

Title: Tools & Resources Mapped to Strategic Objective 1 of the WHO Global Patient Safety Action Plan 2021-2030
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#	Policy to eliminate avoidable harm to health care	Name	Link	Type of resource	Source	Description	Language	Cost	Interlinking areas
1.1	Patient safety, policy, strategy and implementation framework	Global Action on Patient Safety: WHOX2.0	https://cpgp.who.int/en/global-patient-safety	Action plan	WHO	Global action on patient safety according to the 72 nd World Health Assembly	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	The African Partnership for Patient Safety Framework Improving Patient Safety for All	https://cpgp.who.int/en/african-partnership	Action plan	WHO	This resource outlines an approach to improving patient safety using a partnership model, structured around 12 action areas for improvement and with special as a central aim. It has some critical considerations for implementers at the start of their improvement journey	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	To Be or Not to Be: Building a Safer Health System	https://cpgp.who.int/en/to-be-or-not-to-be	Book	Institute of Medicine (IOM)	This seminal report on the quality of health care in the United States is one of the first publications to bring the public's attention to medical errors and adverse events.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Transforming Health Care: A Compendium of Reports from the WHO Future Health Institute	http://cpgp.who.int/en/transforming-health-care	Compendium	PI	This compendium brings together the executive summaries, recommendations, and action challenges from five reports published between 2012 and 2019 by the Future Health Institute. We hope health care leaders will find the recommendations presented here to be helpful as they assess where their organizations stand in the journey to safer care and what steps they can take to realize greater progress.	English	Free	1.1, 4.1, 5.2,7
1.1	Patient safety, policy, strategy and implementation framework	National quality policy and strategy: tools and resources compendium	https://cpgp.who.int/en/national-quality-policy	Compendium	WHO	The National Quality Policy and Strategy Tools and Resources Compendium has been developed alongside the WHO Handbook for national quality policy and strategy to support the development and implementation of national directions on quality. Drawing from various products published by WHO as well as other organizations, the compendium comprises practical tools, resources, peer-reviewed literature, country examples and case studies, supplemented by the new tools developed to address current needs identified by countries engaging in the NQPS process.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Strengthening Commitment for Improvement Together: A policy Framework for Patient Safety	https://cpgp.who.int/en/strengthening-commitment	Framework	Canadian Patient Safety Institute	The overall goal of the Policy Framework is to improve patient safety in all healthcare settings and to inform continued, system-wide improvement. The Policy Framework includes various core components which are highly interrelated and may change as health systems evolve. The Policy Framework is intended to be a conceptual framework (Figure 1) that connects the relationships between identified policy levers with identified measures of success. It also highlights the underlying social, economic, political and cultural context that influences conversations on patient safety and the complex risks and relationships between policy actors. It is a guide to identify the policy gaps in Canada along with an evaluation of the identified policy levers.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Strengthening commitment for improvement together: a policy framework for patient safety.		Framework	Canadian Patient Safety Institute	CPSI recommends that the Policy Framework be used as a conceptual guide to implement and evaluate the policy levers and to systematically show what we have learned with others. CPSI risk as an improvement organization is to help build the capacity of all actors in their roles, and to facilitate a policy environment for patient safety improvement.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Safe Together: a national action plan to advance patient safety	https://cpgp.who.int/en/safe-together	Framework	PI	Safe Together: a National Action Plan to Advance Patient Safety provides clear direction that health care leaders, delivery organizations, and associations can use to make significant, lasting, lower-risk care and reduce harm across the continuum of care.	English	Free	1.1, 2.2, 2.3, 4.1, 4.5,5.1, 5.5
1.1	Patient safety, policy, strategy and implementation framework	A Framework for Safe, Reliable, and Effective Care	http://www.hi.org/handbook/frames	Framework	PI	Hi has provided a White Paper and order guidance for a framework on providing safe, reliable and effective care. It describes what is involved in developing a patient safety culture and the learning system. It provides implementation strategies for nine interrelated components: leadership, psychological safety, accountability, teamwork and communication, vigilance, transparency, reliability, improvement and measurement, and continuous learning. It discusses engagement of patients and their families to create safe, reliable, and effective care.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	National Patient Safety Implementation Framework (2018-2020) India	https://cpgp.who.int/en/national-patient-safety-implementation-framework	Framework	Ministry of Health & Family Welfare Government of India	This document is an endeavor to integrate the discrete patient safety concepts and activities into a single national level framework, so that patient safety issues can be addressed in holistic way with consistent and contribution from all stakeholders – central and state governments, patient rights groups, professional associations, medical education institutions, regulatory bodies for quality and accreditation and of course healthcare providers as millions public and private healthcare facilities of all sizes and functions. This document provides a formal institutional framework for patient safety in the country as well as a mandate for establishing the process for adverse event reporting system, capacity building, infection control and patient safety research.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety Incident Response Framework 2020: An introductory framework for implementation by nationally appointed early adopters	https://cpgp.who.int/en/patient-safety-incident-response-framework	Framework	NHS	The Patient Safety Incident Response Framework (PSIRF) guides how to build on how to develop the cultures, systems and behaviour necessary to respond to patient safety incidents. It is a new tool for ensuring we learn from them and prevent them from re-occurring. <ul style="list-style-type: none"> • Part A: Preparing for incidents describes four steps organizations should take so that staff know what to do and how to respond when an incident occurs. • Part B: Responding to incidents describes four steps organizations should take in their response to each case. • Part C: Changing describes the governance arrangements (including key organizational roles and responsibilities) necessary for an effective response. 	English	Free	1.1, 6.1
1.1	Patient safety, policy, strategy and implementation framework	Drill action framework for safe and affordable surgery in the African Pacific Region (2012-2020)	https://cpgp.who.int/en/drill-action-framework	Framework	WHO	The Framework outlines an approach based on four operational pillars to identify entities to deliver safe and affordable surgery to all patients, including, but not limited to, and in addition to:	English	Free	1.0,7
1.1	Patient safety, policy, strategy and implementation framework	A Guide to Patient Safety Improvement	https://cpgp.who.int/en/a-guide-to-patient-safety-improvement	Guidance	Canadian Patient Safety Institute	This resource has been developed to support teams across all healthcare settings in using a Knowledge Translation and Change approach to improve patient safety outcomes.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Seven steps to improve quality and safety in hospitals	https://cpgp.who.int/en/seven-steps-to-improve-quality-and-safety-in-hospitals	Guidance	DOQUP	provides an up-dated framework to assess quality and safety im- provement in hospitals. It is based on state-of-the-art research and synthesizes the results of the DOQUP Project and other large-scale empirical studies, systematic reviews and expert knowledge.	English	Free	1.4, 5.4, 6.3
1.1	Patient safety, policy, strategy and implementation framework	Leading a Culture of Safety: A Blueprint for Success (American College of Healthcare Executives)	https://cpgp.who.int/en/leading-a-culture-of-safety	Guidance	PI	To help healthcare leaders achieve their mission of total system safety, ACHE and the Lucian Leacy Institute have partnered to develop this guide, which is intended to assist leaders in creating, shaping, and sustaining the type of culture needed to advance patient and workforce safety efforts. It is designed to inspire, motivate, and inform as you lead your organization to a safer future to care.	English	Free	2.3
1.1	Patient safety, policy, strategy and implementation framework	Seven steps to patient safety: The full reference guide (National Patient Safety Agency)	https://cpgp.who.int/en/seven-steps-to-patient-safety	Guidance	NHS	Seven steps to patient safety describes the steps that NHS organisations need to take to improve safety. They provide a checklist to help you plan your activities and measure your performance in patient safety. Following these steps will help ensure that the care you provide is as safe as possible, and that when things do go wrong the right actions are taken. They will also help you meet your clinical governance, risk management and contract assurance targets.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	A framework for measuring and monitoring safety: A practical guide to using new frameworks for measuring and monitoring safety in the NHS	https://cpgp.who.int/en/framework-for-measuring-and-monitoring-safety	Guidance	The Health Foundation	A practical guide to using a new Framework for measuring and monitoring safety in the NHS.	English	Free	6.3
1.1	Patient safety, policy, strategy and implementation framework	Handbook for national quality policy and strategy	https://cpgp.who.int/en/handbook-for-national-quality-policy-and-strategy	Guidance	WHO	This document provides a foundation for the WHO initiative on national quality policy and strategy. It provides further around the subject area, outlines some of the key issues for consideration and presents a starting point for the action that needs to follow.	English, Portuguese	Free	
1.1	Patient safety, policy, strategy and implementation framework	Guidance on developing quality and safety strategies with a health system perspective	https://cpgp.who.int/en/guidance-on-developing-quality-and-safety-strategies	Guidance	WHO	The specially developed guidance document covers the development of national quality and safety strategies called "National Quality Policy and Strategy for Improving Patient Safety and Ensuring Quality of Health Care".	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Guide for developing national patient safety policy and strategic plan	https://cpgp.who.int/en/guide-for-developing-national-patient-safety-policy-and-strategic-plan	Guidance	WHO	The document outlines a four-step approach for developing a patient safety policy and strategy, including: analysis • national patient safety policy development • national patient safety strategic plan development • implementation and evaluation of the national patient safety policy. This document is intended for guiding the selection of patient safety policy points to ensure that the national policy is comprehensive and <u>feasible and detailed</u> .	English	Free	1.4, 6.1, 6.3
1.1	Patient safety, policy, strategy and implementation framework	Handbook for National Quality Policy and Strategy	https://cpgp.who.int/en/handbook-for-national-quality-policy-and-strategy	Handbook	WHO	A handbook outlining the case for developing national policy and strategy on quality of health care, the process required to do so, and supporting tools. It should be used as a structured approach to support development of national quality policy and strategy, to complement existing national expertise and external support.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Handbook for national quality policy and strategy: a practical approach for developing policy and strategy to improve quality of care	https://cpgp.who.int/en/handbook-for-national-quality-policy-and-strategy-a-practical-approach	Handbook	WHO	The "WHO handbook for national quality policy and strategy" outlines an approach for the development of national policies and strategies to improve the quality of care. Such policy and strategy can help clarify the structures, roles and responsibilities within national quality efforts, support the institutionalisation of a culture of quality, and secure buy-in from health system leaders and stakeholders.	English, Spanish, Portuguese	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety in African Health Systems: Issues and Solutions	https://cpgp.who.int/en/patient-safety-in-african-health-systems	Meeting Summary	WHO	This document provides an update on current knowledge about patient safety; it describes issues and challenges and proposes actions for improving patient safety in the African Region.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Regional Policy and Strategy for Ensuring Quality of Health Care, Including Patient Safety	https://cpgp.who.int/en/regional-policy-and-strategy-for-ensuring-quality-of-health-care	Meeting Summary	WHO	This document proposes the strategic focus of action for improving the quality of health care and patient safety, with emphasis on the most vulnerable population groups. It also proposes the creation of a regional quality blueprint to monitor the progress of a continuous-based national quality strategy.	English, Spanish	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety Policy for Patient Safety Incident Reporting and Learning in the Public Health Sector of South Africa	https://cpgp.who.int/en/patient-safety-policy-for-patient-safety-incident-reporting-and-learning	Policy	Department of Health - Republic of South Africa	The purpose of this policy is to provide direction to the public health sector of South Africa regarding the management of patient safety incident reporting, including the provision of appropriate feedback to patients, healthcare providers and patients, and the sharing of lessons learned to prevent patient harm. This policy describes a national standardised system for managing PIS to ensure that health facilities, district offices, provincial offices and the national office respond effectively to PIS.	English	Free	6.1
1.1	Patient safety, policy, strategy and implementation framework	European Patients Forum: Briefing Paper on Patient Safety with a focus on the role of patients and families	https://cpgp.who.int/en/european-patients-forum	Report	European Patients Forum	This paper provides a background to EPF's members and other interested parties on patient safety as an important dimension of quality of care. How this has been addressed in EU policy, and EPF's involvement at EU level. It assesses the importance of patient's empowerment and involvement in improving safety, and some of the challenges involved in realising this.	English	Free	6.3, 6.5
1.1	Patient safety, policy, strategy and implementation framework	Free from Harm: Accelerating Patient Safety Improvement Fifteen Years after 'To Be or Not to Be'	https://cpgp.who.int/en/free-from-harm	Report	PI	Fifteen years after the Institute of Medicine published the report, 'To Be or Not to Be', which brought public attention to the issue of medical errors and adverse events, patient safety concerns remain a serious public health issue that must be tackled with a more proactive policy approach. This report provides a framework for the establishment of a total system approach and a culture of safety, and calls for action by government, regulators, health professionals, and others to place higher priority on patient safety science and implementation.	English	Free	1.1, 2.3, 3.4, 4.1, 4.6, 6.1, 6.5
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety 2030	https://cpgp.who.int/en/patient-safety-2030	Report	NHS Patient Safety Translational Research Centre at Imperial College London and Imperial College Healthcare NHS Trust	This report aims to inform policymakers and health care system leaders about the existing and emerging threats to patient safety, and to provide specific recommendations on how to tackle these threats. It also builds on existing recommendations to integrate patient safety across all levels of healthcare systems, and setting of care, and across each journey of the patient pathway.2. Finally, it highlights the important role that international collaboration can play in the quest to minimise avoidable harm.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Safe Patients Initiative	http://www.health.org.uk/en/safe-patients	Report	The Health Foundation	The Safer Patients Initiative was a complex, large-scale intervention and the first major improvement programme aimed at patient safety in the UK.	English	Free	6.4, 6.5
1.1	Patient safety, policy, strategy and implementation framework	Improving the Safety of Patients in England (Berwick Report)	https://cpgp.who.int/en/improving-the-safety-of-patients-in-england	Report	UK National Advisory Group on the Safety of Patients in England	The Berwick Report created in response to the Mid-Staffordshire incident. It lists a set of recommendations based on 40 lessons learned from the incident.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient safety strategy 2019–2024: building a better health service	https://cpgp.who.int/en/patient-safety-strategy-2019-2024	Strategy	Health Service Executive Ireland	The six commitments set out in the Strategy serve as a health service Charter for Patient Safety. We aim to embed these commitments at every level of the health service so that they serve as a basis for building a movement for patient safety. Each commitment comes with a set of associated actions. These actions are designed for adoption by local services as part of their local plans.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety Strategy 2019-2024 - Ireland	https://cpgp.who.int/en/patient-safety-strategy-2019-2024-ireland	Strategy	Ireland Health Service Executive	The objective of the strategy is to improve the safety of all patients by identifying and reducing preventable harm from the health and care system. The vision is all patients engaging with our health and social care services will consistently receive the safest care possible. The strategy details the action points that will be made under each of these aims: • growing understanding of safety by drawing intelligence from multiple sources of patient safety information (DSIPS) • engaging patients, staff and partners with the skills and opportunities to improve patient safety throughout the whole system (Involvement) • designing and supporting programmes that deliver effective and sustainable change in the most important areas (Improvement)	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety Strategy for the National Health System (2013-2020 Period) - Spain	https://cpgp.who.int/en/patient-safety-strategy-for-the-national-health-system	Strategy	Spanish Ministry of Health, Social Services and Equality	This strategy is aimed at being a reference point element for the further enhance of patient safety in the NHS, taking into account the evidence available from the recommendations made, the feasibility of their implementation, as well as the equity and sustainability of the system. The mission is to set objectives and make recommendations aimed at minimising the risks involved in the process of providing health care and reducing health care-related harms.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Regional strategy for patient safety in the WHO South-East Asia Region (2013–2025)	https://cpgp.who.int/en/regional-strategy-for-patient-safety-in-the-who-south-east-asia-region	Strategy	WHO	The objectives of the patient safety strategy are to: • improve structural systems to support health care and place patient safety at the core; • assess the nature of harm to patients and establish a reporting system; • assess a workforce that is aware of patient safety; • prevent and control health care associated infections; • implement implementation of global patient safety campaigns and strengthen patient safety; • promote patient safety research.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Strategy and plan of action to improve quality of care in health service delivery (2020-2023)	https://cpgp.who.int/en/strategy-and-plan-of-action-to-improve-quality-of-care-in-health-service-delivery	Strategy	WHO	The WHO Strategy for Universal Access to Health and Universal Health Coverage reaffirms the values and establishes the strategic focus that constitute the basis on which the countries of the Region formulate plans and implement actions to strengthen their health systems and services with a view to achieving the Sustainable Development Goals (SDGs).	English, Spanish, Portuguese	Free	
1.1	Patient safety, policy, strategy and implementation framework	Regional Strategy for Enhancing Patient Safety	https://cpgp.who.int/en/regional-strategy-for-enhancing-patient-safety	Technical Report	WHO	The purpose of this paper is to set the scene for creating a culture of patient safety in health care, making patient safety a leadership, organizational and management priority, creating a framework for identifying system vulnerabilities and informing improvement, and providing patient safety improvement tools for health professionals to use. To achieve these goals, five interrelated strategies are proposed: raising awareness of the magnitude of patient safety through a critical mass of influential figures; ensuring the extent of unsafe practice through to prevention, disability, preventability, understanding and categorizing causes of unsafe practice; piloting models and frameworks, and eventually developing and scaling a large-scale patient safety programme.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Addressing Global Patient Safety Issues: An Advisory Toolkit for Patients' Organizations	https://cpgp.who.int/en/addressing-global-patient-safety-issues	Toolkit	International Alliance of Patients' Organizations	The right to quality and safe healthcare, and to have an opportunity to be involved in shaping healthcare policy and being advocates to healthcare providers. Healthcare providers and patients' organizations are playing a pivotal role in bringing about change that improve the safety of healthcare. We can all be part of this change.	English	Free	1.1, 3.4, 7.3
1.1	Patient safety, policy, strategy and implementation framework	Patient Safety Toolkit	https://cpgp.who.int/en/patient-safety-toolkit	Toolkit	WHO	The Patient safety tool kit is a complementary tool that is intended to help health care professionals implementing patient safety improvement programmes. It describes the practical steps and actions needed to build a comprehensive patient safety improvement programme (Box 1). It blends the best of current approaches into a single, comprehensive resource. The emphasis is on its practical use to health care leadership and management and front-line clinicians. It describes a systematic approach to identifying the "what" and the "how" of patient safety.	English	Free	
1.1	Patient safety, policy, strategy and implementation framework	Advisory notes for national health policy makers: good policy options for blood safety and availability	https://cpgp.who.int/en/advisory-notes-for-national-health-policy-makers	Toolkit	WHO	A checklist guide for countries when developing policies. This has been inspired by policies needed for blood safety and availability.	English, Arabic, Portuguese, Russian	Free	1.4
1.1	Patient safety, policy, strategy and implementation framework	Patient safety tool kit (DSM)	https://cpgp.who.int/en/patient-safety-tool-kit	Toolkit	WHO	The Patient safety tool kit is a hands-on instrument for improving patient safety. It will help raise awareness and build capacity and provide a reference for health care facilities as well as national health authorities in the development and implementation of patient safety programmes.	English	Free	
1.2	Resource mobilisation and allocation	Action framework for safe and affordable surgery in the Western Pacific Region (2010-2020)	https://cpgp.who.int/en/action-framework-for-safe-and-affordable-surgery	Framework	WHO	The Action Framework for Safe and Affordable Surgery in the Western Pacific Region (2010-2020) was adopted by Member States at the seventy-first session of the Regional Committee for the Western Pacific in 2010 in recognition that "There can be no universal health coverage without access to safe and affordable surgery". The Framework outlines an approach based on four operational pillars to identify actors to deliver safe and affordable surgery in the short-, medium- and long-term. It was developed following consultations with technical experts, country teams that included ministries of health and academics, as well as representatives from professional associations and non-governmental organizations.	English	Free	
1.2	Resource mobilisation and allocation	The Healthcare Value Sourcebook	https://cpgp.who.int/en/healthcare-value-sourcebook	Guidance	Healthcare Financial Management Association	Healthcare Financial Management Association's Value Project was developed to guide organizations from the shift from a volume-based payment system to that of a value-based system. This document contains all of the reports generated from this project.	English	Free	
1.2	Resource mobilisation and allocation	PIQS: The Patient Incident 7 – Lean Management and Patient Safety	https://cpgp.who.int/en/piqs-the-patient-incident-7	Product	PIQS	The Patient Incident 7 by Kumar Talwar to Rachel Marder, MD, MPH, about using Lean management principles to improve patient safety and quality.	English	Free	
1.2	Resource mobilisation and allocation	The Economics of Patient Safety in Acute Care	https://cpgp.who.int/en/economics-of-patient-safety-in-acute-care	Report	CPD	This report by the Canadian patient safety institute summarizes the published studies on the economic burden of adverse events in the acute care setting as well as the comparative economic evaluation of patient safety improvement strategies. It then provides framework and guidelines for performing economic burden studies and <u>integrating economic evaluation to patient safety</u> .	English	Free	
1.2	Resource mobilisation and allocation	The Economics of Patient Safety in Primary and Ambulatory Care	https://cpgp.who.int/en/economics-of-patient-safety-in-primary-and-ambulatory-care	Report	ECDC	This report explores the economic case for safety in the primary and ambulatory care sector. It recognizes the challenges in implementing patient safety in this environment and how to care be improved, in a financial manner.	English	Free	6.5
1.2	Resource mobilisation and allocation	Does Improving Quality Save Money?	https://cpgp.who.int/en/does-improving-quality-save-money	Review	The Health Foundation	This report reviews the evidence of whether improving quality can also save money for health service providers. It explores the cost saving potential of initiatives to improve quality and the barriers to success. The review presents evidence of a variety of quality problems in healthcare, found by research, and of their financial costs (the potential savings). It then presents evidence of solutions, their effectiveness, and the intervention costs. Parts 3 and 4 consider the challenges for business case for safety in conjunction with Optimizing a Business Case for Safe Health Care: An Integrated Approach to Finance and Safety.	English	Free	
1.2	Resource mobilisation and allocation	Organizational readiness checklist	https://cpgp.who.int/en/organizational-readiness-checklist	Toolkit	PI	Checklist tool for preparing your business case for safety, in conjunction with Optimizing a Business Case for Safe Health Care: An Integrated Approach to Finance and Safety.	English	Free	6.1
1.2	Resource mobilisation and allocation	Optimizing a Business Case for Safe Health Care: An Integrated Approach to Safety and Finance	https://cpgp.who.int/en/optimizing-a-business-case-for-safe-health-care	Toolkit	PI & NHS	A review results from the <u>WHO Patient Safety Initiative</u> to guide collaboration among safety and financial leaders to demonstrate the value and return on investment for safer, quality care.	English	Free	

1.2 Resource mobilization and allocation	Going Live in Healthcare	https://www.youtube.com/watch?v=...	White Paper	PS	Examples in this paper of lean thinking in health care demonstrate that, when applied rigorously and throughout an organization, lean principles can have a positive impact on productivity, cost, quality, and timely delivery of services. The core idea of lean involves determining the value of any given process by distinguishing value added steps from non-value added steps, and streamlining value (or waste) in a process so that ultimately every step adds value to the process.	English	Free
1.3 Protective legislative measures	European Charter of Patients' Rights	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32000L0012	Charter	Active Citizenship Network	A summary of fourteen concrete patients' rights currently at risk. It outlines the rights of patients in the EU.	English	Free
1.3 Protective legislative measures	Healthcare 'never events' policy framework	https://www.nhs.uk/healthcare-never-events/	Framework	NHS	The 'never event' policy framework aims to protect patients from avoidable harm. This update addresses areas of potential and provides greater clarity about never events and the recommended response to them. Following feedback from stakeholders, it offers a useful reference for health care workers, other staff and patients.	English	6.1
1.3 Protective legislative measures	Better law for better health - Western Pacific regional action agenda on strengthening legal frameworks for health in the Sustainable Development Goals	https://www.wpro.who.int/publications-and-reports/publication-detail/-/asset_publisher/wpro-content/default?articleId=11444&itemId=11444	Framework	WHO	The Action Agenda aims to assist Member States in developing, implementing and evaluating legal frameworks to enforce the rule of law and expand the role of law in health. The document highlights priority action areas that countries may need before a national guideline on emerging evidence on legal frameworks and emphasizes the importance of engaging with and enhancing capacities of stakeholders.	English	Free
1.3 Protective legislative measures	Regulation of Health Care Professionals' Regulation of Social Care Professionals in England	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/444444	Policy	UK Department of Health	A government report detailing the regulation and duty requirements for healthcare workers in the UK.	English	Free
1.3 Protective legislative measures	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014-Regulation 12	https://www.legislation.gov.uk/uksi/2014/1155/contents/made	Regulation (England)	CQC	The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or loss of life. People must meet the rules to protect health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills and experience to keep people safe.	English	1.2
1.3 Protective legislative measures	Patient Safety Law: From Silos to Systems	https://www.healthcanada.ca/en/2019/05/2019-05-19-patient-safety-law/	Report	Health Canada	This is a Canadian review that looks at the legal instruments used by governments to improve patient safety. This review is comprehensive and covers a range of topics and the non-healthcare related sectors in Canada. It is a combination of literature reviews and a diverse range of in-person interviews. Small group meetings with local experts were held before a national guideline on emerging evidence on legal frameworks and emphasizes the importance of engaging with and enhancing capacities of stakeholders.	English	Free
1.4 Safety standards, regulation and accreditation	Council recommendation on patient safety, including the prevention and control of healthcare associated infections	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32009L0060	Council Recommendation	European Union	Council Recommendation on Patient Safety including the prevention and control of health care associated infections of 2009. The Council recommendation was developed on the basis of a 2008 Commission Communication on patient safety, which aimed at supporting Member States to put in place adequate strategies to prevent and control adverse events in healthcare, including healthcare associated infections, and to improve EU citizens' confidence that they have sufficient, comprehensive and comprehensible information on safety and available options in EU health systems.	English	1.1
1.4 Safety standards, regulation and accreditation	The Patient Safety Company Incident Management about	https://www.patientsafetycompany.com/incident-management/	e-Book	The Patient Safety Company	How to transition to digital incident reporting and optimize care process through incident analyses and automated follow-up.	English	Free
1.4 Safety standards, regulation and accreditation	National Safety and Quality Health Service Standards (Australian Commission on Safety and Quality in Healthcare)	https://www.safetyandquality.gov.au/standards/	Framework	Australian Commission on Safety and Quality in Healthcare	To support the delivery of safe and high-quality care for patients and consumers, the Australian Commission on Safety and Quality in Health Care (the Commission) has developed the National Model Clinical Governance Framework.	English	1.1
1.4 Safety standards, regulation and accreditation	International Organization for Standardization: Quality management principles	https://www.iso.org/standard/54554.html	Framework	International Standardization Organization	There are 7 quality management principles. For each one, there is a statement, rationale, key benefits and actions you can take.	English	Free
1.4 Safety standards, regulation and accreditation	A WHO Framework for Health System Performance Assessment	https://www.who.int/publications-detail/who-framework-for-health-system-performance-assessment	Framework	WHO	WHO presents a framework for health system performance assessment. It is split into two parts, with the first part on the conceptual basis for measuring health system performance. The second address how these concepts can be put into practice.	English	Free
1.4 Safety standards, regulation and accreditation	A guide to Quality Improvement Tools	https://www.health.gov.au/health-qa/	Guidance	Healthcare Quality Improvement Partnership	The purpose of this guidance is to support these working within, leading, commissioning and using healthcare services to a broad range of quality improvement tools. It should be especially useful to those putting together quality improvement programmes. This guidance introduces a variety of quality improvement tools used in healthcare and presents some examples and associated tools available to assist with implementation.	English	Free
1.4 Safety standards, regulation and accreditation	Developing a clinical audit programme	https://www.hqip.org.uk/audit/	Guidance	Healthcare Quality Improvement Partnership	The aim of this publication is to support healthcare providers in developing their clinical audit programme, with tools for ongoing management and annual review.	English	6.4
1.4 Safety standards, regulation and accreditation	Developing a clinical audit policy & Developing a clinical audit strategy	https://www.hqip.org.uk/audit/	Guidance	Healthcare Quality Improvement Partnership	A policy on the use and conduct of clinical audit sets out the principles, roles, responsibilities and practices a healthcare provider will follow in auditing clinical practice, and improving the quality of services to meet the needs of patients, healthcare commissioners, healthcare regulators, and others.	English	6.4
1.4 Safety standards, regulation and accreditation	Best Practice in Clinical Audit	https://www.hqip.org.uk/audit/	Guidance	Healthcare Quality Improvement Partnership	Provide guidance for clinicians and clinical audit staff on how to plan, design and carry out clinical audit projects that will deliver improvements in the quality of services. Allow the leading and managing of healthcare providers to evaluate and improve the quality of clinical audit activities that take place within their organizations. Allow these general audience users will be most useful to those new to the field of quality improvement, or those wanting to be reminded of the key points. It is aimed primarily at people either working in or managing health care, but is also relevant to social care and other public and third sector services, such as housing and education.	English	6.4
1.4 Safety standards, regulation and accreditation	Quality improvement made simple: What everyone should know about health care quality improvement	https://www.health.gov.au/health-qa/	Guidance	The Health Foundation	This guide offers an explanation of some popular quality improvement approaches and methods currently used in health care and their underlying principles. It also describes the factors that can help to make sure these approaches and methods improve quality of care processes, pathways and services. This guide is written for a general audience and will be most useful to those new to the field of quality improvement, or those wanting to be reminded of the key points. It is aimed primarily at people either working in or managing health care, but is also relevant to social care and other public and third sector services, such as housing and education.	English	6.4
1.4 Safety standards, regulation and accreditation	Patient Safety Systems (PSS)	https://www.patientsafetycompany.com/pss/	Guidance	The Joint Commission	The "Patient Safety Systems" (PSS) chapter is intended to help inform and educate hospitals about the importance and structure of an integrated patient safety system. While this chapter does not include new accreditation requirements, it describes how existing requirements can be applied to achieve improved patient safety. It is also intended to help all health care workers understand the relationship between Joint Commission accreditation and patient safety.	English	1.1, 2.3, 6.1
1.4 Safety standards, regulation and accreditation	Patient Safety Reporting Systems: A literature Review of International Practice	https://www.health.gov.au/health-qa/	Literature review	Health Quality & Safety National Clinical Practice Review	Patient safety reporting in New Zealand is guided by the National Notifiable Events Policy. The overall objective of the literature review was to describe best and emerging practices for PSS, including approaches to incentive jurisdictions. This report provides the context for findings on best practice and overseas approaches by giving a brief history of PSS, summarizing key challenges and key features of successful PSS, and giving an overview of the role of national PSS.	English	6.1
1.4 Safety standards, regulation and accreditation	Pathways to health system performance assessment: A manual to allow countries to strengthen health system performance assessment of national or sub-national level	https://www.who.int/publications-detail/who-manual-to-allow-countries-to-strengthen-health-system-performance-assessment-of-national-or-sub-national-level	Manual	WHO	This manual is a support countries that are planning or undertaking assessment of their health systems in this exercise by outlining the principles and practical steps to develop health system performance assessment as a tool to allow countries to strengthen health system performance and ultimately bring better health outcomes to European populations.	English	6.1
1.4 Safety standards, regulation and accreditation	Requirements on Clinical Risk Management Systems in Hospitals	https://www.patientsafetycompany.com/pss/	Recommendation	Aktionsschritt Patienten-sicherheit	The German Commission for Patient Safety (Schweizerische Patienten-sicherheits-Kommission) will set up a working group on this topic to recommend minimum requirements for clinical risk management systems in hospitals and rehabilitation facilities.	English, German	6.1, 6.3
1.4 Safety standards, regulation and accreditation	So What? Strategies across Europe to assess quality of care	https://www.health.gov.au/health-qa/	Report	European Commission	This report is prepared by the Expert Group on health systems performance assessment. It collects and shares examples of best practice in assessing the quality of healthcare that have been implemented by its member countries, analyses them and draws general conclusions for policy development. The goal of the report is to support policy makers with examples, tools and methodologies to better understand the state and the evolution to key dimensions of quality, and therefore to take decisions that are based on more solid evidence.	English	Free
1.4 Safety standards, regulation and accreditation	Pathways for learning patient safety across Europe	https://www.health.gov.au/health-qa/	Report	Health First Europe	A follow up report from the collaborative discussion between policymakers, patients, healthcare professionals and the state stakeholders on the future of patient safety in Europe. 3 case studies on hygiene in healthcare settings, information technologies and reporting systems.	English	1.3, 6.2, 6.3
1.4 Safety standards, regulation and accreditation	Health system performance assessment in the WHO European Region: which domains and indicators have been used by Member States for its implementation?	https://www.who.int/publications-detail/who-manual-to-allow-countries-to-strengthen-health-system-performance-assessment-of-national-or-sub-national-level	Review	WHO	Health systems performance assessment (HSPA) varies across the WHO European Region. This review summarizes HSPA domains and indicators used by Member States in their HSPA or health system-related reports.	English	Free
1.4 Safety standards, regulation and accreditation	Quality Management Principles	https://www.iso.org/standard/54554.html	Standards	International Organization for Standardization	"Quality management principles" are a set of fundamental beliefs, norms, rules and values that are accepted as true and can be used as a basis for quality management. The ISO 9000 can be used as a foundation to guide an organization's performance improvement. They were developed and updated by international experts of ISO/TC 176, which is responsible for developing and maintaining ISO quality management standards.	English	Free
1.4 Safety standards, regulation and accreditation	Strategy and Plan of Action to Improve Quality of Care in Health Service Delivery 2020-2025	https://www.health.gov.au/health-qa/	Strategy / Action Plan	HAHO	The HAHO Strategy for Universal Access to Health and Universal Health Coverage reaffirms the values and establishes the strategic lines that constitute the basis on which the countries of the Region formulate plans and implement actions to strengthen their health systems and services with a view to achieving the Sustainable Development Goals (SDGs). As a result, universal health is both the origin and the basis of this proposed Strategy and Plan of Action to Improve Quality of Care in Health Service Delivery 2020-2025.	English, Spanish, Portuguese	Free
1.4 Safety standards, regulation and accreditation	Patient Safety Syllabus	https://healthqualityimprovement.org.uk/syllabus/	Syllabus (framework)	Academy of Medical Royal Colleges	The syllabus is designed for all NHS staff and is structured to provide both a national understanding of safety in complex systems and a suite of tools and approaches that will build safety for patients, reduce the risks created by systems and practice, develop a genuine culture of patient safety.	English	1.4, 6.2, 5.1, 6.1
1.4 Safety standards, regulation and accreditation	Tools and methodologies to assess the efficiency of health care services in Europe	https://www.health.gov.au/health-qa/	Toolkit	European Commission	In support of this understanding, among its activities over the course of 2020 the Expert Group on Health Systems Performance Assessment (HSPA) produced this report on tools and methodologies to assess efficiency of care. The report sets out and explores the most recent theory and observed practice of health care efficiency measurement and assessment across European countries, in view of discovering what opportunities exist for European countries to improve their tools and methods to measure and assess efficiency of care, and to make better use of efficiency information for policy development.	English	Free
1.4 Safety standards, regulation and accreditation	Tools and Methodologies to Assess Integrated Care in Europe	https://www.health.gov.au/health-qa/	Toolkit	European Commission	Measuring integration is different from measuring the performance of integrated care. This report addresses this dual challenge: on the one hand it focuses on design principles, building blocks, and system levers. It identifies principles and factors that enable successful and effective integration of care. On the other hand the report looks for national ways to assess the performance of integrated care models in such a way that it able to capture the specific added value brought in by the integration.	English	1.3, 6.1, 6.3
1.4 Safety standards, regulation and accreditation	Whole System Quality: A Unified Approach to Building Responsive, Resilient Health Care Systems	http://www.hqip.org.uk/resources/whole-system-quality/	White Paper	IS	This is the White Paper response to a more holistic approach to quality management – whole system quality – that enables organizations to close the gap between the quality that customers are currently receiving and the quality that they could be receiving by integrating quality planning, quality control, and quality improvement activities across multiple levels of the system.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	World Patient Safety Day 2020 - Campaign Summary	https://www.patientsafetycompany.com/pss/	Campaign Summary	Healthcare Improvement Scotland	This is a campaign summary by Healthcare Improvement Scotland, which details what Scotland did for the 2020 WHO campaign.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	Charter: health worker safety - a priority for patient safety	https://www.health.gov.au/health-qa/	Charter	WHO	A charter created for 2020 WPSD on Health Worker Safety. The charter outlines the importance of healthworker safety and strategies to how we can tackle this.	English	1.1
1.5 World Patient Safety Day and Global Patient Safety Challenges	World Patient Safety Day Handbook (2020) - JAPD	https://www.patientsafetycompany.com/pss/	Handbook	International Alliance of Patients' Organizations	This is a guide developed by IAPSO to provide education with inspiration and ideas for WPSD.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	Medication without harm WHO Global Patient Safety Challenge: Australia's Response	https://www.patientsafetycompany.com/pss/	Response	Australian Commission on Safety and Quality in Healthcare	This document presents the draft Response to the Medication Safety Challenge by Australia. It is provided as a basis for the development of a national plan following consultation with state and territory health departments, peak clinical bodies, primary and acute health service providers and consumers.	English	1.2
1.5 World Patient Safety Day and Global Patient Safety Challenges	3rd Global Patient Safety Challenge: Medication Without Harm	https://www.health.gov.au/health-qa/	Symposium Summary	Northern Ireland Department of Health/WHO	This is a summary of a symposium held to help Northern Ireland to use the medication-related harm challenge to reflect on how they currently support our systems and staff to ensure that patients receive and use their medicines safely and identify how they can improve. To capture current activity in medicines safety practice, a number of bodies / teams presented their work at table stands. Space was also allocated for poster displays, showcasing a wide range of innovative work from across the HSC, to support safe use of medication.	English	1.2
1.5 World Patient Safety Day and Global Patient Safety Challenges	Safe Health Workers, Safe Patients	https://www.health.gov.au/health-qa/	Video	WHO	An animated video created by WHO for 2020 Patient Safety Day.	English	1.5
1.5 World Patient Safety Day and Global Patient Safety Challenges	Media briefing on World Patient Safety Day (WPSD) - YouTube	https://www.health.gov.au/health-qa/	Video	WHO	The WHO Media briefing of the WPSD in 2020.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	Role of Regulators in Addressing the WHO Patient Safety Challenge	https://www.health.gov.au/health-qa/	Webinar	International Pharmaceutical Federation	A Webinar held by IFP that aims to provide information on how pharmacists can address the WHO patient safety challenges. Provide information on the importance of patient safety in pharmacy and examples of patient safety interventions.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	World Patient Safety Day 2020-Health Worker Safety: A Priority for Patient Safety	https://www.health.gov.au/health-qa/	Webinar	ICN/WHO	A webinar held by Institute of Occupational Safety and Health and WHO. It provides evidence-based guidance and the related report World Patient Safety Day: Health Worker Safety.	English	1.5
1.5 World Patient Safety Day and Global Patient Safety Challenges	Adrian - World Patient Safety Day	https://www.health.gov.au/health-qa/	Webpage	Advancing Quality Alliance	A webpage dedicated to how the Advancing Quality Alliance is working to responding to World Patient Safety Day.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	ISDH highlights in contribution on the eve of World Patient Safety Day	https://www.health.gov.au/health-qa/	Webpage	Healthcare Safety Investigation Branch	The Healthcare Safety Investigation Branch outlines how it contributed to World Patient Safety Day in 2020. They talk about strategies within their company as well as in external relations with stakeholders.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	PS WHO Global Safety Challenge: Medication Without Harm	https://www.health.gov.au/health-qa/	Webpage	Pharmaceutical Society of Ireland	The Pharmaceutical Society of Ireland outlines how they have been involved in contributing to the WHO Global Safety Challenge.	English	1.2
1.5 World Patient Safety Day and Global Patient Safety Challenges	WHO Plan Your Own Campaign	https://www.health.gov.au/health-qa/	Webpage	WHO	A WHO webpage providing guidance on how stakeholders can plan their own WPSD campaigns.	English	Free