

# WORLD PATIENT SAFETY DAY 2020

“Health Worker Safety: A Priority for Patient Safety”

**A comprehensive approach to patient safety within the framework of quality of care in health service delivery**

**PAHO**



Pan American  
Health  
Organization



World Health  
Organization  
REGIONAL OFFICE FOR THE Americas

**“Poor quality of care is a killer”**

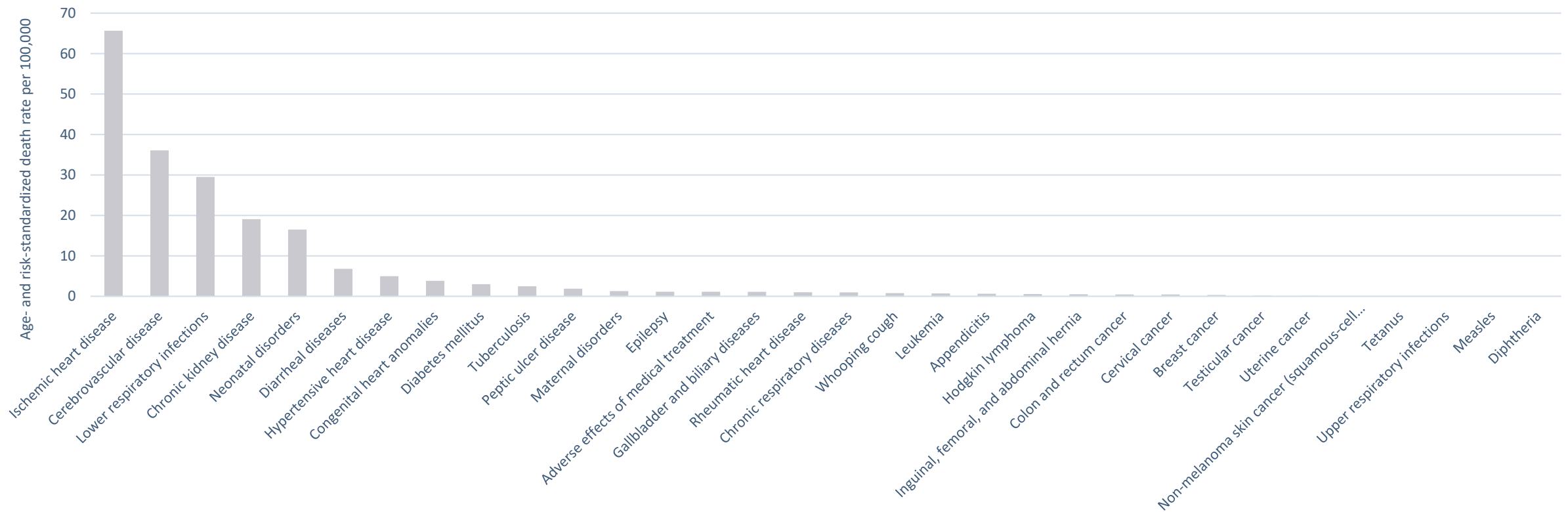


# Universal health in numbers:

## Challenges for the Americas

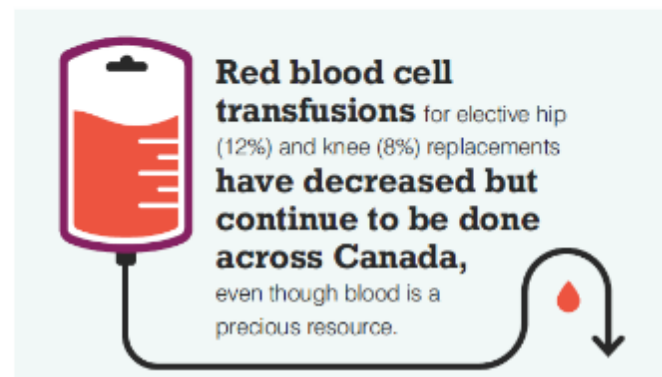
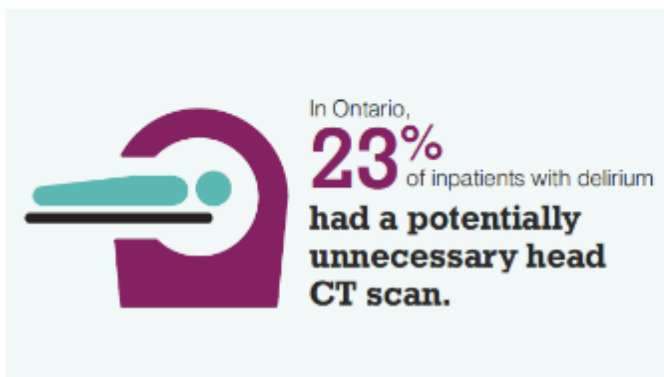
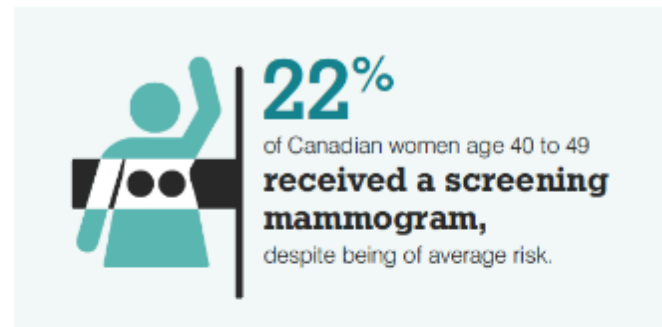
In 2016, an estimated 1.7 million deaths could have been avoided in the Region of the Americas. Ischemic heart disease, cerebrovascular disease, and lower airway diseases, which comprise diagnoses such as bronchitis and emphysema, were the three main leading causes of amenable mortality.

Amenable mortality by cause, Latin America and the Caribbean, 2016



# Inefficiencies, waste & harm are pervasive in healthcare systems

4



- A selected group of injuries to patients from lapses in health care affect about 13% to 14% of hospitalized patients in both LMICs and high income countries
- This causes over 46 million patient injuries worldwide per year, and over 1.4 million deaths – **more than either tuberculosis or HIV**

- **WHO, WBG y OECD: Delivering quality health services. A global imperative for universal health coverage.**
- **THE LANCET. Global Health. High quality health systems in the Sustainable Development Goals era: time for a revolution & People's Voice Report.**
- **The National Academies of SCIENCES-ENGINEERING-MEDICINE. Consensus Study Report. Crossing the Global Quality Chasm. Improving Health Care Worldwide.**

**GLOBAL Reports**  
published on Quality in 2018



- Substandard care wastes significant resources, fails to turn investments into better health, harms the health of populations, and destroys human capital and productivity
- Quality of care is key to global health security, which starts with local health security, and in turn depends on high-quality frontline services
- Quality is not something that only rich countries can afford. Failure to build quality health systems from the start is what raises the cost.
- Poor quality is the result of health system failures, not the fault of individual providers

# Policy frameworks for quality health systems in the Region of the Americas

## Strategy for Universal Access to Health and Universal Health Coverage



### 57th DIRECTING COUNCIL

71st SESSION OF THE REGIONAL COMMITTEE OF WHO FOR THE AMERICAS

Washington, D.C., USA, 30 September-4 October 2019

Provisional Agenda Item 4.10

CD57/12

18 July 2019

Original: Spanish

#### STRATEGY AND PLAN OF ACTION TO IMPROVE QUALITY OF CARE IN HEALTH SERVICE DELIVERY 2020-2025

##### Introduction

1. The Member States of the Pan American Health Organization (PAHO), in 2014, adopted the Strategy for Universal Access to Health and Universal Health Coverage (Document CD53/5, Rev. 2 and Resolution CD53.R14), in which they resolved to move forward in providing universal access to comprehensive, quality, and progressively expanded health services that are consistent with health needs, system capacities, and national contexts (1, 2). Problems with quality of care in health service delivery affect people, families, and communities, and constitute barriers to access to comprehensive health services, especially for populations in conditions of vulnerability. More than

Strategic Line of Action 1: Implement **continuous processes to improve the quality of care** to people, families, and communities in the delivery of **comprehensive health services**

*PoA: (...) rational use of medicines and other health technologies, clinical guidelines, resolution capacity of the first level of care, mental health, IPC, safe water and sanitation, satisfaction (...)*

Strategic Line of Action 2: Strengthen the **stewardship and governance of health systems** to develop a **culture of quality** and **promote sustained quality improvement** in the delivery of comprehensive health services

*PoA: (...) evaluation, inspection, auditing and feedback, regulatory frameworks, intersectoral groups, accountability (...)*

Strategic Line of Action 3: Establish **financing strategies** that promote improvement in quality of care in the **delivery of comprehensive health services**

*PoA: (...) public expenditure on health, timely availability of the resources needed, equity and efficiency (...)*



**The COVID-19 pandemic  
“the MOMENT OF TRUTH”**

**Safe health workers, Safe patients**