

Engaging patients for patient safety
**Coinvolgimento dei pazienti e dei cittadini
nella sicurezza delle cure**

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PATIENT SAFETY - KEY FACTS

- 1 in every 10 patients is harmed in health care and more than 3 million deaths occur annually due to unsafe care.
- Above 50% of harm is preventable; half of this harm is attributed to medications.
- Some estimates suggest that as many as 4 in 10 patients are harmed in primary and ambulatory settings, while up to 80% of this harm can be avoided.
- Investment in reducing patient harm can lead to significant financial savings, and more importantly better patient outcomes. **An example of a good return on investment is patient engagement, which, if done well, can reduce the burden of harm by up to 15%.**





Patient Safety

5th Global Ministerial Summit 2023
23rd - 24th February 2023, Montreux, Switzerland



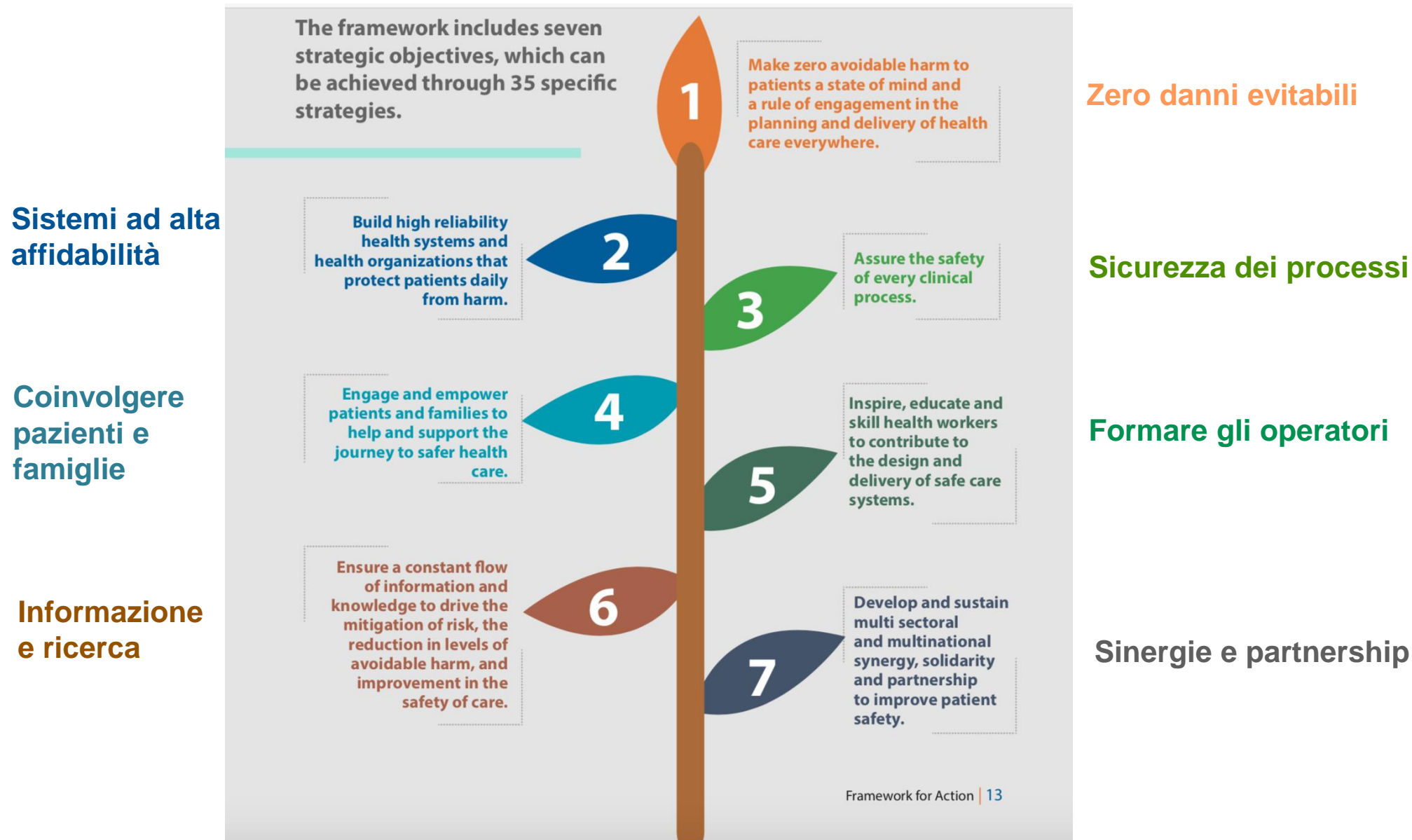
GLOBAL PATIENT SAFETY ACTION PLAN 2021–2030

Towards eliminating avoidable harm in health care










L'OMS ha
presentato il
**Global Patient
Safety Action
Plan**
2021-2030

Strategic objectives and strategies



Framework for Action - The 7x5 Matrix

1		Policies for zero patient harm	1.1 Patient safety policy, strategy and implementation framework	1.2 Resource mobilization and allocation	1.3 Protective legislative measures	1.4 Safety standards, regulation and accreditation	1.5 World Patient Safety Day and Global Patient Safety Challenges
2		High reliability systems	2.1 Transparency, openness and 'No blame' culture	2.2 Good governance for the health care system	2.3 Leadership capacity for clinical and managerial functions	2.4 Human factors (or ergonomics) for health systems resilience	2.5 Emergency preparedness plan and processes
3		Safety of clinical processes	3.1 Safety of high-risk clinical procedures	3.2 Global Patient Safety Challenge: <i>Medication Without Harm</i>	3.3 Infection prevention and control & antimicrobial resistance	3.4 Safety of medical devices, medicines, blood and vaccines	3.5 Patient safety improvement programmes in priority clinical areas
4		Patient and family engagement	4.1 Co-development of policies and programmes with patients	4.2 Learning from patient experience for safety improvement	4.3 Patient advocates and patient safety champions	4.4 Patient safety incident disclosure to victims	4.5 Patient involvement in implementation of action plan
5		Health worker education and skills	5.1 Patient safety in professional education and training	5.2 Centres of excellence for patient safety education and training	5.3 Patient safety competencies as regulatory requirements	5.4 Linking patient safety with appraisal system of health workers	5.5 Safe working environment for health workers
6		Information and research	6.1 Patient safety incident reporting and learning systems	6.2 Patient safety surveillance and information system	6.3 Patient safety improvement programmes	6.4 Patient safety research programmes	6.5 Digital technology for patient safety
7		Synergies, partnerships and solidarity	7.1 Stakeholders engagement	7.2 Common understanding and shared commitment	7.3 Patient safety networks and collaboration	7.4 Cross geographic and multisectoral initiatives for patient safety	7.5 Linkages with technical programmes and initiatives

> [Health Aff \(Millwood\)](#). 2018 Nov;37(11):1813–1820. doi: 10.1377/hlthaff.2018.0716.

Patient Engagement In Health Care Safety: An Overview Of Mixed–Quality Evidence

Anjana E Sharma ¹, Natalie A Rivadeneira ², Jill Barr-Walker ³, Rachel J Stern ⁴,
Amanda K Johnson ⁵, Urmimala Sarkar ⁶

We identified robust evidence supporting patients' self-management of anticoagulation medications and mixed-quality evidence supporting patient engagement in medication and chronic disease self-management

> [Healthc Q](#). 2020 Feb;22(SP):27–39. doi: 10.12927/hcq.2020.26049.

Patient Engagement in a Large–Scale Change Initiative: "As Safe as Possible, as Soon as Possible"

Katharina Kovacs Burns ¹, Donna Davis ¹, Ioana Popescu ², Hina Laeeque ², Sandi Kossey ³,
Renee Misfeldt ², Christopher Thrall ⁴

...how patients were meaningfully engaged in a large-scale change initiative, highlighting the experiences of the patient partners and organizational partners in this transformational change.

Coinvolgimento dei pazienti e dei cittadini nella sicurezza delle cure

Dare voce ai
pazienti,
ai familiari,
alle comunità



SESSIONE 1 - Dare voce ai pazienti, ai famigliari, alle comunità

MODERA: Maurizia Rolli, *Regione Emilia-Romagna*

9:30 - 9:50

Il coinvolgimento delle associazioni dei pazienti

Marilena Fabbri, *Regione Emilia-Romagna*

9:50 - 10:10

I percorsi partecipati con i cittadini e le comunità

Fabrizia Paltrinieri, *Città metropolitana di Bologna*

10:10 - 10:30

La rete sociosanitaria, il coinvolgimento dell'assistito e del caregiver

Massimo Zucchini, *Regione Emilia-Romagna*

10:30 - 10:50

L'esperienza del CCRQ (*Comitato consultivo regionale per la qualità dei servizi sanitari dal lato del cittadino*) **e dei CCM** (*Comitati consultivi misti aziendali*) **in Emilia-Romagna**

Pino Gino Perini, *CCRQ Emilia-Romagna*

10:50 - 11:10

La voce dei cittadini

Anna Baldini, *Cittadinanzattiva Emilia-Romagna*

Esperienze aziendali selezionate dalla Call for Good Practice 2023 di Agenas



Monitoraggio delle Buone Pratiche

CALL FOR GOOD PRACTICE 2023 -
ENGAGING PATIENTS FOR PATIENT
SAFETY

MODERANO

Michele Tancredi Loiudice, *Agenas nazionale per i servizi sanitari regionali (Agenas)*

Ottavio Nicastro, *Sub-Area Rischio clinico Commissione Salute*

Patrizio Di Denia, *Regione Emilia-Romagna*

PARTECIPANO

L'Abitare in sicurezza per la salute mentale

Cristina Azzali, Patrizia Ceroni - Azienda Usl di Parma

L'igiene delle mani si impara da bambini

Giovanna Campaniello, Pietro Vitali - Azienda-ospedaliero universitaria di Parma

Il modello organizzativo di *Patient Family Engagement* promosso nel Centro di diabetologia pediatrica della AOU di Parma

Icilio Dodi, Azienda ospedaliero-universitaria di Parma

Come muovere e far muovere una persona con difficoltà motorie: i consigli del fisioterapista

Chiara Bottazzi, Imma Cacciapuoti - Azienda Usl di Modena

La revisione partecipata con i cittadini secondo i criteri della *health literacy* di materiale informativo sulla tele visita

Federica Bersani, Manuela Carobbi - Azienda Usl di Modena

Care4Today: una app per supportare il rientro a casa dei pazienti operati

Piergiorgio Solli, IRCCS Azienda ospedaliero-universitaria di Bologna

Programma ERAS (*Enhanced Recovery After Surgery*) in chirurgia colo-rettale: il paziente al centro delle cure

Gianluca Garulli, Azienda Usl della Romagna

Campagna comunicativa della cittadinanza alla cittadinanza per il corretto uso del pronto soccorso

Katia Prati, Azienda Usl della Romagna

Implementazione della consegna al letto in degenze per acuti

Ilenia Tenti e Gaia Cetera, Azienda USL della Romagna