

1.2 Resource mobilization and allocation	Going Long in Healthcare	https://www.who.int/publications/m/item/going-long-in-healthcare	White Paper	IS	Examples in this paper of lean thinking in health care demonstrate that, when applied rigorously and throughout an entire organization, lean process improvements can protect patients from avoidable harm, improve the 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 Japanese) so that distinctly more value adds value to the process.	English	Free
1.3 Protective legislative measures	European Charter of Patients' Rights	https://ec.europa.eu/health/european_charter_of_patients_rights_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	WHO	The 'never events' policy framework aims to protect patients from avoidable harm. This update addresses areas of uncertainty and provides greater clarity about never events and the recommended response to them. Following feedback from stakeholders, it offers a useful reference for boards, clinicians, other staff and patients.	English	1.1
1.3 Protective legislative measures	Better care 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-care-for-better-health-western-pacific-regional-action-agenda-on-strengthening-legal-frameworks-for-health-in-the-sustainable-development-goals	Framework	WHO	This Action Agenda aims to assist Member States in developing, implementing, and evaluating legal frameworks to protect the role of law and support the rule of law in health. The document highlights priority action areas that countries may consider, provides guidance on navigating complex law-making processes and emphasizes the importance of engaging with and addressing stakeholders.	English	Free
1.3 Protective legislative measures	Regulation of Health Care Professionals Regulation of Social Care Professionals in Ireland	https://www.who.int/publications/m/item/regulation-of-health-care-professionals-regulation-of-social-care-professionals-in-ireland	Policy	UK Department of Health	A government report detailing the regulation and reforms 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.gov.uk/government/consultations/health-and-social-care-act-2008-regulated-activities-regulations-2014-regulation-12	Regulation (policy)	COG	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 qualifications, competence, skills and experience to help people safely.	English	2.2
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 requirements used by governments to improve patient safety. This was done by comparative review of other countries and two non-healthcare related sectors in Canada. It was a combination of literature review, a broad range of public interviews, small group meetings with trial experts were held before a national consultation meeting. The main contributions are the identification of general lessons in other countries and the identification of patient safety law.	English	Free
1.4 Safety standards, regulation and accreditation	The Patient Safety Company Incident Management eBook	https://www.who.int/publications/m/item/the-patient-safety-company-incident-management-ebook	e-Book	The Patient Safety Company	From its transition to digital incident reporting and optimise care 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	1.1
1.4 Safety standards, regulation and accreditation	International Organization for Standardization - Quality Management Principles	https://www.iso.org/standards/std_9001.html	Framework	International Organization for Standardization	There are 7 quality management principles. For each one, there is a statement, rationale, key benefits and action to take.	English	Free
1.4 Safety standards, regulation and accreditation	A WHO Framework for Health System Performance Assessment	https://apps.who.int/iris/handle/10665/259202	Framework	WHO	WHO presents a framework for health system performance assessment. It is split into two parts, first to fit in with the conceptual framework for measuring health system performance. The content of address how these concepts be work 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 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 policy	https://www.who.int/publications/m/item/developing-a-clinical-audit-policy	Guidance	Healthcare Quality Improvement Partnership	The aim of this publication is to support healthcare providers in developing their clinical audit programmes, with tools for ongoing management and annual review.	English	Free
1.4 Safety standards, regulation and accreditation	Developing a clinical audit policy & Developing a clinical audit strategy	https://www.who.int/publications/m/item/developing-a-clinical-audit-policy-and-developing-a-clinical-audit-strategy	Guidance	Healthcare Quality Improvement Partnership	A guide on the use and content of clinical audit sets out the principles, aims, responsibilities and provides 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	Free
1.4 Safety standards, regulation and accreditation	Best Practice in Clinical Audit	https://www.nps.org.au/best-practice-in-clinical-audit	Guidance	Healthcare Quality Improvement Partnership	Practical 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 Boards and management of healthcare providers to monitor and improve the quality of clinical audit activities within their organisations. Allow those who commission or monitor healthcare services to assess the quality of clinical audit evidence provided to them. Provide service users with information on how they can participate in clinical audit, increasing their involvement and understanding of the process so that they can assess and improve the quality of the projects they are involved in.	English	1.4
1.4 Safety standards, regulation and accreditation	Quality Improvement made simple: What everyone should know about health care quality improvement	https://www.who.int/publications/m/item/quality-improvement-made-simple-what-everyone-should-know-about-health-care-quality-improvement	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 discusses 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 involved in the projects. It is a useful primer for people either working or managing 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 of 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	Pathways to health system performance assessment: A manual to conducting health system performance assessment at national or bi-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-bi-national-level	Manual	WHO	This manual may support countries that are planning or undertaking assessment of their health systems in this area by outlining the 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	Requirements on Clinical Risk Management Systems in Hospitals	https://www.who.int/publications/m/item/requirements-on-clinical-risk-management-systems-in-hospitals	Recommendation	Altogether Patientenversicherer	The German Federation for Patient Safety (Arbeitsgemeinschaft Patientenversicherung - APS) set up a working group on this topic to review minimum requirements for clinical risk management systems in hospitals and rehabilitation centres.	English, German	Free
1.4 Safety standards, regulation and accreditation	So What? Strategies across Europe to assess quality of care	https://health.ec.europa.eu/so-what-report	Report	European Commission	This report is prepared by the Expert Group on health systems performance assessment. It collects and shares the 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 better practice by identifying tools and methodologies to better understand the evolution of 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 fostering patient safety across Europe	https://www.who.int/publications/m/item/pathways-for-fostering-patient-safety-across-europe	Report	Health First Europe	A follow up report from the collaborative discussion between policymakers, patients, healthcare professionals and other stakeholders on the future of patient safety in Europe. It was drafted on higher level healthcare settings, information technologies and reporting systems.	English	1.1, 4.2, 6.1
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 assessment?	https://www.who.int/publications/m/item/health-system-performance-assessment-in-the-who-european-region	Review	WHO	Health system performance assessment (HSPA) varies across the WHO European Region. This review summarises 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/standards/std_9001.html	Standards	International Organization for Standardization	"Quality management principles" are a set of fundamental beliefs, norms, rules and values that are accepted in true and can be used as a basis for quality management. The QMPs 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'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	WHO	The WHO 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://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 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	Free
1.4 Safety standards, regulation and accreditation	Tools and Methodologies to Assess Integrated Care in Europe	https://health.ec.europa.eu/tools-and-methodologies-to-assess-integrated-care-in-europe	Toolkit	European Commission	Measuring integration – deliver from measuring the performance of integrated care. This report addresses the goal 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 it is able to capture the benefits-related 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	https://www.who.int/publications/m/item/whole-system-quality-a-unified-approach-to-building-responsive-resilient-health-care-systems	White Paper	IS	This IS White Paper proposes a more holistic approach to quality management – a whole system quality – that enables organisations 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	Charter Summary	Healthcare Improvement Scotland	This is a campaign summary by Healthcare Improvement Scotland, which details when Scotland did for the 2020 WPSD 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 WPSD on Health Worker Safety. The charter outlines the importance of healthcare worker safety and strategies to how we can enhance this.	English	1.1
1.5 World Patient Safety Day and Global Patient Safety Challenges	World Patient Safety Day Handbook (2020) - LAMP	https://www.who.int/publications/m/item/world-patient-safety-day-handbook-2020-lamp	Handbook	International Alliance of Patients' Organizations	This is a guide produced by IAPSO to provide stakeholders 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.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 tripartite bodies, academic and social health 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.who.int/publications/m/item/3rd-global-patient-safety-challenge-medication-without-harm	Symposium	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 capture current activity on 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 Workmen, Safe Patients	https://www.who.int/publications/m/item/safe-health-workmen-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 (WPSD) - YouTube	https://www.youtube.com/watch?v=8m0k0k0k0k0	Video	WHO	The WHO Media briefing of the WPSD for 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.who.int/publications/m/item/role-of-regulators-in-addressing-the-who-patient-safety-challenge	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 activities.	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.who.int/publications/m/item/world-patient-safety-day-2020-health-worker-safety-a-priority-for-patient-safety	Webinar	ICD/WHO	A webinar held by Institute of Occupational Safety and Health and WHO. It provides evidence-based guidance and information about World Patient Safety Day "Health Worker Safety".	English	Free
1.5 World Patient Safety Day and Global Patient Safety Challenges	AQSA - World Patient Safety Day	https://www.aqsa.org.uk/2020/09/17/2020-21/	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 eve of World Patient Safety Day	https://www.who.int/publications/m/item/isg-highlights-its-contribution-on-the-eve-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	PSI WHO Global Safety Challenge: Medication Without Harm	https://www.who.int/publications/m/item/psi-who-global-safety-challenge-medication-without-harm	Webpage	Pharmaceutical Society of Ireland	The Pharmaceutical Society of Ireland outlines how they have been involved in committing to the WHO Global Safety Challenge.	English	1.2
1.5 World Patient Safety Day and Global Patient Safety Challenges	WPSD Plan Your Own Campaign	https://www.who.int/publications/m/item/wpsd-plan-your-own-campaign	Webpage	WHO	A WHO webpage providing guidance on how stakeholders can plan their own WPSD campaign.	English	Free