



# **Principles of Quality in Healthcare and Patient Safety**



# *Introduction*

Advances and commitments to patient safety worldwide have grown since the late 1990s which have led to a remarkable transformation in the way patient safety is viewed. Having begun as a subject of minority academic interest, it is now embedded as a firm priority in most health care systems worldwide.

However, quality and patient safety training and education have not kept pace with advances in quality improvements and patient safety, nor with workforce requirements. The introduction of patient safety in health professional training is therefore necessary and timely. It will contribute to building a foundation of knowledge and skills that will better prepare healthcare professionals to provide safer care. It will help generate a workforce of health-care professionals educated in patient safety and capable of meeting the demands of today's complex and busy health-care environments.

Quality improvement and patient safety principles apply irrespective of the wealth of a country, the place where health care is delivered, the type of health-care provider, and the patient. Some countries may lack adequate resources or health-care commodities or specialised providers, but while such shortages may make the environment more susceptible to poor quality and unsafe care, it does not mean that health-care providers cannot be trained to deliver safer and quality health services. While very important, adequate numbers of providers and resources are not the main remedies for minimizing harm to patients. Understanding quality improvements and safe clinical practices is not about increasing investments and costs, but rather relating to improving existing health care processes, as well as the knowledge and skills of health care providers to deliver high quality and safe services to patients. For example, implementing a surgical safety checklist in the OR bears no cost but underlines the importance of a cultural and behavioural shift of the members of the OR team. Implementing safer practices ultimately contributes to safeguarding patient lives and reducing health care costs.





# *Objective*

The course is designed to provide participants with:

- An understanding of quality and patient safety history and trends.
- Provide training on the basic patient safety and quality improvement principles, concepts, solutions and tools that can be directly applied in the workplace.
- Inform health-care professionals and educators about the importance of patient safety.
- An understanding of health care measure and measurement.





## Successful outcomes for this course will enable health-care professionals to:

- Recognise the magnitude and the importance of patient safety
- Reflect on and demonstrate an understanding of the principles and methodologies of patient safety and how this relates to delivering safe and quality services to patients
- Reflect on how the principles of patient safety can help to minimize the incidence and impact of medical errors, adverse events, and maximize recovery from them
- Become aware and utilise a range of tools, solutions and strategies to improve patient safety problems
- Recognise workforce diversity and demonstrate skills in collaboration and effective teamwork for enhancing safety and quality of services provided
- Reflect on and demonstrate understanding of the characteristics of health systems and the impact of complexity on patient care
- Recognise the importance and advocate for a culture of safety in the workplace.
- Assess the organization and/or area of responsibility's culture of safety;
- Transparency, Negotiation, Reliability, Measurement, Continuous Learning
- Design a strategic patient safety plan tailored to their area of hospital responsibility
- Develop new systems for continuous learning including learning from what works and what harms

Construct new systems that accommodate human factors and team resource management principles to reduce harm, errors and mortality within the organization

-Learn to implement changes that improve the culture of safety throughout their organization/area of responsibility:

- How to generate buy-in from the executive and board-level leadership in your organization a senior leader from your organization is invited to help develop its a strategic plan
- Learn to apply a sustainable, systemic culture of safety-not just a collection of stand-alone safety improvement projects-to your organization/area of responsibility



# Lecturers

*Prof. Paul Barach*



- Double boarded anesthesiologist and critical care physician-scientist
- Clinical Professor at Wayne State University School of Medicine, and Children's Hospital of Michigan, USA
- Lecturer and senior advisor to Dean, Jefferson College of Population Health, USA
- Visiting Professor and Chair of the Institute for Safety and Quality Board, Riphah, Pakistan



*Prof. Seval Akgun*



- Professor of Public Health and Medicine, Baskent University, Turkey
- Adjunct Professor, University of North Carolina-Pembroke, USA
- Chief Quality Officer, Başkent University Hospitals Network, Turkey
- President, Health Care Academician Society, Turkey



***Prof. Allen Meadors***



- Chancellor Emeritus, the University of North Carolina-Pembroke, USA
- Dean of the School of Public Health, University of Oklahoma, USA
- Professor and head of the Department of Health Management at the University of Texas, USA
- Executive Director of the Higher Education Coordination Council in the United Arab Emirates, UAE
- President of the International University of St. John, Italy



***Prof. Rashid Al-Abri***



- Director, WHO Collaborative Center for Quality and Patient Safety Training, Ministry of Health, Oman
- Associate Professor & Senior Consultant ENT Surgeon, Oman
- Head ENT Division, Department of Surgery, Oman
- Ex-Director of Development & Quality at Sultan Qaboos University Hospital, Oman







*Principles of Quality and Patient Safety*

DAY 1	
09:30 - 09:40	
<b>Prof. Allen Meadors</b>	Introduction UNC-P Certificate and Diploma Programs, University of North Carolina System Capabilities and UNC-Pembroke's Specific Capabilities.
09:40 - 11:00	
<b>Prof. Dr. Rashid Al-Abri</b>	Principles of Healthcare Quality and Patient Safety Aspect and Dimension of Quality
<b>Prof. Dr. Seval Akgün</b>	Patient Safety Introduction
11:00 - 11:10	
Break	
11:10 - 12:15	
<b>Prof. Dr. Rashid Al-Abri</b>	Building a Culture of Patient Safety Leadership and Patient Safety
12:15 - 13:15	
<b>Prof. Dr. Rashid Al-Abri</b>	Reflections on Leadership Competencies and Action for Building a Culture of Safety and Improving the Quality of Service Delivery
13:15 - 14:00	
Praying Time and Lunch	
14:00 - 15:00	
<b>Prof. Dr. Paul Barach</b>	Positioning Patient Safety within the Organization: Integrating Patient Safety into the Organizational Structure and Daily Life
15:00 - 16:00	
<b>Prof. Dr. Paul Barach</b>	Strategy and Implementation: Creating a Comprehensive Safety Program and Implementation Plan
16:00 - 16:30	
<b>Prof. Dr. Paul Barach</b>	Question and Answer Closure of the Course





*Culture of Quality and Patient Safety*

DAY 2	
09:30 - 10:15	
<b>Prof. Dr. Rashid Al-Abri</b>	Building a Just Culture: Moving away from Blame and Shame, to Building a "Just Culture" Human Factors: Creating Systems that Compensate for the Limits of Human Ability
10:15 - 11:00	
<b>Prof. Dr. Seval Akgin</b>	Reporting and Analyzing Errors National and Facility Level Systems in Iran for Reporting of Errors and Learning from them
11:00 - 12:00	
<b>Prof. Dr. Seval Akgin</b>	Critical Analysis: Using Investigative Tools Such as Root Cause Analysis and Proven Observational Techniques Route Cause Analysis
12:00 - 13:00	
Praying Time and Lunch	
13:00 - 14:00	
<b>Prof. Dr. Paul Barach</b>	Resilience: Enduring and Managing the Unexpected
14:00 - 15:00	
<b>Prof. Dr. Paul Barach</b>	Reliability Science: Using Proven Principles that Pick up Where Vigilance Leaves off
15:00 - 16:00	
<b>Prof. Dr. Paul Barach</b>	Improvement: Using Tested Safety Improvement Techniques
16:00 - 16:30	
<b>Prof. Dr. Paul Barach</b>	Question and Answer, Adjourn of the Course





*Quality and Patient Safety Measures*

DAY 3	
09:30 - 10:30	
<b>Prof. Dr. Seval Akgün</b>	Safety Measures: Knowing What to Measure, and How to Measure It
10:30 - 11:30	
<b>Prof. Dr. Seval Akgün</b>	Monitoring Quality and Patient Safety ; Developing Patient Safety Indicators, Benchmarking in Patient Safety and Quality
11:30 - 12:30	
<b>Prof. Dr. Seval Akgün</b>	Understanding/Managing Clinical Risk
12:30 - 13:30	
<b>Prof. Dr. Seval Akgün</b>	Quality Improvement Methods Emphasizing Failure Mode and Effect Analysis
13:30 - 14:00	
Praying Time and Lunch	
14:00 - 15:00	
<b>Prof. Dr. Paul Barach</b>	Spread: Understanding and Engaging Key Stakeholders in the Process of Spreading Successful Improvements across the Organization. Influencing Others: Understanding and Shaping Stakeholder Perspectives
15:00 - 16:00	
<b>Prof. Dr. Paul Barach</b>	Patient Engagement in Safety: Improving the Way We Listen to Patient Concerns, PROM and PREMs.
16:00 - 16:30	
<b>Prof. Dr. Paul Barach</b>	Question and Answer, Adjourn of the Course





*Medication and Surgical Safety*

DAY 4	
09:30 - 10:30	
<b>Prof . Dr. Seval Akgün</b>	Patient Safety Solutions Overview of WHO Patient Safety Solutions
10:30 - 11:30	
<b>Prof . Dr. Seval Akgün</b>	Overview of WHO Patient Safety Solutions Focus on: Medication Safety
11:30 - 12:30	
<b>Prof . Dr. Seval Akgün</b>	Overview of WHO Patient Safety Solutions Focus on: Prevention and Control of Health Care-Associated Infection
12:30 - 13:30	
<b>Prof . Dr. Seval Akgün</b>	Accreditation and Patient Safety
13:30 - 14:30	
Praying Time and Lunch	
14:30 - 15:30	
<b>Prof. Dr. Rashid Al-Abri</b>	Diagnostic Tools: Using Tested Tools to Understand Harm and Mortality Surgical Safety.
15:30 - 16:30	
<b>Prof. Dr. Rashid Al-Abri</b>	Quality Improvement Methods and Projects
16:30 - 17:30	
<b>Prof. Dr. Rashid Al-Abri</b>	Discussion on Solutions Used or Needed in the Country; Challenges, Participant Engagement in ISBAR, Call-out, Check- back, Hand-over Techniques; Interactive Exercises in Teams'
17:30 - 18:00	
<b>Prof. Dr. Rashid Al-Abri</b>	Discussion on Solutions Used or Needed in the Country; Challenges, Question and Answer, Adjourn of the Course





*Teamwork in Quality and Patient Safety*

DAY 5	
09:30 - 10:30	
<b>Prof. Dr. Rashid Al-Abri</b>	Effective Health Care Teams
10:30 - 11:00	
<b>Prof. Dr. Rashid Al-Abri</b>	Interactive Discussion on 'Effective Teamwork and Communication. Patient Engagement in Safety
11:00 - 11:15	
Break	
11:15 - 12:00	
<b>Prof. Dr. Rashid Al-Abri</b>	Discussion with Participants facilitated on Engaging Leadership to Commit to Safety and Quality Improvements
12:00 - 13:00	
Praying Time and Lunch	
13:00 - 14:00	
<b>Prof. Dr. Seval Akgün</b> <b>Prof. Dr. Rashid Al-Abri</b>	Communication: Developing a Framework for Working Together and Supporting each other in Care Delivery across the Health Care Continuum
14:00 - 15:00	
<b>Prof. Dr. Paul Barach</b>	Technology: Understanding the Promises, Pitfalls, and Realities of Technology
15:00 - 16:00	
<b>Prof. Dr. Paul Barach</b>	The Cost/Quality Connection: Strengthening and Ensuring the Link between Cost and Quality
16:00 - 16:30	
<b>Prof. Dr. Seval Akgün</b> <b>Prof. Dr. Rashid Al-Abri</b>	Question and Answer Closure of the Course





**Contact us**

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