

World Patient Safety Day 2023 Global Conference

“Engaging patients for patient safety”

12 – 13 September 2023
Geneva, Switzerland

DRAFT PROGRAMME OF WORK

Day One: Tuesday, 12 September 2023

08:00 – 09:00	Registration	All participants
Opening session		
09:00 – 09:05	Welcome	<p>Dr Neelam DHINGRA Unit Head, Patient Safety Flagship WHO-HQ</p> <p>Dr Rudi EGGERS Director, Integrated Health Services WHO-HQ</p>
09:05 – 09:15	Patients taking the lead: Collaborating for safer healthcare	<p>Ms Melissa SHELDRIK Patient Safety Advocate Patients for Patient Safety (PFPS) Canada</p>
09:15 – 09:25	Opening remarks by WHO Director-General	<p>Dr Tedros Adhanom GHEBREYESUS WHO Director-General</p>
09:25 – 09:30	Championing patient safety: Reflecting on developments in the past 5 years	<p>Rt Hon Mr Jeremy HUNT Chancellor of the Exchequer United Kingdom</p>
09:30 – 09:45	Opening remarks from Co-chairs of the WHO World Patient Safety Day 2023 Steering Committee	<p>Dr Ahmed AL-MANDHARI WHO Regional Director for the Eastern Mediterranean</p> <p>Dr Nakhumicha S.WAFULA Cabinet Secretary for Health Ministry of Health, Kenya</p>
09:45 – 10:05	Keynote Address: The role of patients and families in advancing the safety of healthcare	<p>Sir Liam DONALDSON WHO Patient Safety Envoy</p>
10:05 – 10:25	Patient and Family Engagement for Patient Safety: WHO's Initiatives and Member State Survey Insights	<p>Dr Neelam DHINGRA</p>

10:25 – 10:30	WHO Campaign Video	
10:30 – 10:40	Health Worker Story	Dr Olabisi OGUNBASE Team Lead Maternal and Child Centre Nigeria
10:40 – 11:00	Interactive Live Canvas	Dr Rudi EGGERS Ms Isabelle WACHSMUTH Technical Officer, Patient Safety Flagship WHO-HQ Mr Claudio ARNELL Figurative and abstract painter
11:00 – 11:30	Group Photo and Coffee Break	
11:30 – 11:33	Message from WHO Regional Director for AFRO	Dr Matshidiso MOETI WHO Regional Director for Africa
11:33 – 11:40	Patient Story	Ms Udie SOKO Patient Safety Advocate Founder and Executive Director of Zambian Cancer Society
Session 1: Taking forward action on patient and family engagement: Action by countries, partners and health care services Moderator: Sir Liam DONALDSON		
11:40 – 11:47	Introduction by moderator	
11:47 – 11:54	A structured approach to patient engagement: National and organizational experience	Dr Lydia OKUTOYI Director, Health Care Quality and Safety Kenyatta National Hospital Kenya
11:54 – 12:01	The potential for family medicine and primary care in promoting patient and family engagement for patient safety	Dr José María VALDERAS MARTINEZ Chair, Working Party on Quality and Safety World Organization of Family Doctors. (WONCA)
12:01 – 12:08	Enhancing Patient Empowerment in Saudi Arabia	Dr Ali ASERY Director-General, Saudi Patient Safety Center Saudi Arabia
12:08 – 12:15	Patients at the centre of attention – German Takes	Dr Ingo HÄRTEL Deputy Head, Health Law, Patient Rights, Patient Safety Federal Ministry of Health Germany
12:15 – 12:22	Forging the pathway to safer healthcare through patient and family engagement	Dr Zaleha MD NOR Head of Patient Safety Unit Medical Care Quality Section Medical Development Division Ministry of Health Malaysia
12:22 – 12:29	Patient Safety Partners Programme	Dr Aidan FOWLER National Director of Patient Safety National Health Service England, United Kingdom
12:29 – 12:45	Q and A	All participants
12:45 – 12:50	Key messages	Moderator

12:50 – 13:00	Launch of OECD report - Economics of Patient Safety: Patient engagement for patient safety	Mr Michael VAN DEN BERG Health Policy Analyst, Health Division OECD
13:00 – 14:00	Lunch	
14:00 – 14:03	Message from WHO Regional Director for the Americas	Dr Jarbas BARBOSA WHO Regional Director for the Americas
14:03 – 14:10	Patient story	Ms Evangelina VAZQUEZ CUIEL Patient Safety Advocate

Session 2:
Taking forward action on patient and family engagement:
Action by patient organizations and patient safety advocates
Moderator: Ms Sue SHERIDAN
Director of Patient Engagement, Patients for Patient safety, US

14:10 – 14:15	Introduction by moderator	
14:15 – 14:20	Role of patient safety advocates in state legislation on patient safety	Ms Helen HASKELL Patient Safety Advocate Mothers Against Medical Error Unites States of America
14:20 – 14:25	Patient's experience working with governments and on the board of healthcare facilities	Ms Nagwa METWALLY Patient Safety Advocate Patients for Patient Safety Egypt
14:25 – 14:30	Patient participation on global patient safety organization boards	Dr Isabela CASTRO Patient Safety Advocate Patients for Patient Safety US
14:30 – 14:35	Role of Non state actors in implementing patient engagement	Dr Neda MILEVSKA Chair, International Alliance of Patients' Organizations (IAPO)
14:35 – 14:40	How to establish a 'Patients for Patient Safety' network	Dr Ratna DEVI Director Patient Academy for Innovation and Research India
14:40 – 14:50	PFPS model implementing the WHO Global Patient Safety Action Plan	Mr Martin HATLIE Founding member Patients for Patient Safety US
14:50 – 15:55	Community education for patient safety	Ms Regina KAMOGA Executive Director Community Health and Information Network (CHAIN) Uganda
14:55 – 15:20	Q and A	All participants
15:20 – 15:30	Key messages	Moderator
15:30 – 16:00	Coffee Break	



Session 3 Harnessing the power of storytelling for patient safety Moderator: Dr Neelam DHINGRA		
16:00 – 16:10	Patient safety storytelling toolkit	Ms Maki KAJIWARA Technical Officer, Patient Safety Flagship WHO-HQ Ms Sue SHERIDAN
16:10 – 16:40	Power of storytelling	Mr Roger LOVE Vocal Coach
16:40 – 16:50	Empowering patient stories for safer healthcare	Dr Sanaz MASSOUMI Chief Operating Officer Patient Safety Movement Foundation
16:50 - 16:55	Empowering the patient journey through self-care interventions: an overview of WHO normative guidance	Dr Manjulaa NARASIMHAN Scientist, Sexual and Reproductive Health and Research WHO-HQ
16:55 – 17:00	Close of Day One	Sir Liam DONALDSON
17:15 – 19:00	Welcome reception – WHO Restaurant	
Day Two: Wednesday, 13 September 2023		
08:30 – 09:00	Registration	All participants
09:00 – 09:07	Day One recap	Dr Neelam DHINGRA
09:07 – 09:10	Message from WHO Regional Director for the Western Pacific	Dr Zsuzsanna JAKAB WHO Regional Director for the Western Pacific
09:10 – 09:20	Patient Story	Ms Dinaaz LENTIN Patient safety advocate Australia
Session 4: Group Work Patient Safety Rights Charter		
09:20 – 09:25	Introduction to the draft “Patient Safety Rights Charter”	Dr Ayda TAHA Consultant, Patient Safety Flagship WHO-HQ
09:25 – 09:30	Instructions for the breakout groups	Dr Nikhil GUPTA Technical Officer, Patient Safety Flagship WHO-HQ
09:30 – 11:00	Breakout Groups	Respective group moderators
11:00 – 11:30	Coffee break	
11:30 – 12:45	Report back and reflections by breakout groups	Respective group moderators
12:45 – 13:00	Summary and agreement on the Charter	Ms Helen HASKELL
13:00 – 14:00	Lunch	
14:00 – 14:03	Message on World Patient Safety Day 2023 from WHO Regional Director for South-East Asia	Dr Poonam Khetrpal SINGH WHO Regional Director for South-East Asia
14:03 – 14:10	Patient Story	Dr Ratna DEVI

Session 5: Panel Discussion

Advancing the patient safety agenda: Patient safety as a human right

Moderator: Dr Henrietta HUGHES
Patient Safety Commissioner for England

14:10 – 15:10	Panelists	
	<p>Dr Ezequiel GARCIA ELORRIO Director, Health Care Quality and Patient Safety, Institute for Clinical Effectiveness and Health Policy, Buenos Aires, Argentina</p> <p>Dr Tommaso BELLANDI Director of Patient Safety, Tuscany Northwest Trust, Italy</p> <p>Dr Rachel HAMMONDS Senior Human Rights Advisor, Programme for Gender Equality, Human Rights & Health Equity, WHO-HQ</p> <p>Ms Lynn GENTILE Human Rights Officer Office of the United Nations Human Rights High Commissioner for Human Rights</p> <p>Honorable Adrian BELII Representative, Parliamentarians Network for Global Health (UNITE)</p> <p>Prof Mingming ZHANG Chinese Evidence Based Medicine Center, West China Hospital, Sichuan University Patient safety advocate, P.R. China</p> <p>Ms Helen HUGHES Chief Executive Officer, Patient Safety Learning, United Kingdom</p>	
15:10 – 15:35	Discussion	All participants
15:35 – 15:40	Key messages and conclusion	Chair
15:40 – 16:00	Coffee break	
16:00 – 16:03	Message on World Patient Safety Day 2023 from WHO Regional Director for Europe	Dr Hans Henri P. KLUGE WHO Regional Director for Europe
16:03 – 16:10	Driving change through lived experience	Ms Jolanta BILINSKA Patient Safety Advocate
Closing session		
16:10 – 16:25	WHO-EMRO: World Patient Safety Day 2023 campaign video	
16:25 – 16:35	Launch of the Global Knowledge Sharing Platform for Patient Safety (GKPS)	<p>Dr Irina PAPIEVA Technical Officer, Patient Safety Flagship WHO-HQ</p> <p>Prof Kok Hian TAN Group Director and Senior Associate Dean, SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)</p>
16:35 – 16:45	Key messages	<p>Sir Liam DONALDSON</p> <p>Dr Neelam DHINGRA</p>
16:45 – 16:50	Patient testimony	Ms Vonda BAITES Patient Safety Advocate
16:50 – 16:55	Message from United Nations Human Rights Office of the Higher Commissioner	Ms Ilze BRANDS-KEHRIS Assistant Secretary-General for Human Rights
16:55 – 17:00	Closing remarks	Dr Raymond Bruce J. AYLWARD Assistant Director-General Universal Health Coverage/Life Course WHO-HQ