7. Synergy, partnership and solidarity	Name	Link	Type of resource	Source	Description	Language	Cost	Interlinking areas
7.1 Stakeholders engagement	Section 2: Engaging Stakeholders in a Care Management Program	https://www.ahrq.gov/patient-safet	Guidance	Agency of Health Research and Quality	Stakeholder support, beginning with program design and continuing through the evaluation, is critical to a successful Medicaid care management program. Stakeholders should be involved during each stage of the program to build support for it, provide suggestions for its design, and participate in evaluation and continuous quality improvement activities.	English	Free	
7.1 Stakeholders engagement	Stakeholder Guide 2014	https://archive.ahrq.gov/research/f	Guidance	Agency of Health Research and Quality	The Agency for Healthcare Research and Quality (AHRQ) has designed this Guide to encourage patients, researchers, clinicians, and others to become involved in its Effective Health Care (EHC) Program. Stakeholders are people or groups—each with a unique perspective—who have an interest in health care decisions. The EHC Program seeks the involvement of a wide range of stakeholders throughout the research process.	English	Free	
7.1 Stakeholders engagement	Stakeholder Responsibilities and Role Stakeholder Responsibilities and Role Descriptions	https://www.healthit.gov/sites/def	Guidance	The Office of the National Coordinator for Health Information Technology	This worksheet was adapted from a 2011 book published by the Healthcare Information and Management Systems Society (HIMSS) entitled "Improving Outcomes with Clinical Decision Support: An Implementer's Guide, Second Edition. It outlines the responsibilites of stakeholders and examples of roles for each stakeholder.	English	Free	
7.1 Stakeholders engagement	Guide to Qualty Improvement (*phase two relates to this)	https://www.weahsn.net/wp-conte	Guidance	West of England Academy		English	Free	1.4
7.1 Stakeholders engagement	Engaging Stakeholders to Improve the Quality of Children's Health Care	https://www.ahrq.gov/sites/default	Guidance	WHO	We have designed this guide to help State officials and other program administrators engage and partner with stakeholders in initiatives to improve the quality of child health care.1 Stakeholders can include a wide range of individuals and organizations, such as caregivers, clinicians, advocacy groups, and policymakers.By engaging stakeholders in your quality improvement (QI) initiatives, you can help ensure that the initiatives are implemented effectively, achieve intended outcomes, and contribute to sustainable changes in the quality of child health care	English	Free	
7.1 Stakeholders engagement	Stakeholder Management	https://www.euro.who.int/__data/	Guidance	WHO	This document presents a list of key vaccinerelated stakeholders along with some principles for how you may establish and maintain relations with them	English	Free	
7.1 Stakeholders engagement	Coordinated/Integrated Health Services Delivery (CIHSD) Stakeholder Consultation	https://www.euro.who.int/__data/	Meeting Report	WHO	The meeting programme was organised to provide for ample possibilities of interactivity and input from the stakeholder representatives. In relation to the discussion on roles and responsibilities of the different stakeholders, special attention was paid to define the different levels of leadership needed to guide the transition towards more coordinated/integrated health services delivery.	English	Free	
7.1 Stakeholders engagement	Integrating stakeholder and community engagement in quality of care initiatives for maternal, newborn and child health	https://www.who.int/publications/	Module	WHO	Integrating stakeholder and community engagement in quality of care initiatives for maternal, newborn and child health was developed to guide policy makers and programme implementers on how stakeholder and community engagement can be incorporated into quality improvement initiatives for maternal, newborn and child health. It specifically provides operational guidance through concrete steps and actions on how quality improvement teams at national, district and facility level, can ensure collaborative engagement with relevant stakeholders and communities during in all steps quality improvement implementation.	English	Free	
7.1 Stakeholders engagement	Stakeholder Mapping Guide	https://www.who.int/reproductive	Tool	WHO	Tool that involves mapping potential key stakeholders in reproductive health and family planning service delivery, in preparation for implementing WHO MEC/SPR guidance	English	Free	
7.1 Stakeholders engagement	Policy Toolkit for Strengthening Health Sector Reform	https://www.paho.org/hq/dmdocu	Toolkit	WHO	This toolkit was designed specifically to help health sector reform teams better understand the nature of the political process and develop skills to actively manage that process. This toolkit is intended for health sector reform teams and others involved in making and influ- encing health policy decisions.	English	Free	
7.2 Common understanding and shared commitment	* Limited in resources as many projects are yet to be undertaken with the introduction of the Global Patient Safety Action Plan							
7.3 Patient safety networks and collaboration	The Patient Safety Collaboratives Programme 2014-2019	https://www.england.nhs.uk/wp-co	Overview	NHS	Provides an overview of the structure of PSCs	English	Free	
7.3 Patient safety networks and collaboration	WHO Collaborating Centre for Patient Safety and Patient Engagement	https://www.patientsafetyinstitute.	Report	Canadian Patient Safety Institue	Discusseses who the CPSI came to be a WHO collaborating centre.	English	Free	
7.3 Patient safety networks and collaboration	Healthcare-associated Infections Surveillance Network	https://www.ecdc.europa.eu/en/ab	Report	European Centre for Disease Prevention and Control	The Healthcare-Associated Infections Surveillance Network (HAI-Net) is a European network for the surveillance of healthcare-associated infections (HAI). The network is coordinated by the European Centre for Disease Prevention and Control (ECDC).	English	Free	
7.3 Patient safety networks and collaboration	Patient Safety Collaboratives: A retrospective Review	https://www.england.nhs.uk/wp-co	Report	NHS	The PSCs have established structures, processes and networks that provide the opportunity to drive patient safety improvement work across the country. We know that in some regions and pathways, the PSCs have been particularly important in identifying and spreading patient safety initiatives. However, there remains significant scope for the PSCs to contribute to further improvements in patient safety. This review makes recommendations to strengthen the programme, building on momentum achieved to date, and informs the future operating model and commission for the PSCs	English	Free	
7.3 Patient safety networks and collaboration	Networks and Partnerships	https://www.who.int/teams/integr	Report	WHO	WHO works closely with members of our online Global Patient Safety Network, WHO Collaborating Centres for Patient Safety, NGO's in official and working relations to spread improvements in patient safety.	English	Free	
7.3 Patient safety networks and collaboration	Our National Patient Safety Alerts	https://www.england.nhs.uk/patien	Webpage	NHS	Our patient safety team was the first national body accredited to issue National Patient Safety Alerts by the National Patient Safety Alerting Committee (NaPSAC). All National Patient Safety Alerts are required to meet NaPSAC's thresholds and standards, which include working with patients, frontline staff and experts to ensure alerts provide clear, effective actions to reduce the risk of death or disability.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	3rd Global Ministerial Summit on Patient Safety 2018	https://www.mhlw.go.jp/file/06-Se	Conference Summary	Japanese Ministry of Health, Labour and Welfare	This is the third Global Ministerial Summit on Patient Safety held in Japan by the Ministry of Health Labour and Welfare. At this third Summit, there is a focus on the importance of patient engagement by reflecting more patients' views on health service delivery. Secondly, it considers the importance of patient safety in promoting universal health coverage (UHC).	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Best practices in patient safety: 2nd Global Ministerial Summit on Patient Safety	https://www.bundesgesundheitsmi	Guidance	WHO and German Federal Ministry of Health	This compilation of best practices illustrates the global efforts to increase patient safety. Development and implementation of patient safety measures require continuous interaction of the three areas Policy, Evidence, and Implementation. Prerequisites of feasibility and the benefits of this interaction are a close collaboration and communication between lawmakers, scientists, stakeholders, healthcare professionals, and patients. The various examples in this best practice compilation provide a good insight in working cooperation, opportunities, and challenges when improving patient safety	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Global Patient Safety Collaborative (GPSC)	https://www.who.int/initiatives/glo	Report	WHO	The Global Patient Safety Collaborative (GPSC) is a strategic initiative established by the joint efforts of WHO and the Government of the United Kingdom of Great Britain and Northern Ireland, which recognizes the importance of patient safety as one of the critical components of health care delivery systems, essential to progressing towards universal health coverage and achieving the Sustainable Development Goals.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Quality of Care in Humanitarian Settings	https://www.who.int/health-cluster	Report	WHO and Health Cluster	Quality of Care is a large concept for which no single focus will adequately encompass it in its entirety. Although elements will be common across settings, priorities within this may vary between contexts and crises. This position paper serves as a guide to both Health Cluster Coordination Teams as well as Health Cluster Partners as they develop mechanisms to address and improve quality of care in their settings. This paper defines the scope and minimum issues that must be considered when addressing quality of care in humanitarian settings and should be referred to where the Cluster system has been established.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Global Patient Safety Alerts	https://www.patientsafetyinstitute.	Resource collection	Canadian Patient Safety Institue	Global Patient Safety Alerts is a web-based resource featuring a comprehensive collection of patient safety alerts, advisories and recommendations for healthcare providers and organizations. Global Patient Safety Alerts collects, reviews and indexes information from its contributing organizations - those who are willing to share what they have learned from Patient Safety incidents with others for improvement across borders. Learn more about these organizations here.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	ISQua's Statement on 'Global action on Patient Safety' for the 144th Session of the WHO Executive Board	https://isqua.org/news/isqua-s-stat	Statement	International Society for Quality in Healthcare	The following statement was submitted for agenda item 6.6.1 (Global action on patient safety) of the 144th Session of the WHO Executive Board. ISQua are a non-State actor in official relations with WHO. This describes their commitment to hte global action on patient safety	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Tacking Antimicrobial Resistance Together: Working Paper 1.0: Multisectoral coordination	https://apps.who.int/iris/bitstream	Strategy	WHO	This working paper was conceived to offer practical tips and suggestions on how to establish and sustain the multisectoral collaboration needed to develop and implement National Action Plans on AMR (NAPs). It is intended for anyone with responsibility for addressing AMR at country level. Drawing on both the published literature and the operational experience of four 'focal countries' (Ethiopia, Kenya, Philippines and Thailand), it summarizes lessons learned and the latest thinking on multisectoral working to achieve effective AMR action.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Multisectoral and intersectoral action for improved health and well-being for all: mapping of the WHO European Region Governance for a sustainable future: improving health and well-being for all	https://www.euro.who.int/__data/	Strategy	WHO	Achieving the 2030 Agenda for Sustainable Development, and the strategic objectives of Health 2020, requires an innovative and new model of governance. A mapping exercise was undertaken by the Governance for Health Programme to identify instances of multisectoral and intersectoral action for improved health and well-being for all and to share best practices for multisectoral and intersectoral health and well-being policy development and implementation across the WHO European Region. Case stories, or narratives of good practice, detailing successful multisectoral and intersectoral initiatives were collected through consultations in 36 Member States of the WHO European Region. The case stories are collected and analysed in this report.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	European Union Network for Patient Safety and Quality of Care (PaSQ)	https://www.eu-patient.eu/Project	Summary	European Patients Forum	The "Patient Safety and Quality of Care" or "PaSQ" Joint Action (JA) aims to create a permanent platform for future cooperation between Member States in the area of patient safety and quality of care.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Conferences	http://www.ihi.org/education/Conf	Webpage	IHI	IHI's annual conferences offer opportunities to learn the latest improvement ideas, connect with like-minded colleagues, and generate momentum for change in your organization.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	African partnerships for patient safety	https://www.who.int/teams/integr	Webpage	WHO	African Partnerships for Patient Safety (APPS) was a WHO Patient Safety Programme concerned with building sustainable hospital to hospital patient safety partnerships. The program was focused on countries of the WHO African Region but has also opened the network and programme resources to all hospitals in all regions of the world.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	National quality policy and strategy	https://www.who.int/teams/integr	Webpage	WHO	The global initiative on national quality policy and strategy (NQPS) supports Member States to improve the performance of their health system through the development, refinement and implementation of national strategic direction on quality.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Patients for patient safety	https://www.who.int/initiatives/pa	Webpage	WHO	The Patients for Patients Safety (PFPS) programme was set up in 2005 with its first workshop held in November 2005, in London. Its vision, expressed in the London Declaration, is to engage, empower, encourage and facilitate patients and families to build and/or participate in global network advocating for, and partnering with health professionals and policy-makers to make health-care services safer, more integrated and people-centred for all.	English	Free	
7.4 Cross geographical and multisectoral initiatives for patient safety	Global Ministerial Summits on Patient Safety	https://www.who.int/teams/integr	Webpage	WHO	There are many forums for academic and expert debate of the subject but limited opportunities for international experts to engage with Ministers of Health and other high-ranking political decision-makers or for effective collaboration between countries.In 2015 the United Kingdom's Department of Health and the German Federal Ministry of Health agreed to initiate a series of Global Ministerial Summits to close this gap, bringing together international experts with political decision-makers. These summits ultimately aim to generate and promote a global movement for patient safety.	English	Free	

7.4 Cross geographical and multisectoral initiatives for patient safety	Report on WHO multi-country workshop on patient safety reporting and learning processes and networks	https://www.euro.who.int/__data/	Workshop report	WHO	The multi country workshop, organized in collaboration with the WHO global patient safety programme, and hosted by the WHO Collaborating Centre for Quality of Care and Patient Safety Krakow, aimed at monitoring progress and strengthening information exchange in patient safety, within the participating countries. The work has been covered by biennial collaborative agreements, with a particular focus on patient safety centred care. The role of reporting and learning processes and the importance of human factors in the epidemiology of safety in medicine were seen as key issues in improving quality and safety of care. The experience of safe management systems shared is expected to involve further expansion of existing national networks and stakeholders.	English	Free	
7.5 Alignment with technical programmes and initiatives	Developing a National Blood System	https://www.who.int/bloodsafety/	Aide-mémoire	WHO	Every country should put in place policies, systems and structures to ensure the safety, quality, accessibility and timely availability of blood and blood products to meet the needs of all patients who require transfusion. This aide mémoire helps countries put this into place.	English	Free	3.4
7.5 Alignment with technical programmes and initiatives	Action framework to advance universal access to safe, effective and quality-assured blood products	https://apps.who.int/iris/bitstream	Framework	WHO	The WHO Action Framework focuses on six strategic objectives with related activities, outcomes and outputs. The Action Framework will guide the development and implementation of context-specific actions to address the needs of regions and countries. Reaching the overall goal of universal access to safe, effective and qualityassured blood products can only be achieved through effective collaboration between WHO, its Member States and relevant organizations. WHO will be drawing on new and existing partners globally in its efforts to coordinate the implementation of this global framework to ensure access to safe blood products worldwide.	English, Chinese	Free	
7.5 Alignment with technical programmes and initiatives	Achieving quality health services for all, through better water, sanitation and hygiene - Lessons from three African countries	https://www.who.int/publications/	Report	WHO	Achieving Health for All, and in particular universal health coverage (UHC), will not happen without fully functioning basic water, sanitation and hygiene (WASH) services in all health care facilities. Such services are needed to provide quality care, ensure adherence to infection prevention and control (IPC) norms and standards and guarantee that facilities are able to provide environments that respect the dignity and human rights of all care seekers, especially mothers, newborns and children. WHO undertook a series of national situational analyses in three countries (Ghana, Ethiopia and Rwanda) to understand current barriers to change, accountability structures and measures to strengthen WASH in health care facilities and more broadly, the quality of health service delivery.	English	Free	
7.5 Alignment with technical programmes and initiatives	WHO safe childbirth checklist collaboration evaluation report	https://www.who.int/publications/	Report	WHO	This document presents the results of an evaluation of the WHO Safe Childbirth Checklist Collaboration and provides useful insights for any group wishing to implement the WHO Safe Childbirth Checklist. It first provides an overview of the WHO Safe Childbirth Checklist and the Collaboration set up to explore factors that influence use of the Checklist in diverse settings around the world. This section includes information on the Collaboration members and their work. It then describes the methodology of the evaluation and ultimately the results.	English	Free	
7.5 Alignment with technical programmes and initiatives	Reporting and learning systems for medication errors: the role of pharmacovigilance centres	https://apps.who.int/iris/handle/10	Technical Guidance	WHO	This publication is intended to strengthen the capacity of national pharmacovigilance centres (PVCs) to identify, analyse and issue guidance to prevent or minimize medication errors (MEs) that harm patients. In addition it is intended to stimulate cooperation between national PVCs and patient safety organizations (PSOs) to work together in order to minimize preventable harms from medicines.	English, Vietnamese, Spanish	Free	
7.5 Alignment with technical programmes and initiatives	Communicating radiation risks in paediatric imaging: information to support health care discussions about benefit and risk	https://apps.who.int/iris/handle/10	Technical Guidance	WHO	This document discusses different approaches to establish the dialogue about radiation in clinical settings including communication with the paediatric patient. It provides practical tips to support the risk–benefit discussion, including examples of frequently asked questions and answers, which may also be used to develop information materials for patients and their families. The document also discusses ethical issues related to the communication of radiation risks in paediatric imaging and proposes different scenarios and stakeholders involved when creating a dialogue in the medical community. Also discussed are concepts and principles of radiation protection, how they are applied to paediatric imaging and the key factors needed to establish and maintain a radiation safety culture in health care to improve practice – a pillar of radiation protection in medicine.	English, Japanese, Portuguese, Spanish	Free	
7.5 Alignment with technical programmes and initiatives	Patient safety incident reporting and learning systems: technical report and guidance	https://www.who.int/publications/	Technical Guidance	WHO	This document is to urge the readers to understand the purpose, strengths and limitations of patient safety incident reporting. Data derived from incident reports can be very valuable in understanding the scale and nature of harm arising from health care, provided that the properties of the data are reviewed carefully and conclusions are drawn with caution. The use of incident reporting systems for true learning in order to achieve sustainable reductions in risk and improvements in patient safety is still work in progress. This technical guidance will help the journey to a position where we can show patients and their families how we used this learning to give them care that is safe and dependable, every time they need it.	English, Portuguese	Free	6.1