

Consumers and Patient Safety Realizing the Power of Partnership

Martin J. Hatlie, Esq.
Susan E. Sheridan, MIM, MBA
Co-founders, Consumers Advancing Patient Safety





NQF Report





Consumers Advancing Patient Safety Partnering to Create Change



www.patientsafety.org

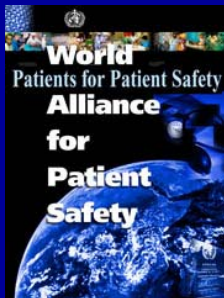
What is CAPS?

- Partnership model
- Organized and led by Consumers
- Established by an AHRQ funded workshop in October 2003 and many smaller financial and in kind contributions
- Workshop facilitated by futurists

What did the Workshop Produce?

We envision a partnership between consumers and providers to create global healthcare systems that are safe, compassionate and just





WHO World Alliance for Patient Safety

Patients for Patient Safety

- o Safety will be improved if patients are included as full partners in reform initiatives, and learning can be used to inform systemic quality and safety improvements.
- o By contributing the patient voice, experience and perspective, patients will ensure that the work of the World Alliance for Patient Safety is authentically patient-centred through out all the areas of Alliance work including, research, reporting, solutions and the specific global challenge





Patients for Patient Safety: London Declaration

We, Patients for Patient Safety, envision a different world in which healthcare errors are not harming people. We are partners in the effort to prevent all avoidable harm in healthcare. Risk and uncertainty are constant companions. So we come together in dialogue, participating in care with providers. We unite our strength as advocates for care without harm in the developing as well as the developed world.

We are committed to spread the word from person to person, town to town, country to country. There is a right to safe healthcare and we will not let the current culture of error and denial, continue. We call for honesty, openness and transparency. We will make the reduction of healthcare errors a basic human right that preserves life around the world.

We, Patients for Patient Safety, will be the voice for all people, but especially those who are now unheard. Together as partners, we will collaborate in:

- Devising and promoting programs for patient safety and patient empowerment.
- Developing and driving a constructive dialogue with all partners concerned with patient safety.
- Establishing systems for reporting and dealing with healthcare harm on a worldwide basis.
- Defining best practices in dealing with healthcare harm of all kinds and promoting those practices throughout the world.

In honor of those who have died, those left disabled, our loved ones today and the world's children yet to be born, we will strive for excellence, so that all involved in healthcare are as safe as possible as soon as possible. This is our pledge of partnership.

January 17, 2006

Return on Investment

We identify, organize and orient like-minded consumer patient safety champions who collectively embrace a common foundation of values. We develop a shared mental model of partnership and consistent messages.

Together we provide the world's largest geographically and culturally diverse pool of patient wisdom on patient safety, ensuring authenticity and sustainability for the WAPS.

This will ultimately save lives and prevent injuries.

**“Make no little plans;
they have no magic to
stir men’s blood”**

*Daniel H. Burnham, Director of Works
World's Columbian Exposition
Chicago 1893*
