



**REPORT**

# **WORLD PATIENT SAFETY DAY 2023: CAHO CELEBRATIONS AND INITIATIVES**

## ABOUT CAHO & PFPSF

CAHO, a non-profit organization, represents healthcare institutions, diagnostic centres, and quality professionals. With a principal aim of promoting patient safety, CAHO, in partnership with Patient for Patient Safety Foundation (PFPSF), played an instrumental role in this year's World Patient Safety Day celebrations. PFPSF, an independent body promoted by CAHO, envisions enhancing patient safety, reducing avoidable harm, and fostering active patient and community involvement, all backed by the unwavering support of healthcare providers.

## INTRODUCTION

World Patient Safety Day 2023 was celebrated on 17th September, highlighting the theme "Engaging patients for patient safety". This significant day aimed at recognizing the invaluable contribution of patients, families, and caregivers towards the safety of healthcare. The objectives set for the day were to Raise awareness, Engage stakeholders, Empower individuals, and Advocate for patient safety.



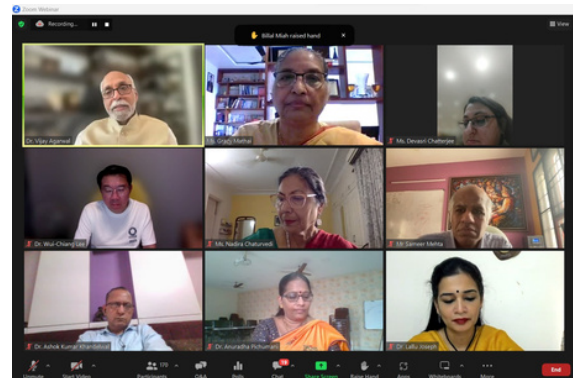
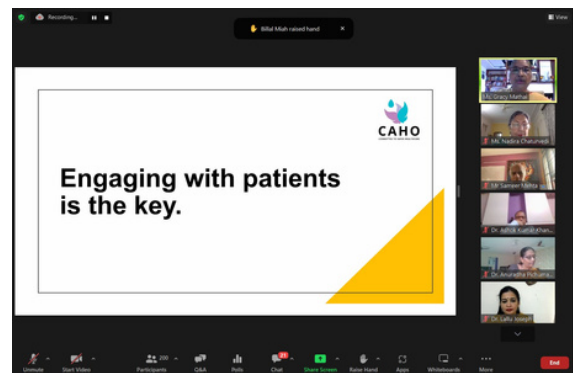
## KEY EVENTS & ACTIVITIES

### 1. WEBINAR ON PATIENT ADVISORY COUNCILS (PAC)

Patient Advisory Councils (PACs) have been instrumental in many healthcare settings by serving as a conduit between patients, caregivers, and healthcare providers. Their unique position allows them to offer invaluable insights into the healthcare process from the patient's perspective, often resulting in innovative solutions and more patient-centric research.

CAHO did a lot of background work to learn from the experiences from other countries and create a model which is contextual and the same was presented in a webinar.

- **Date:** 5th August
- **Time:** 4:00 pm - 6:30 pm
- **Focus:** Setting up PACs in hospitals, empowering patients, and engaging in discussions about the benefits of PACs.
- **Participation:** 594 registered participants, with 276 attendees from India and abroad.
- **Feedback:** 91% rated it as "excellent", while 9% rated it as "good".



### 2. WEBINAR ON PREMS (PATIENT REPORTED EXPERIENCE MEASURES):

Patient Reported Experience Measures (PREMs) provide a vital lens into the healthcare journey from the patient's perspective. Their implementation holds several advantages. Firstly, they empower patients, giving them a voice and ensuring their experiences are acknowledged and acted upon. This fosters a more patient-centric healthcare system where services can be tailored based on real-life feedback.



Secondly, PREMs enable healthcare providers to pinpoint areas of excellence and areas requiring improvement, leading to enhanced quality of care. This constant feedback loop aids in the dynamic evolution and refinement of healthcare practices, ensuring they remain relevant and responsive.

CAHO has decided to sensitise HCOs about the importance of PREM and will develop validated tools for the same for 20 procedures to start with. This webinar under the leadership of Dr Rahul Deshmukh and Dr Neesha was an effort in that direction.

- **Date:** 8th September
- **Topic:** Incorporating PREMs in healthcare to enhance care coordination and patient engagement.
- **Participation:** 579 registrations with 347 attendees from diverse locations.
- **Feedback:** An overwhelming 99% of participants found it "excellent", with 1% rating it "good".

### 3. COMPETITIONS TO PROMOTE CONCEPTS OF PATIENT ENGAGEMENT ALIGNING WITH THE THEME OF WORLD PATIENT SAFETY DAY

**National skit competition:** 13 entries

**E-Poster Competition:** 38 entries

**Jingles competition:** 17 entries

**PACs logo competition:** 52 entries

- Each competition had dedicated committees and jurors to evaluate the submissions, and top three participants in each category were awarded.



### 4. OFFICIAL CELEBRATION OF WORLD PATIENT SAFETY DAY 2023

- **Venue:** Ramaiah Medical College, Bangalore.
- **Date & Time:** 17th September, 10 am - 12:30 pm.
- **Highlight:** The event marked the launch of guidelines for establishing the PAC and unveiled the white paper on PREMs.

The commitment to patient-centric care and elevating safety standards was re-emphasized.

- **Participation:** 1,427 participants (1252 online and 175 offline) from diverse locations.
- **Program Segments:** The program included discussions on PAC's future, the role of PREMs in patient engagement, and debates on patients' rights and responsibilities. It concluded with a pledge for patient safety and engagement, capped off with a group photograph.



## 5. PARTICIPATION BY MEMBER HOSPITALS

More than 50 member hospitals across the country observed WPSD and conducted many activities. Some hospitals have already started PACs in their organisation.

## 6. PRESS MEET BY CAHO & PFPSF

Post-event highlights and discussions about the World Patient Safety Day celebrations were shared with the media as well, the screenshots are enclosed.



## CONCLUSION

CAHO and P4PSI's celebration of World Patient Safety Day 2023 was not just an event but a movement towards amplifying the voice of patients and caregivers. By disseminating the guidelines on PAC and PREMs, CAHO and P4PSI reiterate their dedication to fostering superior, patient-centric care across the healthcare ecosystem.



# WORLD PATIENT SAFETY DAY 2023



## CAHO CELEBRATIONS AND INITIATIVES