



# MALDIVES PATIENT SAFETY JOURNEY

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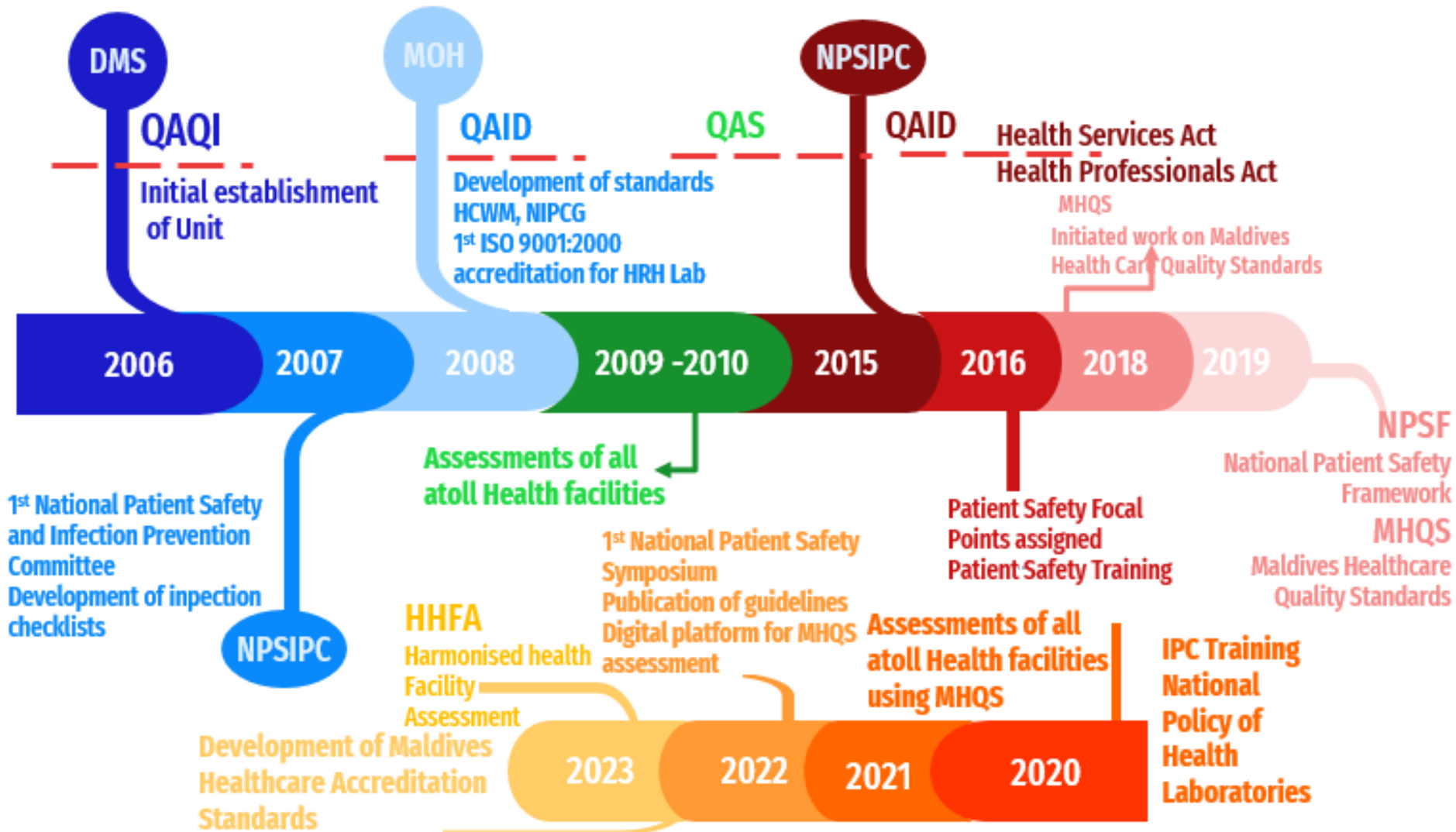


## Team Members

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Shabnam Ali



# The Patient Safety Journey

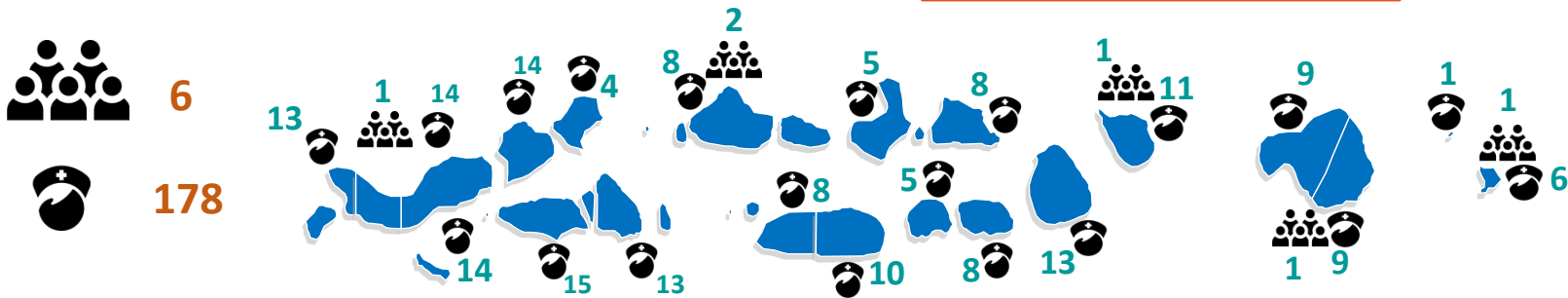
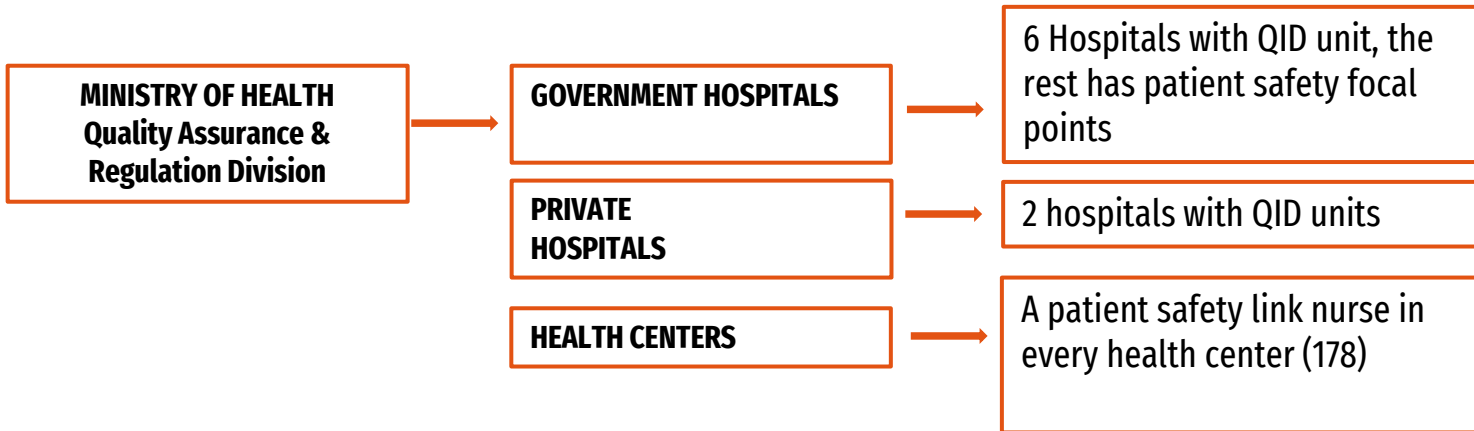


# NATIONAL PATIENT SAFETY PROGRAM

## National level

## Facility level

## Functionality



## LEGISLATIONS

- Health Services Act, 2015
- Health Services Act (29/2015)
- Health Professional Act
- Public Health Act
- Regulations of drug
- Maldives Health Master plan

## REGULATORY SYSTEM

- **Standards:** Maldives Healthcare Quality Standards
- National patient safety strategic framework
- **Case reviews**
- **Complain management**
- **Enforcement:** Inspection of health facilities
- **Licensing:**
- All health facilities are provided an operating license & Registration
- Regulatory boards and Councils

# National Patient Safety Strategic Framework

Developed in 2019, in collaboration with WHO .



## AIM

- The aim of National Patient Safety framework is to create an institutional framework for delivery of health care which is safe and responsive

## GUIDING PRINCIPLES

- Focus on system approach
- Monitoring reporting and learning
- Ensuring sustainability
- Prompting Collaborations
- Instigating patient centered approach
- Engaging of all level of healthcare
- Using evidence-based intervention

## WHO FRAMEWORK

The framework includes seven strategic objectives, which can be achieved through 35 specific strategies.

Build high reliability health systems and health organizations that protect patients daily from harm.

2

Engage and empower patients and families to help and support the journey to safer health care.

4

Ensure a constant flow of information and knowledge to drive the mitigation of risk, the reduction in levels of avoidable harm, and improvement in the safety of care.

6

1

Make zero avoidable harm to patients a state of mind and a rule of engagement in the planning and delivery of health care everywhere.

3

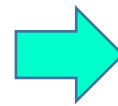
Assure the safety of every clinical process.

5

Inspire, educate and skill health workers to contribute to the design and delivery of safe care systems.

7

Develop and sustain multi sectoral and multinational synergy, solidarity and partnership to improve patient safety.



## NATIONAL

To establish the institutional arrangements and strengthen the clinical governance to place patient safety at core of national, subnational and facility priorities

01

To ensure competent and capable work force sensitive to patient safety needs

02

To implement patient safety in its all modalities that is prevention, diagnosis, treatment and follows up across all levels of care and programs.

03

To reduce patient harm generated by unsafe medication practices and errors

04

To engage the patient and patient groups to improve patient safety and quality

05

To establish Patient safety event reporting system and promote patient safety research

06

# Health workers Education, Skills and Safety

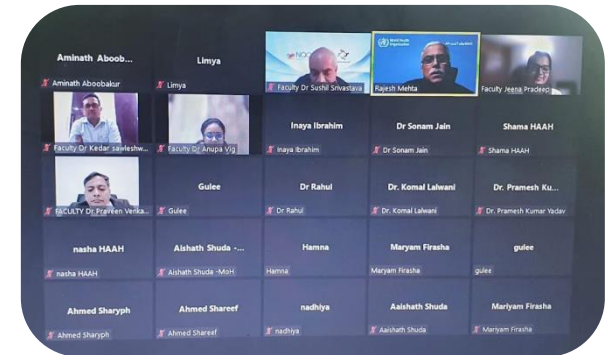
**2011, 2013, 2016, 2019**

Sensitization program for patient safety focal points



**2021**

Point of care Quality Improvement training  
Maldives Health Care Quality Standard Assessor training



**2022**

Training on patient safety incident reporting and learning system  
POCQI Training

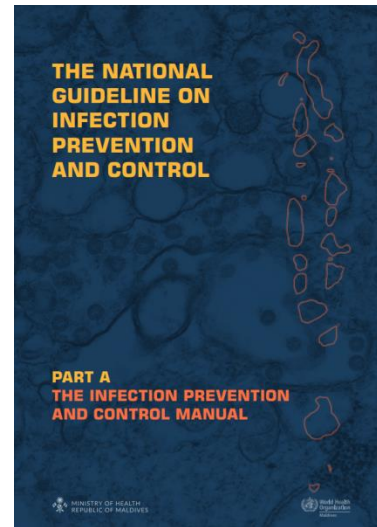
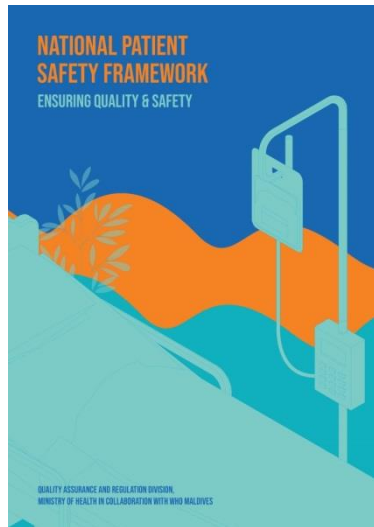
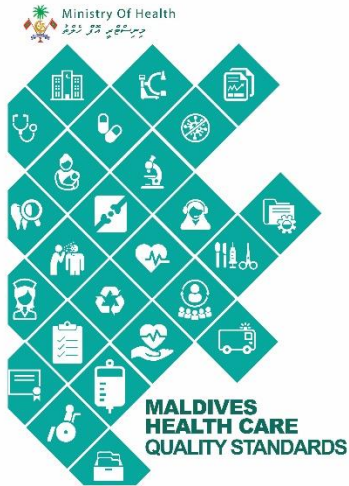
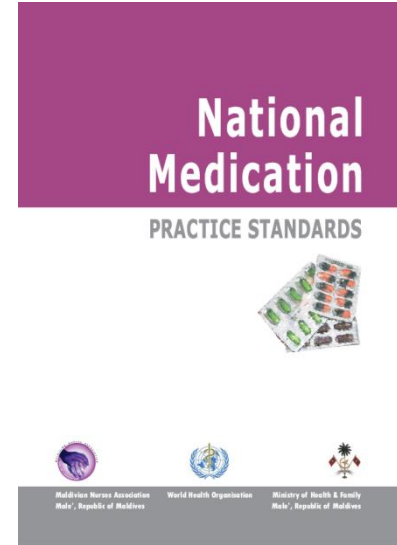
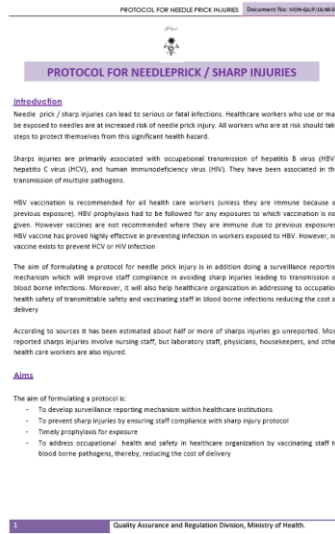
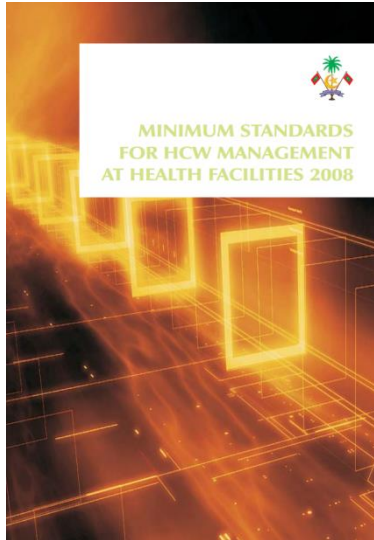
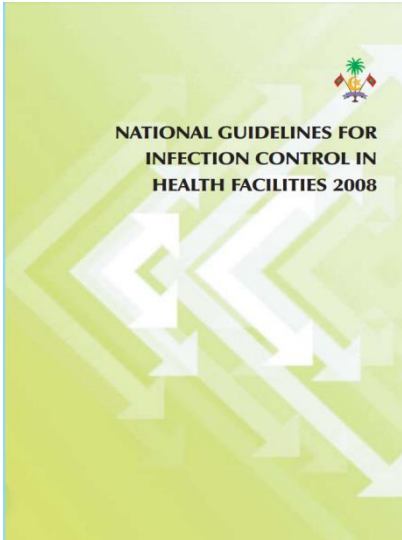


# 1<sup>st</sup> National Patient Safety Symposium - 23rd to 27th October 2022



- ❖ Point of care quality improvement
- ❖ Orientation to Patient safety framework and implementation plan
- ❖ patient safety incident reporting and learning system
- ❖ Training on Infection Prevention and Control Manual

Implement patient safety in its all modalities that is prevention, diagnosis, treatment and follow up across all levels of care and programs





# Monitoring and Evaluation MHQS

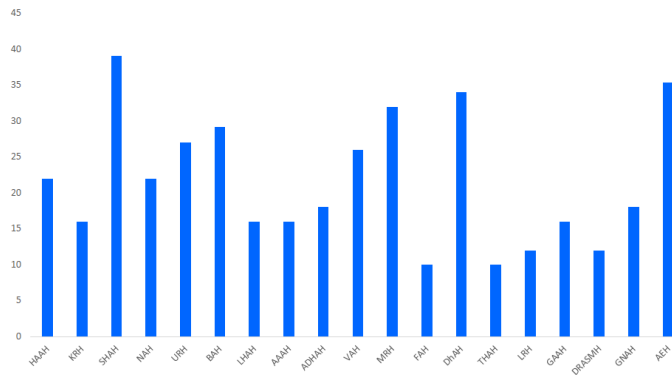
Maldives Healthcare Quality Standards		
Name of Facility	Grade	Atoll
Quality Score card		

The Quality Score

Structure	Process	Outcome
Criteria Wise Score		
1. Infrastructure	14. Thalassemia, Tobacco control, Trauma, Eye and Ear illnesses	
2. Human Resource	15. Diagnostic Processes	
3. Equipment	16. Patient Health Records	
4. Drugs and Consumables	17. Continuity of care	
5. Patient Safety	18. Governance	
6. Infection Control	19. Quality Management	
7. Waste Management	20. Patient Rights	
8. Records and Data Management	21. Support Services	
9. General Clinical Protocols	22. Staff Competence	
10. Specific Clinical Protocols	23. Services Realization Clinical	
11. RMNCHA Protocols	24. Services Realization Public Health and Auxiliary	
12. Communicable Disease Protocols	25. Outcome Indicators	
13. Non-Communicable Disease Protocol		

Quality Theme- Process	
Criteria 5	Patient Safety
Standard 5.1	The Health facility ensures Physical Safety of the infrastructure
Standard 5.2	The Health facility ensures Fire Safety measures being implemented
Standard 5.3	Healthcare facility ensured safety Medications provided to the patients
Standard 5.4	Healthcare facility has effective Security System implemented
Standard 5.5	Health care facility ensures adequate measures to cope with manmade and natural disasters

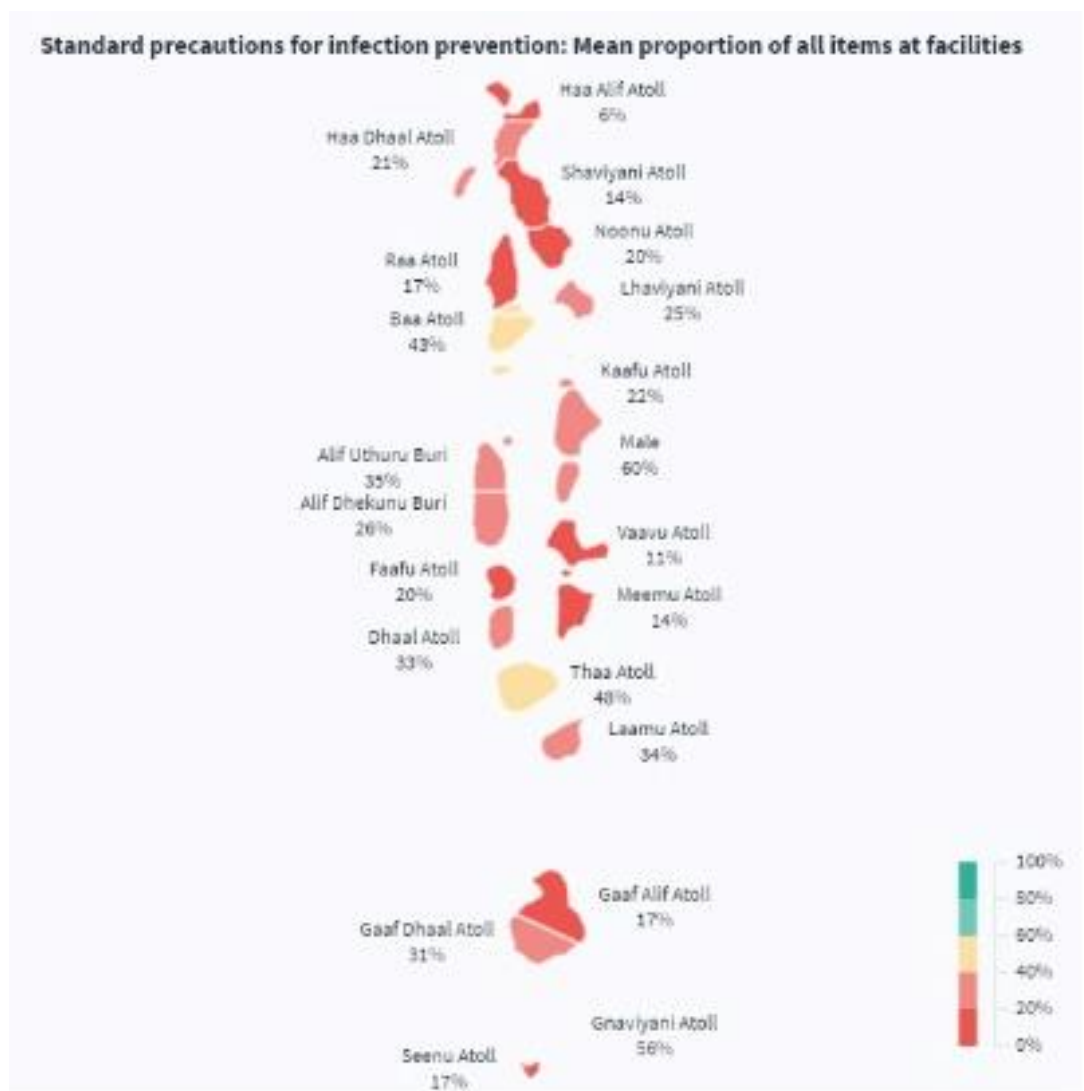
Quality Theme- Process					
Criteria 5	Patient Safety				
Standard 5.1	The health facility ensures physical safety of the infrastructure				
a	Safety of electrical installations and equipment	OB/RR	Check if electrical installations are secured, and power audit of the facility has been done during last three years or as & when major electrical load has been added		HCG1 & above
b	Safety features are provided in infrastructure	OB	Check the structural integrity of the infrastructure. There should be no major crack or fault in the infrastructure		HCG1 & above
c	Infrastructure is safe for the patients	OB	Check if floors are non-slippery, tiles are anti-skid and railings have been provided on ramps		HCG1 & above
d	Seismic safety	OB	Check if non-structural components such as cupboard, cabinets, X-ray machines, OT lights, etc. at the facility have been secured from seismic activity		HCG1 & above
e	Safety of lifts	OB/RR	Check if annual inspection of lifts have been done and lifts are fitted with automatic evacuation devices		HG1 & above



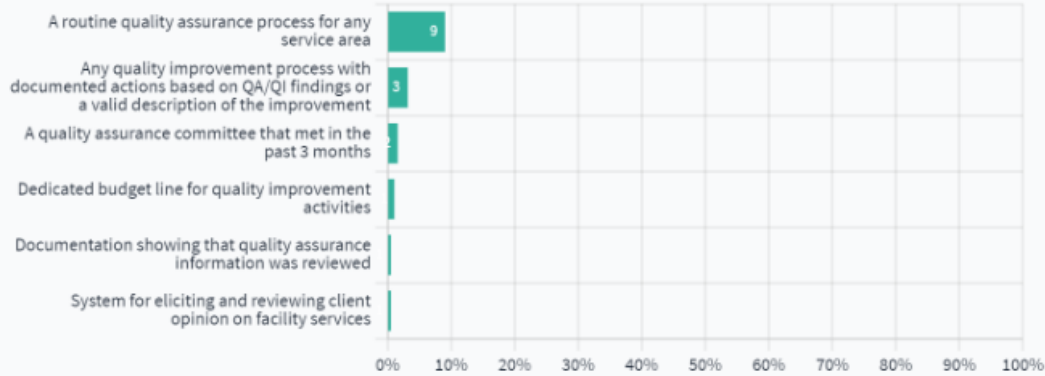
## Monitoring and Evaluation HHFA

The Harmonized Health Facility Assessment (HHFA) is a comprehensive survey that assesses; availability of health facility services and the capacities of facilities to provide services at required standards of quality.

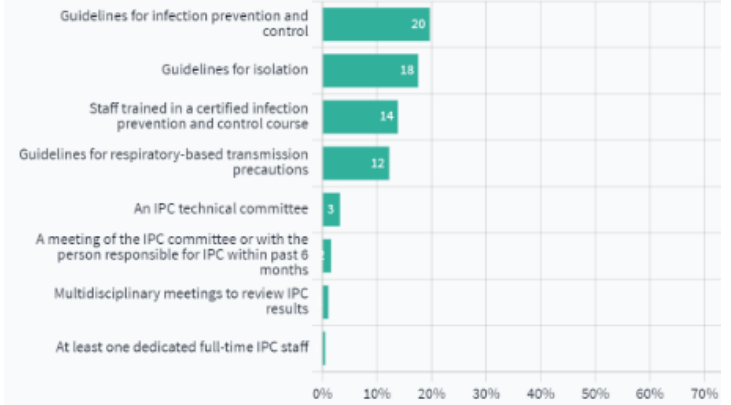
Census of public facilities (188)  
Modules 1, 2 and 4 includes,  
Quality module excluded  
Baseline data collected for all government facilities



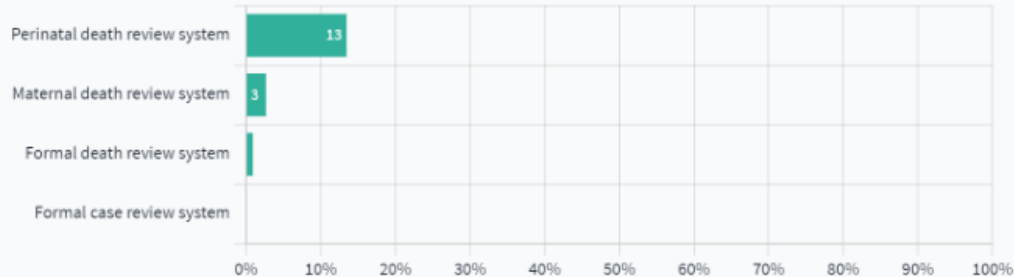
### Internal quality assurance and improvement systems



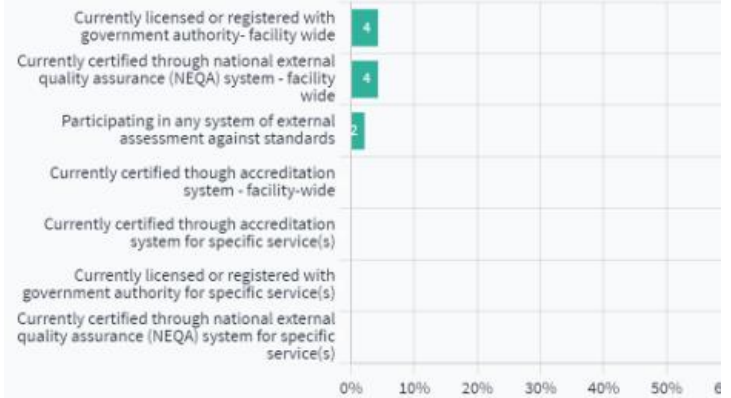
### Management systems for infection prevention and control



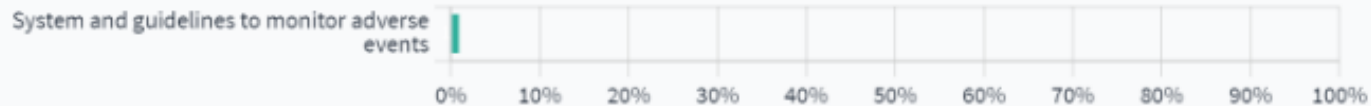
### Case review systems



### External assessment against standards



### Adverse event monitoring



# Safe clinical processes



## SAFE SURGERY

- WHO safe surgery checklist is being used in the IGMH, and few other hospitals
- Have their own checklists, but their applicability is limited.



## MEDICATION WITHOUT HARM

- National Medication Standards developed in 2014 and getting reviewed this year
- Pharmacovigilance in place
- Poor compliance to standard



## BLOOD SAFETY

- Disease burden on account of Thalassaemia and related disorder is significantly high in the Country
- Maldives Blood Services established under Thalassaemia Act



## AMR

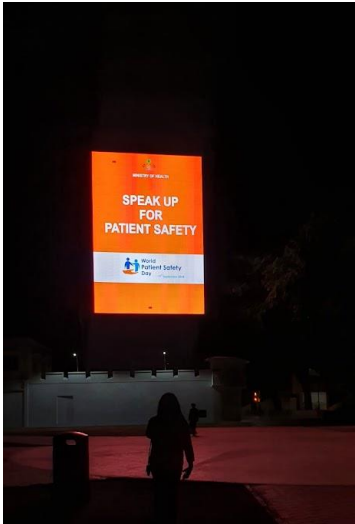
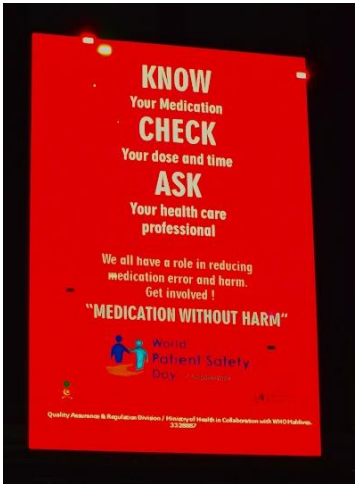
- AMR Stewardship program
- AMR surveillance reporting from reference lab
- Awareness and sensitization



## SAFE CHILD BIRTH

- The WHO safe childbirth check list is not being used. However, usage of
- partograph has been found

# WORLD PATIENT SAFETY DAY CELEBRATIONS



| **THANK YOU**