

1.2 Resource mobilization and allocation	Going Safe in Healthcare	https://www.who.int/publications/m/item/going-safe-in-healthcare	White Paper	HE	Examples in this paper of lean thinking in health care demonstrate that, when applied rigorously and thoughtfully on a large scale, lean principles (lean process improvement, cost quality and steady 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 eliminating waste (or made in Japan) so that ultimately every step adds value to the process.	English	Free
1.3 Protective legislative measures	European Charter of Patients' Rights	https://ec.europa.eu/health/charter_en	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.who.int/publications/m/item/healthcare-never-events-policy-framework	Framework	WHS	The 'never events' policy framework aims to protect patients from avoidable harm. This update addresses areas of practice and provides the recommended measures to ensure the safety of patients. Following feedback from stakeholders, it offers a useful reference for boards, clinicians, other staff and patients.	English	Free
1.3 Protective legislative measures	Better laws for better health: Western Pacific regional action agenda on strengthening legal frameworks for health in the Sustainable Development Goals	https://www.who.int/publications/m/item/better-laws-for-better-health-western-pacific-regional-action-agenda-on-strengthening-legal-frameworks-for-health-in-the-sustainable-development-goals	Framework	WHD	This Action Agenda aims to assist Member States in developing, implementing, and evaluating legal frameworks to enhance the rule of law and support the rule of law in health. The document highlights priority areas that countries may consider, provides guidance on navigating complex law-making processes and emphasizes the importance of engaging with and advancing countries of relevance.	English	Free
1.3 Protective legislative measures	Regulation of Health Care Professionals Regulation of Social Care Professionals in Ireland	https://www.hse.ie/eng/healthcareprofessionals/regulationofsocialcareprofessionalsinireland	Policy	HE Department of Health	A government report detailing the regulation and related requirements for healthcare workers in the UK.	English	Free
1.3 Protective legislative measures	Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, Regulation 12	https://www.legislation.gov.uk/uksi/2010/1618/contents/making	Regulation (policy)	CQC	The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm. Providers must assess the risks to people's health and safety during any care or treatment and make sure that staff have the right training, competence, skills and experience to keep people safe.	English	Free
1.3 Protective legislative measures	Patient Safety Law From Silos to Systems	https://www.who.int/publications/m/item/patient-safety-law-from-silos-to-systems	Report	Health Canada	This is a Canadian review that looks at the legal system used by provinces to regulate patient safety. This was done by comparative review of other countries and two non-healthcare related sectors in Canada. It was a collaborative effort between a diverse range of experts from across the country. The report includes findings from a series of public consultations and a national consultation meeting. The main contributions are the identification of general trends in the literature and the identification of general safety law.	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:32009R0653	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 Communication Commission 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 in the health system. It is aimed primarily at people already working in or running health care, but is also relevant to social care and other public and third sector services, such as housing and education.	English	Free
1.4 Safety standards, regulation and accreditation	The Patient Safety Company Incident Management eBook	https://www.patient-safety.com/incident-management-ebook	e-Book	The Patient Safety Company	This is a handbook to digital incident reporting and optimize case process through incident analysis 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	Free
1.4 Safety standards, regulation and accreditation	International Organization for Standardization - Quality management principles	https://www.iso.org/standard/68001.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/m/item/who-framework-for-health-system-performance-assessment	Framework	WHO	WHO presents a framework for health system performance assessment. It is split into two parts, left first is work on the conceptual framework 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.who.int/publications/m/item/a-guide-to-quality-improvement-tools	Guidance	Healthcare Quality Improvement Partnership	The purpose of this guidance is to support those 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 case 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/guidance/developing-a-clinical-audit-programme/	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	Free
1.4 Safety standards, regulation and accreditation	Developing a clinical audit strategy	https://www.hqip.org.uk/guidance/developing-a-clinical-audit-strategy/	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 leading clinical practice, and improving the quality of services to meet the needs of patients, healthcare commissioners, healthcare regulators, and others.	English	Free
1.4 Safety standards, regulation and accreditation	Best Practice in Clinical Audit	https://www.hqip.org.uk/guidance/best-practice-in-clinical-audit/	Guidance	Healthcare Quality Improvement Partnership	This guidance for clinicians and other staff on how to plan, design and carry out clinical audit projects that will deliver improvements in the quality of services. Allow the Boards and management of healthcare providers to evaluate and improve the quality of their services with their staff. Allow those who commission or monitor healthcare services to assess the quality of clinical audit evidence provided to them. Provide service users with information and a central role in clinical audit. Encourage their involvement and understanding of the process so that they can assess and improve the quality of the projects they are involved in.	English	Free
1.4 Safety standards, regulation and accreditation	Quality improvement made simple: What everyone should know about health care quality improvement	https://www.health.org.uk/sections/qi/	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 already working in or running health care, but is also relevant to social care and other public and third sector services, such as housing and education.	English	Free
1.4 Safety standards, regulation and accreditation	Patient Safety Systems (PSS)	https://www.who.int/publications/m/item/patient-safety-systems	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	Free
1.4 Safety standards, regulation and accreditation	Patient Safety Reporting Systems: A Literature Review of International Practice	https://www.hqip.org.uk/guidance/patient-safety-reporting-systems-a-literature-review-of-international-practice/	Literature review	Health Quality & Safety New Zealand	Patient safety reporting in New Zealand is guided by the National Reportable Events Policy. The overall objective of this literature review was to describe best and emerging practices for PSRs, including approaches in overseas jurisdictions. This report provides the context for findings on best practice and emerging approaches by giving a brief history of PSRs, summarising key challenges and key features of successful PSRs, and giving an overview of the role of national PSRs.	English	Free
1.4 Safety standards, regulation and accreditation	Pathways to health system performance assessment: A manual to conducting health system performance assessment at national or sub-national level	https://www.who.int/publications/m/item/pathways-to-health-system-performance-assessment-a-manual-to-conducting-health-system-performance-assessment-at-national-or-sub-national-level	Manual	WHO	This manual may support countries that are planning or undertaking assessment of their health systems in this way to furthering principles and practical steps to develop health system performance assessment as a tool to allow countries to strengthen their health systems and ultimately bring better health outcomes to European populations.	English	Free
1.4 Safety standards, regulation and accreditation	Recommendations on Clinical Risk Management Systems in Hospitals	https://www.who.int/publications/m/item/recommendations-on-clinical-risk-management-systems-in-hospitals	Recommendation	Helmholtz Zentrum Berlin für Materialienforschung	The German Coalition for Patient Safety (Arbeitsgemeinschaft Patientensicherheit – APS) will use a working group on this topic to review current requirements for clinical risk management systems in hospitals and rehabilitation clinics.	English, German	Free
1.4 Safety standards, regulation and accreditation	So What? Strategies across Europe to assess quality of care	https://ec.europa.eu/health/so-what_en	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 of the dimensions of quality, and therefore to take decisions that are based on more solid evidence.	English	Free
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 management?	https://www.who.int/publications/m/item/health-system-performance-assessment-in-the-who-european-region-which-domains-and-indicators-have-been-used-by-member-states-for-its-management	Report	Health First Europe	Health systems performance assessment (HSPA) exists 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/68001.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 QMPs can be used as a foundation to guide an organization's management system. They were developed and updated by International experts of ISO/TC 176, which is responsible for developing and maintaining ISO's 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.who.int/publications/m/item/strategy-and-plan-of-action-to-improve-quality-of-care-in-health-service-delivery-2020-2025	Strategy / Action Plan	WHD	The FAND Strategy for Universal Access to Health and Universal Health Coverage reaffirms the values and establishes the strategy that will 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). It is a joint, universal health strategy in both the spirit 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://www.who.int/publications/m/item/patient-safety-syllabus	Syllabus (Framework)	Academy of Medical Royal Colleges	The syllabus is designed for all NHS staff and is structured to provide both a technical understanding of safety in complex systems and a wider set of values and approaches that will build safety for patients, reduce the risks created by systems and practices, develop a genuine culture of patient safety.	English	Free
1.4 Safety standards, regulation and accreditation	Tools and methodologies to assess the efficiency of health care services in Europe	https://ec.europa.eu/health/efficiency_en	Toolkit	European Commission	In support of this undertaking, among its activities over the course of 2018 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 to explore the most recent theory and observed practice of health care efficiency measurement and assessment across European countries, in view of discussing 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 formation.	English	Free
1.4 Safety standards, regulation and accreditation	Tools and Methodologies to Assess Integrated Care in Europe	https://ec.europa.eu/health/integrated_en	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, to identify principles and factors that enable successful and effective integration of care. On the other hand the report looks for tailored ways to assess the performance of integrated care models in such a way that is able to capture the specific added value brought in by the integration.	English	Free
1.4 Safety standards, regulation and accreditation	Whole System Quality: A United Approach to Building Resilient, Resilient Health Care Systems	https://www.who.int/publications/m/item/whole-system-quality-a-united-approach-to-building-resilient-health-care-systems	White Paper	HE	This IR White Paper proposes 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.who.int/publications/m/item/world-patient-safety-day-2020-campaign-summary	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.who.int/publications/m/item/charter-health-worker-safety-a-priority-for-patient-safety	Charter	WHO	A charter created for 2020 WHO on Health Worker Safety. The charter outlines the importance of healthworker safety and strategies for how we can tackle this.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	World Patient Safety Day Handbook (2020) - WHO	https://www.who.int/publications/m/item/world-patient-safety-day-handbook-2020-who	Handbook	International Alliance of Patients' Organizations	This is a guide produced by WHO to provide stakeholders with inspiration and ideas for WHO.	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.who.int/publications/m/item/medication-without-harm-who-global-patient-safety-challenge-australia-s-response	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	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	3rd Global Patient Safety Challenge 'Medication Without Harm'	https://www.who.int/publications/m/item/3rd-global-patient-safety-challenge-medication-without-harm	Symposium Summary	Northern Ireland Department of Health/WHO	This is a summary of a symposium held to allow 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 explore current activity in medicines safety practices, a number of topics / themes presented their work at table rounds. 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	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	Safe Health Workers, Safe Patients	https://www.who.int/publications/m/item/safe-health-workers-safe-patients	Video	WHO	An animated video created by WHO for 2020 Patient Safety Day.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	Media briefing on World Patient Safety Day (WHO - Youtube)	https://www.youtube.com/watch?v=117702-24	Video	WHO	The WHO Media briefing of the WHO 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.youtube.com/watch?v=117702-24	Webinar	International Pharmaceutical Federation	A webinar held by IFP that aims to provide information on how pharmacists can address the WHO patient safety challenge. Provides information on the importance of patient safety in pharmacy and examples of patient safety initiatives.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	ACQU - World Patient Safety Day 2020 Health Worker Safety: A Priority for Patient Safety	https://www.who.int/publications/m/item/acqu-world-patient-safety-day-2020-health-worker-safety-a-priority-for-patient-safety	Webpage	Advancing Quality Alliance	A webpage dedicated to how the Advancing Quality Alliance is committing to responding to World Patient Safety Day.	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	ISG highlights its contribution on the use of World Patient Safety Day	https://www.who.int/publications/m/item/isg-highlights-its-contribution-on-the-use-of-world-patient-safety-day	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 Patient Safety Challenge Medication Without Harm	https://www.who.int/publications/m/item/ps-who-global-patient-safety-challenge-medication-without-harm	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	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	WHO Plan Your Own Campaign	https://www.who.int/publications/m/item/who-plan-your-own-campaign	Webpage	WHO	A WHO webpage providing guidance on how stakeholders can plan their own WHO campaigns.	English	Free