



Introducing the Patient Safety Friendly Hospital Initiative



World Health
Organization

REGIONAL OFFICE FOR THE Eastern Mediterranean

Why patient safety matters

Patient safety is a major challenge for all health systems globally.



Adverse events following hospitalization are the leading cause of death and injury globally.

14th



There are approximately

421 million hospitalizations each year globally,
42.1 million of which result in adverse events.



About **15%**

of all hospital activities and expenditure are a direct result of adverse events, costing trillions of dollars annually.

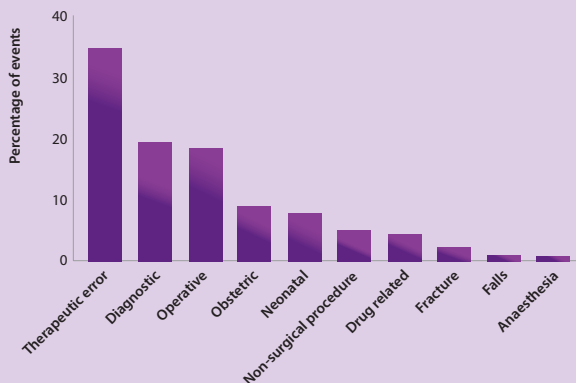


Research has shown that up to

18% of hospital admissions in the Eastern Mediterranean
Region are associated with adverse events and
83% are preventable.

Most common types of error

Source: <https://www.bmj.com/content/344/bmj.e832>



Five key strategies to improve patient safety



What does the PSFHI involve?

The Patient Safety Friendly Hospital Initiative (PSFHI) aims to address the burden of unsafe care in the Eastern Mediterranean Region. It helps institutions in countries of the Region to launch comprehensive patient safety programmes, with assistance from the World Health Organization (WHO).



The PSFHI is a systematic evaluation process for hospitals, using international best practice standards. It combines self-assessment with guidance from external experts, and desk research with site visits and interviews.



160 hospitals in the Region are already enrolled in the PSFHI.



WHO recommends that hospitals repeat the external evaluation every three years.

- **Comprehensive and integrated approach to patient safety**
- **Supported by WHO**
- **Owned by Member States**
- **Voluntary**
- **Hospital driven**
- **Promotes a multidisciplinary approach**

Supported by two tools:



Patient safety assessment manual
(assessment tool)



Patient safety tool kit
(improvement tool)

The PSFHI can support the introduction of new patient safety programmes in hospitals or evaluate and strengthen existing programmes.



The PSFHI process

Initiating

- Leadership commitment.
- Advocacy.
- Raising awareness.

Preparing

- Establish a local PSFHI committee.
- Build staff capacity on standards and tools.
- Agree a realistic timeline for product implementation.

Assessing

- Conduct self-assessment.
- Ensure availability of required documents.
- Ask for external evaluation.
- Set up a national committee for oversight and continuous improvement.
- Use score cards.

Improving

- Identify gaps in patient safety.
- Set priorities.
- Start with the most critical standards followed by core and then developmental standards.

Sustaining

- Communicate progress to the team.
- Reward good performances.
- Celebrate achievements.

PSFHI domains and standards



139 standards cover the five domains, including **20 critical standards**, **89 core standards** and **30 developmental standards**.

Hospitals are graded to show how far they meet each standard, with four levels of compliance:

Level	Critical	Core	Developmental
1	100%	Any	Any
2	100%	60-89%	Any
3	100%	≥ 90%	Any
4	100%	≥ 90%	≥ 80%

How does PSFHI assessment benefit hospitals?



It demonstrates **public commitment and accountability** regarding patient safety.



Benchmarking hospital performance against PSFHI standards **encourages improvement** in patient safety.



Using the assessment **motivates staff** to improve patient safety.

WHO's role



Encouraging Member States to endorse the PSFHI.



Providing guidance on the PSFHI process.



Supporting hospitals to develop comprehensive patient safety systems.



Building the capacity of local teams to implement the programme.



Establishing partnerships and networks to promote the use of the PSFHI evaluation process.

Countries' role



Establishing a national PSFHI committee.



Raising awareness of the need for patient safety improvements through the PSFHI.



Providing information about the PSFHI process.



Identifying hospitals to be enrolled in the PSFHI process.



Coaching hospitals during the PSFHI process.



Coordinating internal and external assessments.



Delivering PSFHI certificates based on external assessment reports.



Ensuring the sustainability of the PSFHI process.

Benefits of the PSFHI according to the teams who implemented it



Helps in **building a patient safety system**



Improves **documentation** control



Creates **a platform** that integrates different perspectives



Offers a tool for **benchmarking** performance and **learning** from others' experiences



Results can be used to develop a **score card** for measuring and monitoring performance



A useful **tool** for hospitals that are actively considering continuous improvement

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