"Building Quality for Safer Healthcare"

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Speaker's profile (maximum 150 words)	Name: Nittita Prasopa-Plaizier Title: Technical Officer, Advocacy and Civil Society Engagement, Lead, Patients for Patient Safety Programme, Service Delivery and Safety Department, WHO Bio: Nittita has over 20 years' experience in public health and project/programme development and management. Nittita leads the Patients for Patient Safety (PFPS) programme and global patient and family engagement at the Service Delivery and Safety (SDS) department at WHO headquarters in Geneva. She is leading the development of the WHO Global Patient and Family Engagement Framework and is managing multiple research projects. Nittita also serves as a liaison for International Society for Quality in Health Care (ISQua) and for the International Alliance for Patients' Organizations (IAPO), which are NGOs in official relations with WHO. Nittita joined WHO Patient Safety Programme in 2007. In 2008, she developed and served as founding manager of the WHO Patient Safety Research Small Grants programme, supporting 25 research teams in 22 countries. Since 2012, Nittita has shifted the PFPS programme's focus from engaging individuals to empowering organizations, in turn broadening the programme's remit to engage for people-centred health services and quality universal health coverage (UHC).