



Policy and Practice: A Partnership for Better Outcomes
"Accreditation and Patient Safety Right From the Beginning!"

Patient for Patient Safety in Malaysia

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In the beginning

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WHO Initiative



- Kicked off with the WHO InCountry Workshop that was conducted in September 2013
- Participants are ONLY invited upon meeting STRICT requirements of the WHO questionnaire
- Only 13 participants qualified for 1st InCountry Workshop.

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WHY PFPSM

- Patient Safety is a BASIC HUMAN RIGHT
- Right thing to do
- A priority in the healthcare industry
- Patient access to information has increased
- Social Media has created a global jury



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Our Vision:

- Safe Care for every patient at all times

Our Mission:

- Patients for Patient Safety Malaysia (PFPSM) is the voice for patients and families in communicating and partnering with healthcare providers in advancing safe care

Values:

1. Integrity
2. Confidentiality
3. Compassion
4. Teamwork

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Objectives



- Ensure healthcare organizations and providers include the perspective of patients and their families in decision making and planning patient safety and quality improvement initiatives.
- Provide a platform for patients, families and healthcare providers to share their experiences with a focus on opportunities for learning and improvement.
- Facilitate and support communication among all decision makers to achieve safe care for all.
- Promote transparency on all patient safety issues, practices and policies.
- Collaborate and align with other organizations to enhance the patient safety agenda.

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HOW

- Role of Government
- Role of Patient
- Role of Healthcare Provider

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The Role of Government

- Be the leading voice in promoting patient safety effectively within the public hospitals
- Lead with the creation of incentives and initiatives
- Integrate a patient- and family-centered care philosophy

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The Role of the Patient

- As Patients, we are not only the recipients of medical care.
- We are also in a position to give honest feedback, ideas, expertise, and perspectives that can effect changes and improve patient care and save more lives.
- We can effectively participate as partners and advocates for patient safety.



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Role of Healthcare Providers



- Active participation in patient safety by setting up a Patient Safety Council in hospitals.
- Open Door Policy to engage and allow patients and families on the Council.
- Active participation in seminars, conferences, discussions and working groups on how to improve patient safety.

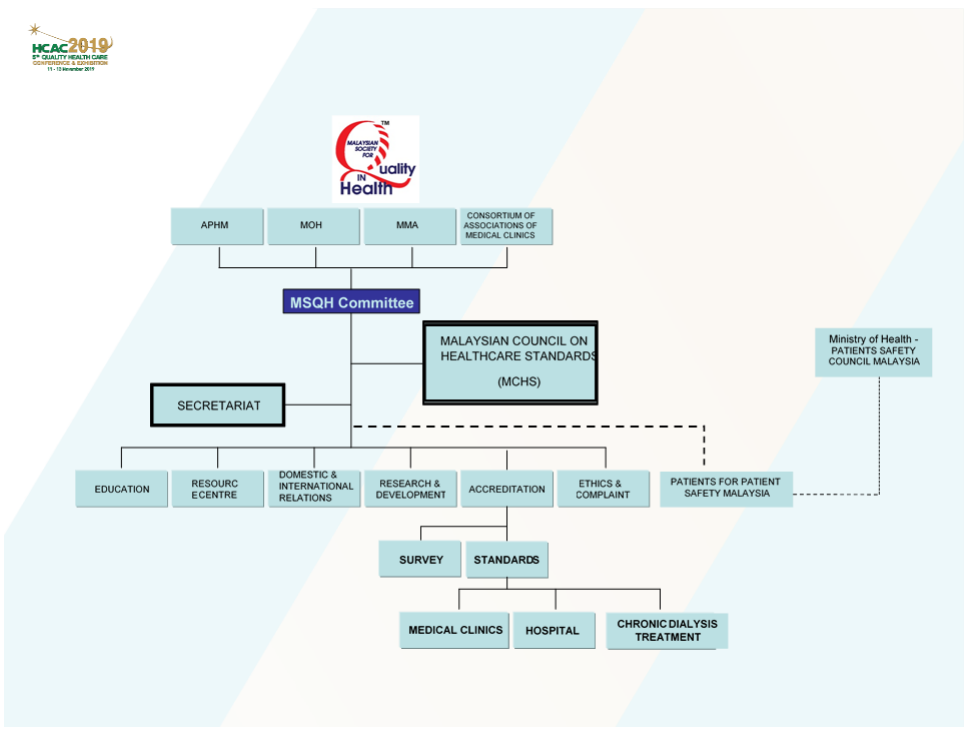
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Patience for the Patient

- Dignity and Respect. Health care practitioners listen to and honor patient and family perspectives and choices.
- Patient and family knowledge, values, belief and cultural backgrounds are incorporated into the planning and delivery of care.

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Resource

- Funding from WHO through the Ministry of Health assist us in :-
- Stabilizing and creating a working committee within PFPSM
- Conduct activities which are currently being supported by MSQH

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PFPSM Future Plans




Pilot Project with WHO guidance to study and strategise means to the :-

- Creation of avenue for patients to be involved in Patient Safety Committees in Hospitals
- Training and implementation of Patient Safety Programmes nationwide

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Conclusions



- Great success already with WHO using Malaysia as a model to other countries as we have managed to launch in the fastest time
- Support from MOH and coupled with funding will ensure that PFPSM will continue to impress WHO and the world.

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**“You treat a disease,
you win, you lose.

You treat a person,
I guarantee you,
you’ll win, no matter
what the outcome.”**

- Patch Adams

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