized events at maternity wards of two hospitals which included Mamfe Urban Integrated Health Center and New Life Clinic maternity ward in Mamfe. Young mothers were informed about the danger signs to be aware of during pregnancy and during the neonatal period. Covid 19 kits were distributed to the maternity wards.



UNITED STATES OF AMERICA

The International Pain Foundation, a WPA member from the United States of America organized an online digital on preventative care for newborns and their mothers on September 17, 2021, the World Patient Safety Day. Attendees included mothers of newborn babies, couples planning to become parents of a newborn in the coming years, and those just wanting info on the topic. The International Pain Foundation is devoted to advancing access and quality care in order to help people suffering from a variety of muscular skeletal, inflammatory, neurological, emotional, degenerative, and often rare, conditions that involve chronic pain through education, awareness, and access to care projects. Also presenting at the event were representatives of the Team 4 Travis nonprofit, My Genetic Meds Company, and The Mace Anthony Williamson Foundation.



WORLD PATIENTS ALLIANCE

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