Patient Safety and Quality – Through the Patient’s Eyes

Helen Haskell
President, Mothers Against Medical Error and Consumers Advancing Patient Safety
Co-chair, WHO Patients for Patient Safety Advisory Group
Haskell.helen@gmail.com
A journey through the patient landscape

Cross-cutting themes

What patients say is needed:

- Respectful treatment
- Flow of information
- Safe staffing
- Care coordination
- Good hygiene
Recent Patient Safety Initiatives
New Challenges

• Climate change
• Antibiotic resistance
• Supply chain
• Covid-19
What is Patient Safety?

- Availability
- Predictability
- Dignity
- Equity
- Transparency
- Knowledge
- Ethics
- Regulation
- Public Good