

# Patient Safety for better Health Outcomes

DR PETER LACHMAN, ISQua CEO

[Plachman@isqua.org](mailto:Plachman@isqua.org)

 @peterlachman



International Society for Quality in Health Care

## **ISQua's Vision**

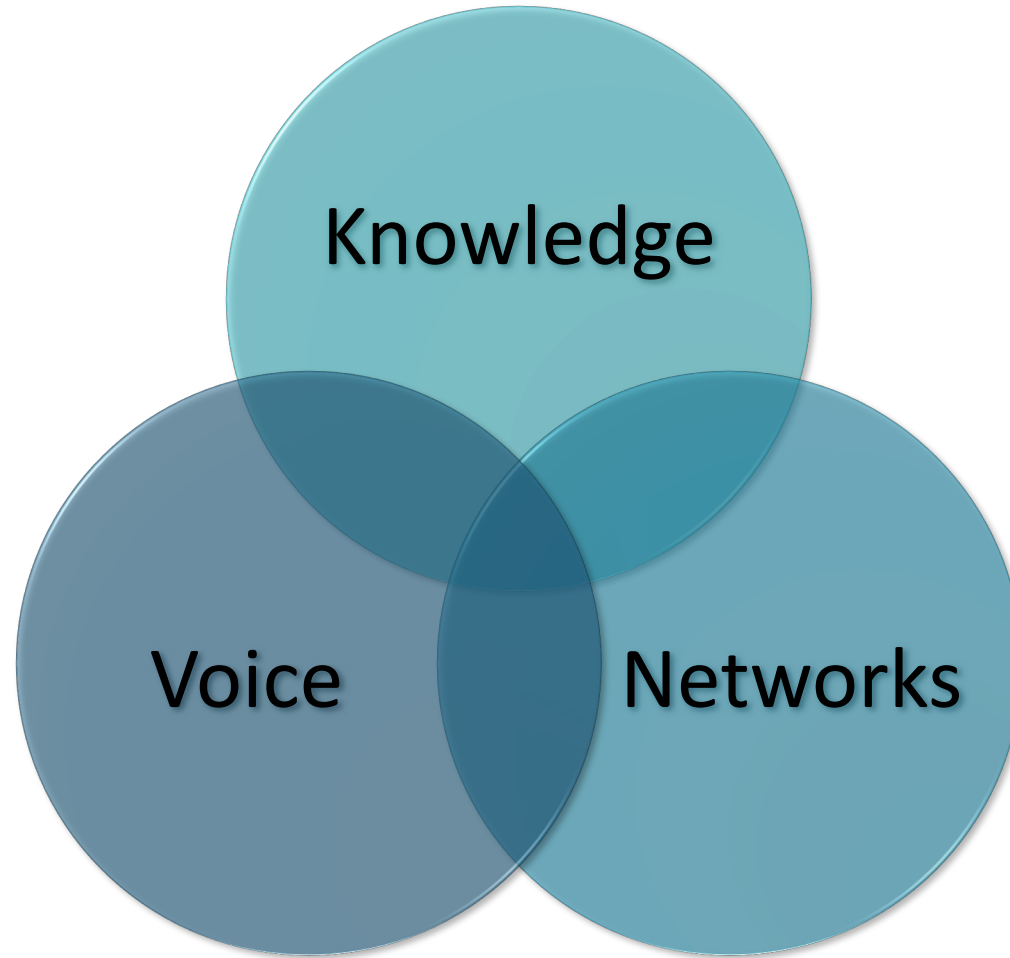
*To transform the health of people and the quality and safety of healthcare, through global communities*

## **Our Mission**

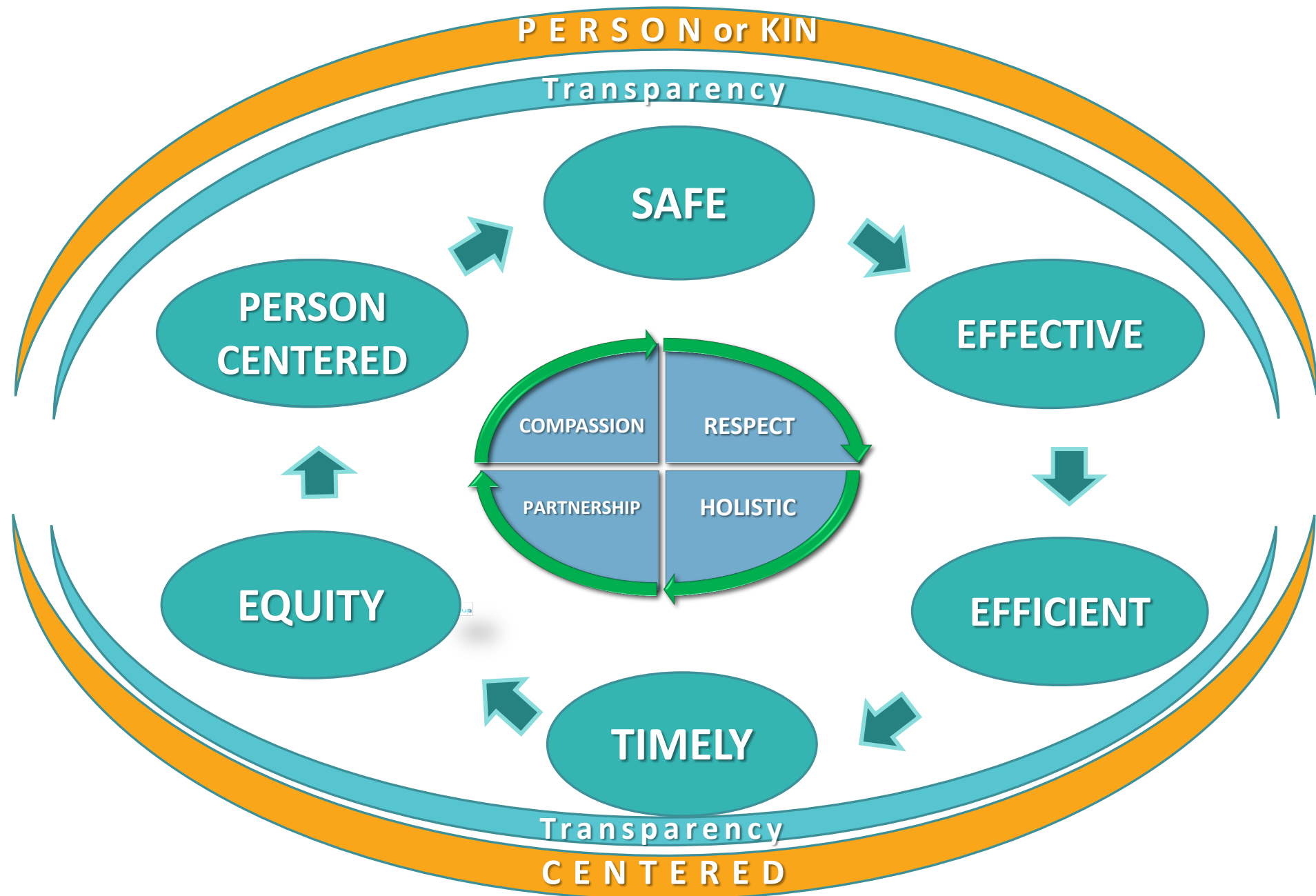
*To inspire and empower people to advocate for and to facilitate people's health and improvements in the quality and safety of healthcare worldwide*

## **Our Action**

*Enabling a global community to transform health through External Evaluation, Knowledge, Network and Voice*

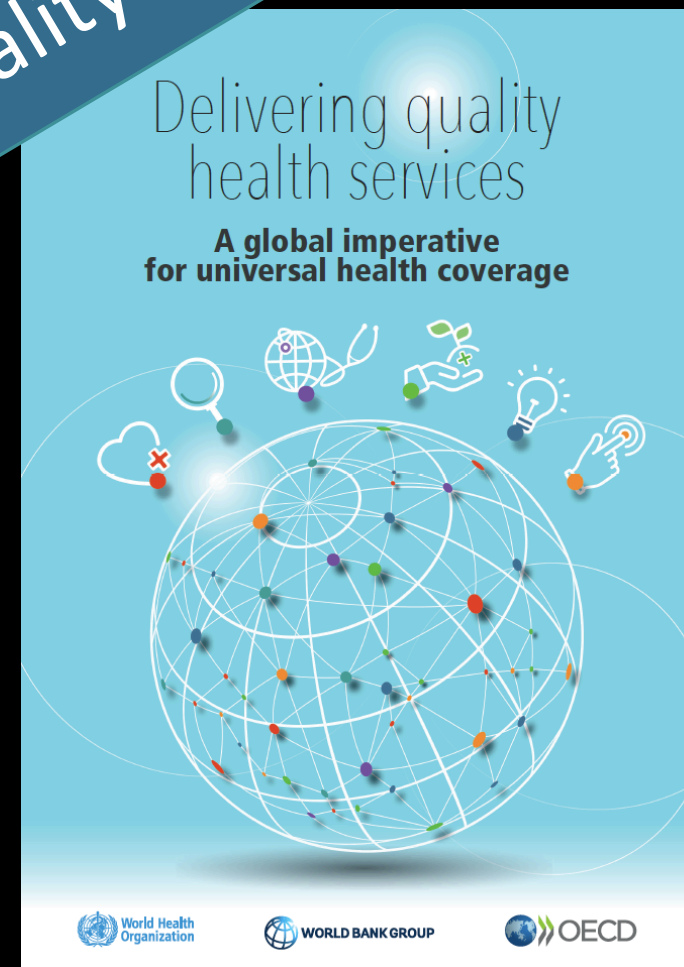
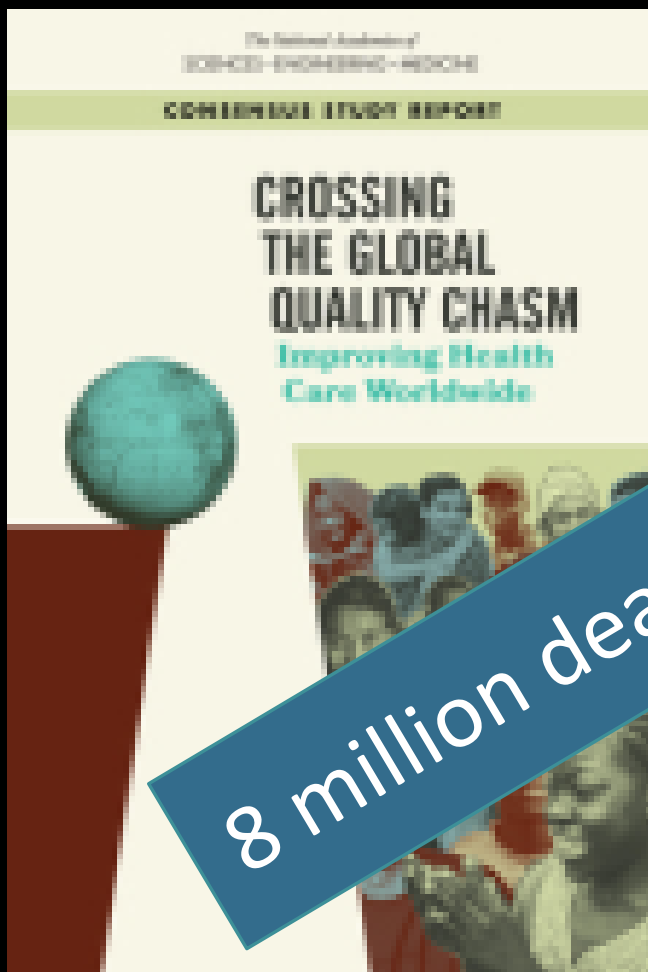


*Enabling a global community to transform healthcare through External Evaluation, Knowledge, Network and Voice.*





8 million deaths from unsafe or poor quality care



# Recommendations

---

Accountability

Universal  
Health Care

Systems  
Thinking

Quality  
Measurement  
in HealthCare

Digital Health

Adapt new  
technological

Informal Care  
Sector as  
partners

Prioritise  
extreme  
adversity

Address  
Corruption

Culture of  
Learning

Research



OPEN ACCESS

NARRATIVE REVIEW

## Transforming concepts in patient safety: a progress report

Tejal K Gandhi,<sup>1</sup> Gary S Kaplan,<sup>2</sup> Lucian Leape,<sup>3</sup> Donald M Berwick,<sup>1</sup> Susan Edgman-Levitan,<sup>4</sup> Amy Edmondson,<sup>5</sup> Gregg S Meyer,<sup>6</sup> David Michaels,<sup>7</sup> Julianne M Morath,<sup>8</sup> Charles Vincent,<sup>9</sup> Robert Wachter<sup>10</sup>

<sup>1</sup>Institute for Healthcare Improvement, Boston, MA, USA  
<sup>2</sup>Virginia Mason Health System, Seattle, Washington, USA  
<sup>3</sup>Harvard University T H Chan School of Public Health, Boston, Massachusetts, USA  
<sup>4</sup>John D Stoeckle Center for Primary Care Innovation

### ABSTRACT

In 2009, the National Patient Safety Foundation's Lucian Leape Institute (LLI) published a paper identifying five areas of healthcare that require system-level attention and action to advance patient safety. The authors argued that to truly transform the safety of healthcare, there was a need to address medical education reform; care integration: restoring joy and meaning in work

for system-level action: (1) medical education must be redesigned to prepare new physicians and other health professionals to function in these new cultures; (2) care must be delivered by multidisciplinary teams working in integrated care platforms; (3) healthcare workers need to

DOI: 10.1377/hlthaff.2018.0738  
HEALTH AFFAIRS 37,  
NO. 11 (2018): 1736-1743  
©2018 Project HOPE—  
The People-to-People Health  
Foundation, Inc.

By David W. Bates and Hardeep Singh

## Two Decades Since *To Err Is Human*: An Assessment Of Progress And Emerging Priorities In Patient Safety

# STILL NOT SAFE



PATIENT SAFETY  
AND THE MIDDLE-MANAGING OF  
AMERICAN MEDICINE

Robert L. Wears & Kathleen M. Sutcliffe

*Highly effective interventions have since been developed and adopted for hospital-acquired infections and medication safety, although the impact of these interventions varies because of their inconsistent implementation and practice.*

*Progress in addressing other hospital-acquired adverse events has been variable.*

# Recommendations

---

Education for  
Safety

Integration of care

Psychological and  
physical safety  
healthcare workers

Patients as  
partners in  
coproduction

Transparency



We need to  
think  
differently  
to improve.



We cannot continue to  
work the same way.

GLOBAL PATIENT SAFETY ACTION PLAN 2021–2030

# Towards Zero Patient Harm in Health Care

First Draft  
August 2020



---

# Outcomes

Free from Harm  
both physical and mental

---

# Power

---

# Culture

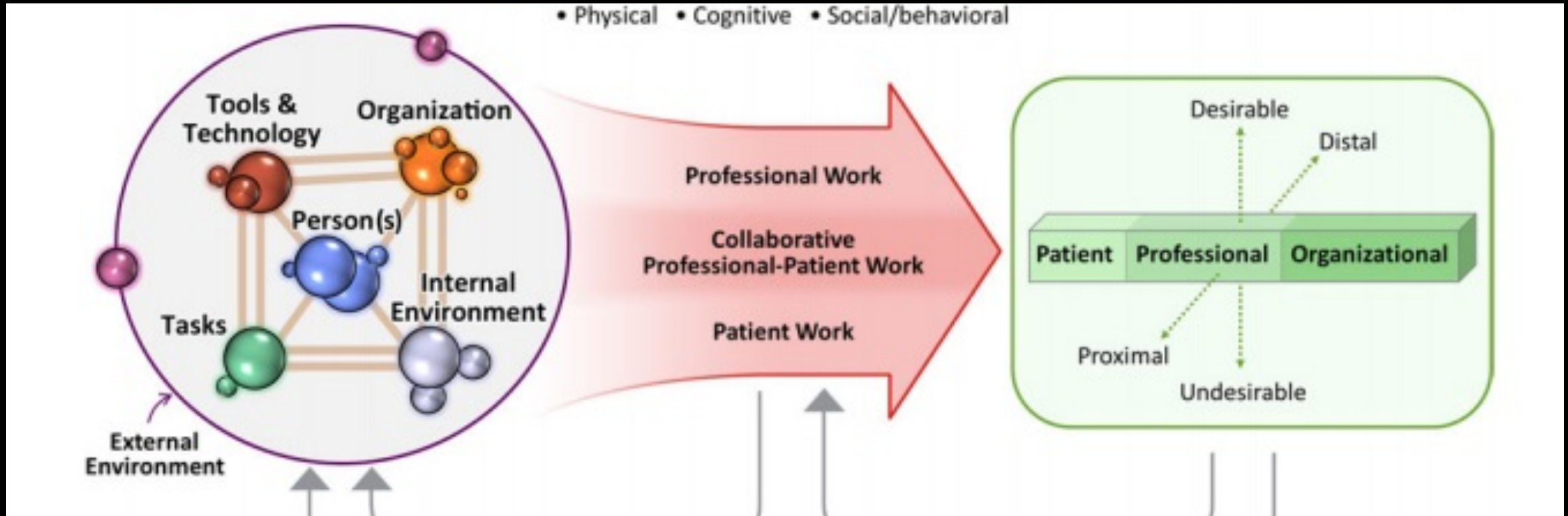


---

# Leadership

---

# People



# Systems approach

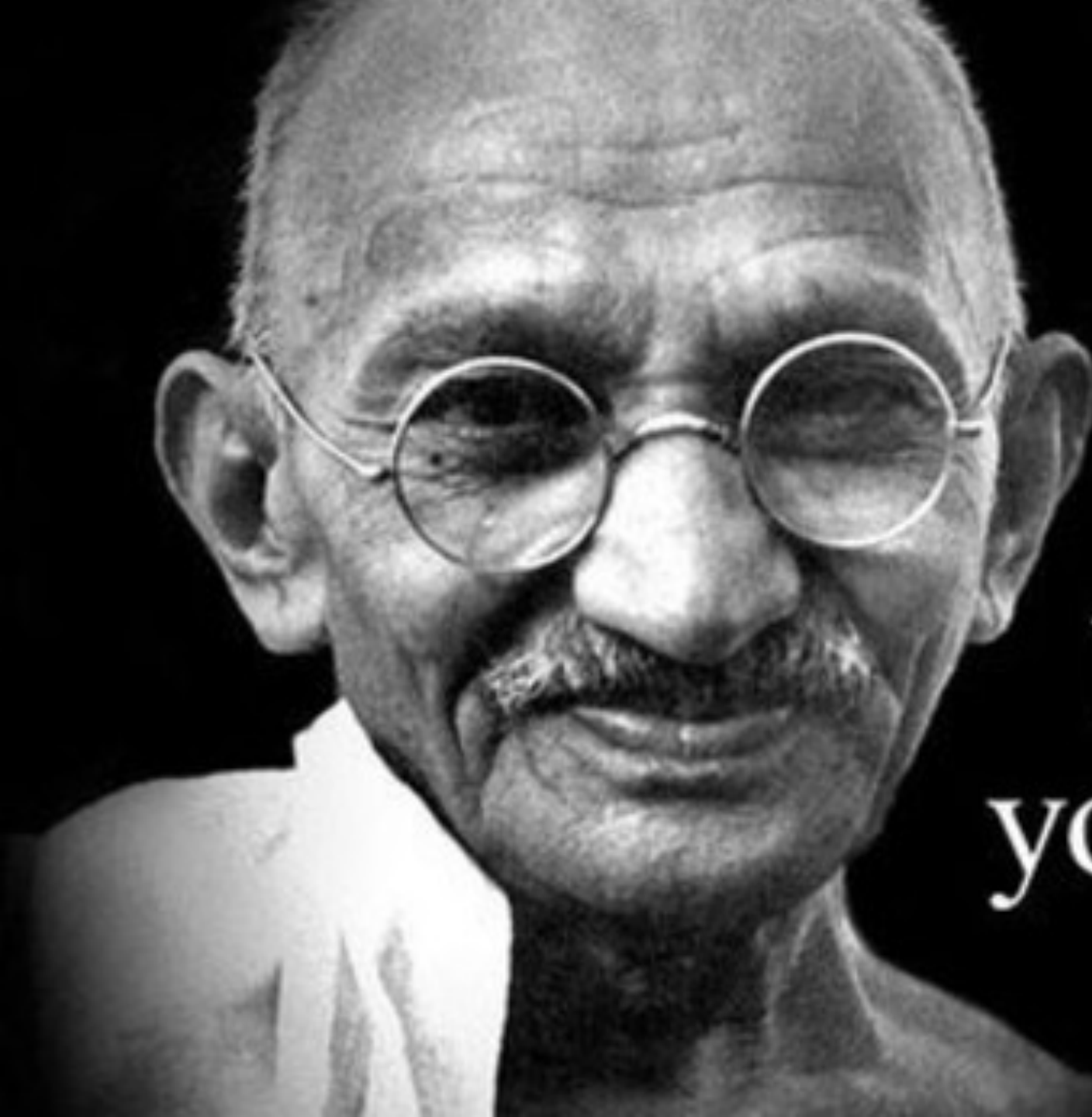
Holden RJ, Carayon P, Gurses AP, et al. SEIPS 2.0: a human factors framework for studying and improving the work of healthcare professionals and patients. *Ergonomics*. 2013;56(11):1669-1686.



---

# Patient Safety is a Public Health issue





# GANDHI

You must  
be the change  
you wish to see  
in the world.

8 - 11 July  
#ISQua2021Italy

# Florence 2021

Emotion,  
Inspiration  
and Creativity  
Pathways to  
Global Health Quality

**<https://isqua.org/events/florence.html>**



International Society for Quality in Health Care



[www.isqua.org](http://www.isqua.org)



[www.facebook.com/ISQua](http://www.facebook.com/ISQua)



[www.twitter.com/ISQua](http://www.twitter.com/ISQua)  
#ISQua



[www.linkedin.com/company/isqua](http://www.linkedin.com/company/isqua)  
Group - ISQua



[www.youtube.com/user/ISQuaEducation](http://www.youtube.com/user/ISQuaEducation)



[www.instagram.com/isquaconference/](http://www.instagram.com/isquaconference/)