

In-country Activity

Dr Shams Syed is Programme Manager for African Partnerships for Patient Safety



Welcome to the winter edition of APPS News for 2013. I am delighted to share a range of exciting updates within our expanding network across the world. Since the last edition, we have increased the number of partnerships and individual facilities registering to join the APPS network and show solidarity in our common endeavors. APPS News is a vehicle for shared learning and I thank those who have contributed to this end-of-year edition. Once again, as you will see – there is a lot going on! As ever, we hope you enjoy the read!

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Objective 1: Patient Safety Partnerships

Update from the North Cumbria (UK) - Mbeya (Tanzania) partnership

Three health-care workers from North Cumbria have just returned from a second visit to Mbeya Hospital, Tanzania. Under the leadership of Dr Clare Hamson, the team continued to work on the implementation and evaluation of their partnership plans and both arms of the partnership were pleased to note clear improvements, particularly in relation to infrastructures to support infection control and hand hygiene. Soap dispensers are now present at all sinks and the local production of alcohol handrub is visibly in operation. Patient safety and infection prevention and control are given high priority by the hospital management and

this was reflected in the medical and nursing staff perceptions of hand hygiene. Health-care workers surveyed generally had good knowledge of infection control principles. Clinicians were motivated to begin implementing the WHO Surgical Safety Checklist, as well as developing local antimicrobial guidelines (see the APPS News feature on antimicrobial resistance) and there was an opportunity for further training and discussion in these areas. The North Cumbria team thank their colleagues in Mbeya for their kind and generous hospitality during the visit and look forward to continuing the partnership.



Partnership working in action at Mbeya during the recent visit

Objective 2: Patient Safety Improvement

Appointment of a full time patient safety nurse, Uganda

Church of Uganda Kisiizi Hospital, partnered with the Countess of Chester Hospital, UK, one of the First Wave of APPS partnerships, is delighted to share with the APPS Network the appointment of registered nurse Agness Katwesigye as a full-time patient safety nurse. This is a newly-created post building on the traditional infection control nurse role, but adding in extra duties including support of the WHO Surgical Unit-based Safety Programme [SUSP] which Kisiizi has just commenced. SUSP is designed to minimise complications following surgery, including wound infection, and is co-ordinated by WHO and John Hopkins University, USA.



Agness Katwesigye - Patient safety nurse

Other activities include helping monitor waste management practices, auditing safe prescribing against local prescribing standards, and evaluating use of the WHO Surgical Safety Checklist. Ongoing checks relating to hand hygiene and use of the alcohol-based handrub produced on-site will continue, and Agness will ensure sterilisation of equipment is effective and reliable. She will also have a role in staff training and will input into the School of Nursing & Midwifery.

In the event of any major disease outbreaks such as the Viral Haemorrhagic Fevers [e.g. Ebola, Marburg that occurred in the region last year] Agness will work with the infection control lead to ensure patient and staff safety.

Agness and two consultant surgeons, Dr Gabriel Okumu and Dr Robert Mugarura, attended the SUSP strategic planning meeting in Harare in early December. See the next APPS News Feature for a report on the SUSP meeting. Agness will be involved in verification of data and its entry into the Epi-Info database for analysis.

Read more on the Patient Safety pages of Kisiizi website website [use the "Links" tab]: www.kisiizihospital.org.ug

Improving teamwork, communication and safety culture

Objective 2: Patient Safety Improvement

Surgical Unit-based Safety Programme (SUSP) kick-off workshop, Harare, Zimbabwe, 8-10 December 2013

During the two day workshop, representatives from the five participating African hospitals from four countries (Kenya, Uganda, Zambia and Zimbabwe) gathered under the leadership of Benedetta Allegranzi, to hear an in-depth presentation of the SUSP approach and adapted tools, discuss practical and effective ways for implementing the Comprehensive Unit-based Safety Programme (CUSP) to improve teamwork, communication and a safety culture in the local context, receive training on the surveillance and data collection tools. In a first time ever visit to the African Region, presenters from the Armstrong Institute for Patient Safety and Quality, USA, Sean Berenholt and Kathryn Taylor enriched the discussion with their experiences in other regions. Alexander Aiken from the London School of Hygiene and Tropical Medicine, UK, trained hospital staff on the data collection tool and process. There were sidebars with other local and international project leads that will support the success of SUSP in Africa. Joyce Hightower, APPS lead for the African Region said: "We are all excited about the possibilities of the benefit for the hospitals in the pilot project and its future impact on patient safety for the region".



Innovations crossing partnerships

Objective 2: Patient Safety Improvement

Use of information technology to improve audit and quality

As featured in the Autumn edition of APPS News, a team from Komfo Anokye Teaching Hospital (KATH) came to St George's Hospital, UK, in June 2013 and the visit was enjoyed by both arms of the partnership. One of the issues that has been challenging the team at KATH is auditing current practice in relation to quality improvement initiatives. St George's shared its in-house developed RATE system that has been used for the collection and analysis of audits and patient feedback using hand held tablet devices and an app that undertakes automatic analysis. The picture below shows the KATH team being presented with one of the hand held devices that had been uploaded with RATE and some of the key audits that the KATH team are planning to implement. Since the visit, the team have been trialing the device and are finding it a useful tool for their work. The St George's team are returning to KATH in January 2014 and plan to take further handheld devices for use at the hospital. The team will be supplemented by the analyst who has devised the system so that any teething problems can be addressed during the visit. Learning from the KATH experience will help in the ongoing development of the system – an example of shared learning across continents!



Antimicrobial resistance (AMR) and patient safety

Objective 2: Patient Safety Improvement

5 May 2014 - The WHO Save Lives: Clean Your Hands day of action on hand hygiene focusing on links between AMR and hand hygiene improvement

Every year on or around 5 May, The WHO Save Lives: Clean Your Hands (SL:CYH) campaign raises awareness of the importance of hand hygiene in health care. Many of you already celebrate this global day of action and advocacy and we encourage you to once again act in 2014. The theme for 2014 is two-fold:

- To highlight the role of hand hygiene in combatting antimicrobial resistance (AMR) by making sure the WHO 5 Moments are core to protecting patients from resistant pathogens;
- To emphasize the problem of AMR that can arise from patient care interventions.

As the SL:CYH newsletter recently highlighted: **“Both hand hygiene improvement and AMR are high on the agendas of WHO and governments - the time is right to act and to give further support to national and regional initiatives already under way”**. See the WHO call to action here <http://www.who.int/gpsc/5may/en/>.

In conjunction with this, SL:CYH continue to call on hospitals to register and be part of the campaign. There are now 16 220 registered facilities across 168 countries. If you work in a health-care facility that has not yet registered or know of colleagues who may be interested, visit <http://www.who.int/gpsc/5may/register/en/index.html>.

To see a list of countries with no registered facilities click on this link http://www.who.int/gpsc/5may/SLCYH_no-registrations.pdf

On behalf of the SL:CYH team, I urge you to support this initiative that is bringing people together to improve and sustain hand hygiene action to reduce and prevent health care associated infection around the globe, whether caused by sensitive or resistant organisms.

Recent publication highlights important threat posed by AMR in Ghana

As the global community increasingly comes together to fight AMR, the APPS Approach and the APPS network has the potential to play a key role in building capacity to help prevent a future global catastrophe. Some readers may have seen the recent article in the Lancet Infectious Diseases, [http://www.thelancet.com/journals/laninf/article/PIIS1473-3099\(13\)70196-8/fulltext](http://www.thelancet.com/journals/laninf/article/PIIS1473-3099(13)70196-8/fulltext). In brief, the article emphasizes how AMR jeopardizes the significant gains that are being made on strengthening infection prevention and control in Africa and the challenges of translating policy into action. It highlights the work in Ghana to bring together researchers, policy-makers, non-governmental organizations, civil society groups, media, academia, professional bodies, veterinary practitioners, industry, and those who work in infection prevention, control, and treatment. Of interest, civil society is also being engaged through a study to find out knowledge, attitudes, beliefs, and practices to develop appropriate messages and change attitudes towards antibiotic usage. It also highlights Ghana's national infection control policy.

APPS-POPS update

Objective 2: Patient Safety Improvement

Bottle-bank project makes progress in five countries

In the last edition, we updated you on the collaboration between APPS and Private Organizations for Patient Safety (POPS) to help build capacity for the local manufacture of life-saving alcohol-based hand sanitizers. Good progress has been made in the intervening months and we now have a plan to ship empty plastic



Private Organizations for Patient Safety

bottles of various sizes to hospitals in Ghana, Rwanda, Tanzania, Zambia and Zimbabwe. The one-off action from a company within POPS is a short-term solution to the lack of hardware and the challenges in distributing the bottles within the region. It demonstrates the commitment of POPS to support

infection prevention improvement in the African Region. In parallel, work continues to find a longer-term and more sustainable solution. The significance of the collaboration and the potential it

has to contribute to patient safety improvement cannot be overstated. As one of the APPS Focal Persons stated recently: "This work will help us reduce the burden of infection and strengthen our infection prevention service".

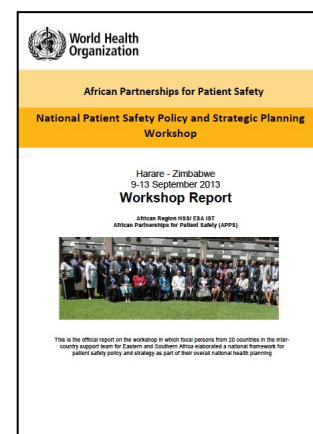
Patient safety policy - "you will see a difference"

Objective 3: Patient Safety Spread

National Patient Safety Policy and Strategic Planning Workshop held in Harare, Zimbabwe (9-13 September 2013)

You will recall, in the Autumn Edition of APPS News, that we shared some details of the first National Patient Safety Policy and Strategic Planning Workshop that took place in Harare in September. We can now share with you the report of the workshop that is available via the APPS website and also on the APPS web platform. The main aim of this seminal event was to provide guidance for developing national patient safety policy and strategic plans and its content will be of great interest to you all. Amongst its many recommendations, the country teams present agreed the urgent need to include patient safety policies in their national health policy development.

The workshop can perhaps be best summed up by a quote from Mrs Yanembal Rooga Moorghen from the Ministry of Health, Mauritius: "We all learned a lot and you will see a difference." http://www.who.int/patientsafety/implementation/appes/events/report_harare2013.pdf.



The APPS Approach continues to expand across the globe

Objective 3: Patient Safety Spread

Ecuador engagement promotes APPS within the Pan-American Health Organization (PAHO)

A member of the APPS Team, Katthyana Aparicio, recently attended the 5th Patients for Patient Safety (PFPS) Pan-American Workshop held in Guayaquil, Ecuador, within the framework of the International Congress of Medical Specialties and Hospital Management, organized from 7 to 11 October 2013, to commemorate the 40 years of existence of the “Hospital de Especialidades Guayaquil Dr Abel Gilbert Ponton”.



Jonas Gonseth, Katthyana and colleagues at the workshop

The organization of the workshop was an initiative of Dr Jonas Gonseth, Director of the Hospital and former Patient Safety focal point of the AMRO/PAHO region. In his current role, Dr Gonseth is highly committed to making health care safer in Ecuador and has engaged the local authorities and policy-makers to collaborate in this initiative. The Minister of Health, Dr Carina Vance, has reiterated her support for this initiative and Dr Cecilia Acuña, Health Systems Services Advisor, PAHO/WHO-Ecuador, stressed the importance of patient-centered health care and expressed her interest in promoting collaborative work between hospitals. She is particularly interested in implementing the APPS approach in Ecuador and establishing in-country partnerships, but also with hospitals in other countries.

Dr Acuña, through the WHO Country Office, has supported the implementation of several changes within the Ecuadorian health system and has the strong belief that good practices can be replicated when sharing and learning take place. APPS is a well-established model that can be replicated beyond Africa. We look forward to the collaboration with Ecuador - might it be the first country outside Africa to implement the APPS model? Watch this space!

Update on APPS Registrations – and welcome to our new implementers!

APPS registrations continue to increase each month and we now have 54 APPS Community members registered from 21 countries.

The APPS Team are particularly delighted to announce receipt of the first registration of an APPS implementer partnership. The partnership has been established between Rush University Medical Center (USA) and Bugando Medical Center (Tanzania) and the areas of work are the improvement of management processes and training of health care managers. The APPS Implementer partnership has undertaken and shared the APPS Situational Analysis and has received a letter of commitment to improving patient safety using the APPS Approach. If you know of any partnerships interested in joining as an APPS Implementer please advise them to review the criteria here: http://www.who.int/patientsafety/implementation/apps/getting_involved_with_APPS/en/index.html and encourage them to join us to strengthen this global movement! Help spread the word and encourage colleagues working in health partnerships to join the network.

Strengthening patient safety in Ghana

Objective 3: Patient Safety Spread

Ghana National Health Insurance Scheme 10th Anniversary Conference and Patient Safety

Under the auspices of the Ministry of Health of the Republic of Ghana, the National Health Insurance Authority commemorated the 10th Anniversary of Ghana's National Health Insurance Scheme with an International Conference held in Accra (Nov 4 – 5).

The four key topics covered were: 1. Innovative Health Financing; 2. New Trends in Patient Safety; 3. Effective Resource Management; and 4. Improving Targeting of the Poor and Ensuring Equity. Both the opening and the closing of the conference was overseen by the Minister of Health of Ghana. Shams Syed made a plenary presentation on new trends in patient safety chaired by the Director-General of the Ghana Health Service. The partnership-based approach to patient safety improvement and the work of APPS was highlighted during the session. Indeed, the importance of patient safety and quality of care were emphasized throughout the conference as key priorities for the Ghana NHIS, as it moves forward into its second decade of operation. This provides an excellent opportunity for continued engagement with colleagues in Ghana to strengthen patient safety and quality of care.

European ESTHER Alliance and patient safety

Objective 3: Patient Safety Spread

The European ESTHER Alliance (EEA) met in Dublin in early December to share experiences and define strategic direction in 2014 and beyond. The cross-cutting nature of patient safety and quality was highlighted as a potential key thematic area of partnership work. Shams Syed provided an update on the new WHO Department of Service Delivery and Safety. Collaboration with multiple European partners on patient safety partnerships were explored, in particular the hosts Ireland. In fact, Joe Costello, the Irish Minister of State for Trade and Development, mentioned the collaborative efforts between ESTHER Ireland and African Partnerships for Patient Safety in his opening remarks. To find out more on EEA see <http://www.esther.eu/>



Participants in the EEA meeting , Dublin

Report on global health

Thematic Feature

UK issues Annual Report of it's All Party Parliamentary Group on Global Health

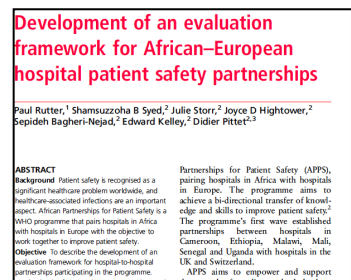
The All Party Parliamentary Group (APPG) on Global Health has this month issued its annual report. The APPG is chaired jointly by Lord Crisp who many of you will be familiar with as a strong advocate for global health, partnerships and the flow of learning from south to north. The group connects parliamentarians in the UK with the global health community to inform policy. The concise eight-page report presents a summary of the UK's evolving role in global health and is a useful document to review <http://www.appg-globalhealth.org.uk>.



APPS evaluation framework published

Objective 3: Patient Safety Spread

In November the journal BMJ Quality and Safety published a paper on the development of an evaluation framework for APPS. An abstract can be viewed here: <http://qualitysafety.bmj.com/content/early/2013/11/13/bmjqs-2013-001869.abstract> The paper describes the background to the APPS approach to evaluation and how the original framework, structured around the three core programme objectives, was co-developed by APPS First Wave partners, taking a participatory approach that closely involved its end users to produce a framework and tools to measure partnership strength, patient safety improvements and patient safety.



APPS webinar series

General update from the APPS Team

Only three webinars in the current series remaining – don't miss out

Many of you have participated in the APPS webinars that launched in October, generating debate and discussion on the realities of improving patient safety in partnership. There are only three webinars remaining in the current series with the next scheduled to take place on 9 January 2014, focusing on *APPS Lessons and Learning for Implementation*. To register for this and the rest of the series visit <http://www.who.int/patientsafety/implementation/apps/webinars/en/index.html>.

On 6 February 2014, join us for the webinar *APPS Community and Patient Engagement (ACE Approach)* and catch the final webinar, *APPS Evaluation Synthesis* on 6 March. You can also access recordings and slides of all webinars via the link provided above. We look forward to you joining us.

A New Year message

General update from the APPS Team

Moving forward in partnership, by Dr Edward Kelley, Director a.i., Service Delivery and Safety (SDS), WHO

This has been quite a year for patient safety partnerships and I hope that as the year draws to a close we all look back on the great achievements that have been made. Each of you who have joined this movement, whether as one of the early implementers in the first and second wave or more recently by registering to be part of the APPS Network,



values the importance of collaborative working for safer health care for patients, health care workers and communities. I know that you all appreciate the need to strengthen patient safety and never under-estimate the challenges that our collective work brings. However, great strides have been made in these last few

years and this edition of APPS News is a testament to this. WHO stands with you on this journey and we ourselves here in Geneva have undergone many changes over the years APPS has been active. The most recent is the creation of the new Department of Service Delivery and Safety as the organizational home for APPS here at WHO. This department brings together an even broader set of expertise than even just Patient Safety, all of which can be brought to bear on the issues facing APPS hospitals working to improve care across the continent. However this will be a long journey. Perhaps it's timely to refocus as 2013 draws to an end and to reflect on a quote from Nelson Mandela: "After climbing a great hill, one only finds that there are many more hills to climb." On behalf of the APPS Team in Geneva, UK and the African Region – we look forward to a fruitful 2014 and on climbing all of those many hills together in the pursuit of safer health-care systems.

Future APPS news

General update from the APPS Team

And finally – send us your news!

The next edition of APPS News will be shared during the spring of 2014 and a reminder for contributions will be sent out in March 2014. However, please feel free to send any contribution or news you have in the coming months, and we will ensure it is included in the next edition.

You can also continue to ask questions, share experiences and achievements on the APPS network web platform which you can access at: <http://ezcollab.who.int/login>.