

Patient safety assessment manual

Second edition



**World Health
Organization**

Regional Office for the Eastern Mediterranean

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► Foreword

A fundamental principle of quality is the right to safe care. Patient safety is an integral part of the health care system, and a major domain of quality service provision. The results of a landmark study conducted in 2009 in six countries of the Eastern Mediterranean Region to assess the prevalence of adverse events in developing countries showed that up to 18% of hospital admissions were associated with patient harm that was the result of medical interventions. More data on the magnitude of the problem is being collected but there is good reason to believe that the situation has not significantly improved. This is acceptable neither to Member States nor to development partners.

WHO is targeting interventions that will improve the quality and safety of health care in the Region. One such intervention is the Patient Safety Friendly Hospital Initiative. This is an initiative developed by WHO in the Region and aimed at enhancing the visibility and implementation of patient safety practices in health care facilities. An important tool for this initiative is a comprehensive set of standards that specifically target patient safety. The initiative provides a framework through which hospitals can deliver safer patient care. It assesses hospitals from a patient safety perspective; builds the capacity of staff in patient safety; and involves patients and communities in improving health care safety.

The challenges to quality and safer care are many, but we can seek to build on the lessons learnt so that patient safety becomes institutionalized within the delivery of health care services throughout the countries of the Region. I hope that this second edition of the Patient safety assessment manual, together with the patient safety improvement tool kit published in 2015, will become a valuable reference and provide support to ministries of health, as well as academic institutions and professional associations, in building their technical capacity.

Dr Ala Alwan

WHO Regional Director for the Eastern Mediterranean

► Preface to the second edition

The *Patient safety assessment manual* was first published in 2011. The manual comprises a set of standards that cover the different domains of patient safety. The information on the standards is collected on a continuous basis and reflects current health care practice and the best practice evidence-based interventions. The corresponding standards are revised every three to four years.

In this second edition, the total number of standards (140) is the same as the first edition. Similar requirements have been combined into single standards and the wording of some standards has been modified. Other standards have been added based on their importance for patient outcomes and with consideration to their alignment with WHO initiatives to promote patient safety. The full set of amendments is detailed in Table 1.

This manual is the result of collaborative work between WHO Regional Office for the Eastern Mediterranean and regional experts.

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