

Saudi Patient Safety Center

SPSC

National
Patient Safety
Award

2019



NATIONAL PATIENT SAFETY AWARD 2019

Be Recognized and
Celebrate your Patient
Safety Innovations!



@SAUDISPC



Objectives

- Highlight the goals and benefits, categories and timelines.
- Review framework and criteria, application requirements and procedure, assessment and process.
- Highlight the importance of sharing a patient safety focused efforts



Outline

- Introduction to Saudi Patient Safety Center
- National Patient Safety Award- Goals and Benefits
- How to Apply
- Highlight Patient Safety Topics
- Review categories and general criteria
- Evaluation Matrix
- Preparing your Project Submission
- Review the Application and Judging Process
- Timeline
- Highlight General Terms and Conditions
- Declaration Form
- Tips for Successful Entries

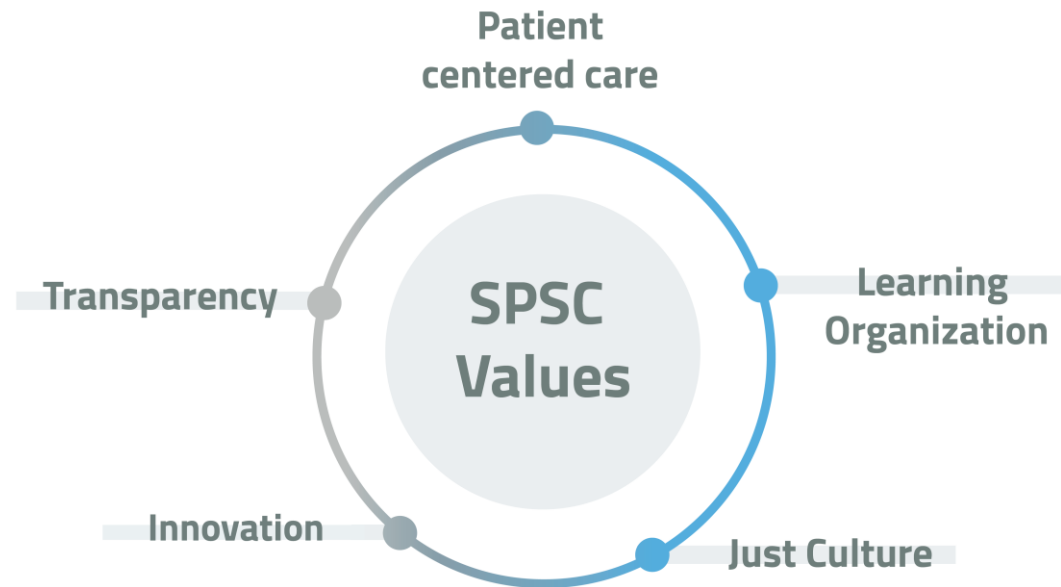
SAUDIA PATIENT SAFETY CENTER

The Saudi Patient Safety Center (SPSC) is committed to promoting a safe and high-quality health care system in the Kingdom and around the region with a goal of zero patient harm.

Our vision is a *Safer Healthcare for ALL*

Our strategic mission is to *eliminate preventable harms* in our healthcare system, by *empowering patients and supporting healthcare professionals*, through building capacity, *partnering with all stakeholders* in developing national policies, creating evidence-based guidelines and executing programs.

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National Patient Safety Award (NPSA)

Recognizes and celebrates patient safety innovations that can be spread across the healthcare industry and community towards reducing preventable patient harm.



Why should you participate in the Award

- Means you have accomplished something outstanding in the field of Patient Safety and that needs to be celebrated and showcased.
- You get your entry and submission assessed by experts in Patient Safety Domain.
- Get an opportunity to meet peers, benchmark your achievements with others all over the country.

Complete the Award Official Application Form Online

**Submission Deadline
September 15, 2019**

HOW TO APPLY FOR THE AWARD

Preparation is Key

Read the criteria carefully and allow yourself plenty of time to develop a well-thought-out entry. Start by:

- Ensure your project relates to patient safety theme
- Choosing the award category for which you wish to submit a project and review the selection criteria
- Start writing your story based on the project description requirements

Jeddah Declaration launched at 4th Global Ministerial Patient Safety Summit 2019

- Utilize Digital Health to support Patient Safety across the globe.
- Promote Patient Empowerment & Community Engagement for Patient Safety.
- Implement and sustain National Reporting & Learning Systems for Patient Safety.
- Invest on workforce knowledge and safety as the drivers for Patient Safety.
- Learning from other industries to improve patient safety practices.
- Improving Medication Safety.
- Consider Medical Devices and Human interface as crucial factor for Patient Safety.
- Achievements in Infection Prevention Control (IPC) & Antimicrobial Resistance strategies.



International Patient Safety Goals

- Identify Patients Correctly.
- Improve Effective Communication.
- Improve the safety of High-Alert Medications.
- Ensure correct site, Correct Procedure, Correct Patient Surgery.
- Reduce Risk of Health Care-Associated Infections.
- Reduce the Risk of Patient Harm resulting from Fall



Other Patient Safety Topics

- Achievements in Risk Management.
- Promoting Community Projects that promote Patient Safety.
- Enhancing Mother & Child Safety.
- Fostering Patient Safety Research.
- Achievement in Change Management & Pursuing a Culture of Safety.
- Achievements in Essential Safety Requirements (ESR) - Saudi Central Board for Accreditation of Healthcare Institutions.



Jeddah Declaration on Patient Safety

- Promote Patient Safety in Low- and Middle-Income Countries (LMIC)
- Utilize Digital Health to support Patient Safety across the globe
- Promote Patient Empowerment & Community Engagement for Patient Safety
- Leverage the ICD through the creation of ICAE for Patient Safety
- Implement and sustain National Reporting & Learning Systems for Patient Safety
- Invest on Workforce knowledge and safety as the drivers for Patient Safety
- Learn from other industries
- Promote Medication Safety in Community Pharmacies
- Consider Medical Devices and Human interface as crucial factor for Patient Safety
- Enforce Infection Prevention Control (IPC) & Antimicrobial Resistance (AMR) strategies for Patient Safety
- To reduce the 2nd Translational Gap by supporting implementation and sustainable scale-up of patient safety interventions of known efficacy/effectiveness at national and global level.

International Patients Safety Goals



Other Patient Safety Topics

- Achievements in Risk Management
- Promoting community projects that promote patient safety
- Enhancing Mother and Child Safety
- Fostering Patient Safety Research
- Achievements in Change Management and pursuing culture of safety
- Achievements in ESR (CBAHI)

CHOOSE YOUR NATIONAL PATIENT SAFETY AWARD CATEGORY



GENERAL SELECTION CRITERIA

General Criteria

As this award is presented for demonstration of commitment to **improving patient safety, promoting quality of care, and/or reducing medical errors**, there are general criteria that should be considered when preparing your submission:

- Nominees may be **individuals, teams within a hospital, organizations, or community entities**.
- Nominees should **demonstrate exceptional commitment** to improving patient safety within an organization and/or in a community entity.
- Nominees should **demonstrate outstanding leadership** to the goal of improving patient safety, promoting quality of care, or reducing medical errors.
- Nominees should **demonstrate a commitment to engagement** between and among health professionals, as well as with patient and family as appropriate.
- Nominees will be **evaluated on their patient safety contribution** to both the institution, the health care system and community.

ENSURE YOU MEET THE CRITERIA BELOW

Domain / Criteria Guidance	Topic Alignment	Impact	Engagement	Spread and Sustainability	Innovation
<p>Healthcare Organizations, Professional Societies and Associations</p>	<p>A clear rationale for the initiative.</p> <p>What did you see as a need for improvement or need for change?</p> <p>Clearly describe the problem and its importance?</p> <p>What steps or methodologies were used.</p>	<p>Demonstrate, using quantitative and/or qualitative evidence, how the project or initiative has resulted in identifiable or measurable change in patient safety outcomes.</p> <p>Provide supporting documents.</p>	<p>Provide description and evidence of the techniques utilized, for engagement, collaboration and partnership with patients/families, staff, multi-disciplinary teams, leadership, and/ or larger community that were employed throughout the initiative.</p>	<p>Demonstrate how the initiative, its results and the engagement techniques used are or will be sustained (is there a sustainability plan?).</p> <p>How they are or can be replicated and/or spread to other areas of the organization and externally.</p>	<p>Describe how this project or initiative is innovative in developing, adapting or adopting new approaches that improved patient safety through patient and family centered care and patient engagement, design, technology, systems processes.</p>

Domain / Criteria Guidance	Topic Alignment	Impact	Engagement	Spread and Sustainability	Innovation
<p>Healthcare Professionals</p>	<p>A clear rationale for the initiative.</p> <p>What did you see as a need for improvement or need for change?</p> <p>Clearly describe the problem and its importance?</p> <p>What steps or methodologies were used. Is highly regarded as a role model and mentor</p>	<p>Demonstrate, using quantitative and/or qualitative evidence, how leadership team being impacted by the project or initiative to improve patient safety aspects.</p> <p>Evidence of developing creative strategies to incorporate and promote evidence-based practice.</p> <p>An explanation of how the work has been informed by existing best practice.</p> <p>Demonstrates proactive leadership as a change agent to advance the patient safety goals and objectives.</p> <p>Supporting documents</p>	<p>Describe the techniques/a pproach used for engagement, collaboration and partnership with leadership team and others throughout the initiative.</p>	<p>Demonstrate how the initiative, its results and the engagement techniques used are or will be sustained is there a sustainability plan?), How they are or can be replicated and/or spread to other areas of the organization and externally.</p>	<p>Describe the level of creativity and innovation that improved patient safety through patient and family centered care and patient engagement, design, technology, systems processes.</p>

Domain / Criteria Guidance	Topic Alignment	Impact	Engagement	Spread and Sustainability	Innovation
<p>Community Leaders and Organizations (includes volunteers)</p>	<p>Demonstrate how successful patient safety initiative practices are.</p> <p>Demonstrates a commitment and passion for improving health care and patient safety for their community.</p> <p>Is highly regarded as a role model and mentor.</p>	<p>Demonstrate how the patients/families/volunteers' contribution to the initiative lead to identifiable or measurable improvements in patient safety outcomes.</p> <p>Provide evidence surveys, videos, stories, testimonials, etc.</p>	<p>Describe the way(s) in which the patients/families/community engaged effectively and collaboratively with other members of the team.</p>	<p>Demonstrate that the role played by the patients/families as part of the team and the successes and lessons learned are or can be shared and/or spread to other patients/families/volunteers or other areas of the organization and externally.</p>	<p>Describe how the patient/family contributed to developing, adapting or adopting new and innovative approaches, technology, process, etc. including approaches to patient engagement and patient-centered care, which improved patient safety.</p>

EVALUATION MATRIX

- This evaluation matrix will be utilized for all categories under each domain.
- Specific criteria are detailed in the slides under each category.

WEIGHT	Topic Alignment	Impact	Spread and Sustainability	Value ad Innovation	Engagement	Total
	10%	40%	15%	15%	20%	100

PREPARE YOUR PROJECT SUBMISSION

CONSIDER THE FOLLOWING:

Projects can be:

- Pilot Projects/ initiatives that have been implemented which for example demonstrate innovative approaches, ideas, processes.
- Projects, programs, initiatives that are implemented.

Project Overview: (Up to 250 words)

- This is a high-level description includes the patient safety topic, identifies overall goal, time frame, approach, results, target population, stakeholders, outcome.

(please refrain from stating the organization name within the text)

Project Detailed Description: (not to exceed 1200 words).

(please refrain from stating the organization name within the text)

- **Detail description should include the following components, if any are not applicable please indicate:**
- **Background: Situational Analysis and Rationale** (200 words)
 - Explain the primary factor that prompted this project.
 - Current state of the issue and any evidence.
 - What is the issue?
- **Topic Alignment:** (200 words)
 - Main Project Objective -Please describe the scope, goal, objectives of the project. What were you aiming to address?
 - Timeframe- Provide the time frame of the project implementation (dates).
 - Approach: Describe the process /methodology utilized, is it novel?
 - Target population – describe who is the target i.e. population/area/unit/ staff/system/patients/community?
 - Patient Safety Topic: Indicate which patient safety topic your project aligns with.
 - Challenges: Explain any challenges faced and how you addressed them.

- **Impact (200 words)**
 - What results /outcomes were achieved through this project?
 - Any key performance indicators, as appropriate.

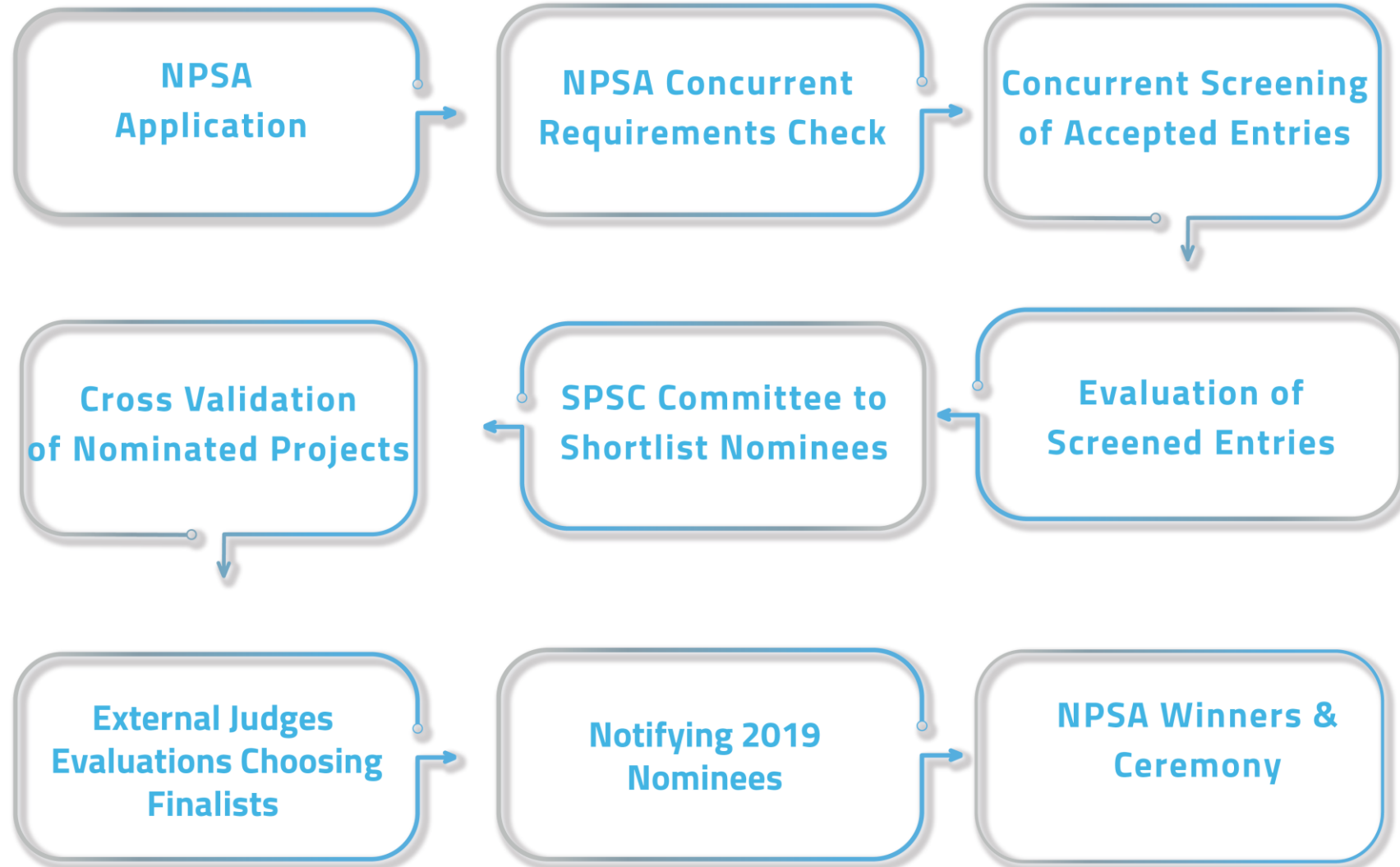
- **Spread and Sustainability (200 words)**
 - Describe the sustainability plan.
 - Indicate how the project is scalable and replicable.

- **Value and Innovation (200 words)**
 - Explain the added value of the project, i.e. cost savings, reduce risks.
 - Describe how it is a novel or creative idea / approach/ process/ technology to advance patient safety

- **Engagement (200 words)**
 - Describe the engagement approach.
 - Identify the key stakeholders, patients and families, community, staff etc. how were they engaged?
 - If this was a team effort, identify the members, their role and contributions.

- **Supplementary Documents:** Provide documents that demonstrate evidence such as policies, questionnaire's, survey, process maps, charts, records, tools, videos, evaluations, testimonials, stories etc. Documents can be attached as appendixes.

APPLICATION AND JUDGING PROCESS



NPSA TIMELINE



GENERAL TERMS & CONDITIONS

- Generally, **entries are accepted in English**, all **applicants must complete all required fields** in the official nomination form, including contact information, project description, provide supplemental materials as requested and detailed explanation for each project component as indicated on the nomination form.
- **Arabic language can be used only with submissions coming from the Community** (organizations, volunteer or leaders). Which can be based on personal narrated written stories, and supported by evidence of pictures, videos, paintings, volunteer projects etc.
- Nominations are **open to entries from inside and outside of Saudi Arabia.**

- Nominees should **demonstrate exceptional commitment to improving the patient safety** within an institution and/or in a community organization.
- Nominees **should demonstrate outstanding leadership and professional excellence** to achieving the goal of improving patient safety, improving quality of care, and enhancing patient and family empowerment. Nominees should demonstrate a commitment to communication between and among health professionals, as well as with patient and family as appropriate.
- **More than one judge will evaluate each nomination** to help reduce the judging bias, and to ensure that all evaluation criteria are applied consistently and appropriately.
- For evaluation purposes, **nominees should refrain from mentioning institution or community organization name in the body** of the submission and attachments.

If you have questions, please email at National Patient Safety Award

awardspsc@spsc.gov.sa

The following rules and regulations will be applied to all nominations

- The **same project can be submitted only under one category** (Organization, Individual, or community). Failure to comply will result in disqualifying from the award.
- The project that are submitted **must be applied/ implemented in the organization and submitted with supporting documents.**
- The **eligibility timeframe for projects should be within the last 5 years and no more** (inclusive the current year).
- The **decision of the panel of judges for the selected winner, is final** and will not be subject to further discussions and/or negotiation.
- **All documents, materials and submissions would be the property of the SPSC and will not be returned.** Also, the SPSC will be authorized to publish nominations and content through media either within KSA or outside, including the sponsors' websites.

The following rules and regulations will be applied to all nominations

- **Award finalist's recipient (one representative of the institution, team or the individual) should be present at the Annual 2019 NPSA in Riyadh, KSA on December 8th, 2019.** Travel expenses will be covered by the award organizers.
- **Nominators will be required to complete the 2019 National Patient Safety Award Declaration Form.**
- **All successful applicants will be informed in the week commencing mid November 2019 and they should acknowledge receipt of the email within five working days of receiving it.**
- **The quality of the submission** contains minimal spelling and grammatical errors, jargon and acronyms. The submission is presented coherently.
- **Please refrain from identifying / mentioning the institution in the text of the submission.**

2019 National Patient Safety Award Application Declaration Form

(Please complete Declaration Form and submit with application)

Hospital/Community Organization Name:
Application Contact:
Title of Contact:
Street Address:
City:
Province:
Postal Code:
E-Mail Address:
Phone Number:
Title of Project to be Submitted:

The National Patient Safety Award is awarded to projects who have demonstrated exceptional commitment to improving patient safety within their organizations and community. Hospital organizations, Healthcare professionals, community leaders and organizations are urged to consider participation in the awards process both as recognition of their improvement and patient safety efforts and to assess their progress relative to the achievement of the vision and mission of the 2030 National Transformation Program. All submissions for the National Patient Safety Award become the property of Saudi Patient Safety Center. SPSC may use information from all applications in articles aimed at increasing awareness of patient safety practices. All rights preserved for original author of the submission. I understand that the honorees may be expected to participate in outreach, sharing of improvement efforts, learning and education on patient safety initiatives. I certify that the information in this application is accurate.

Signature: _____ Date: _____ Title _____

I give permission to Saudi Patient Safety Center to use the contents of my submission for program marketing, education and promotion for the expressed purpose of improvement of patient safety.

Signature: _____ Date: _____ Title _____

TIPS FOR SUCCESSFUL ENTRIES

Applicants need to tell a good story about their projects

1

Remember you can submit entries in more than one category: Doing so will increase your chances of winning! But ensure you address the criteria with each entry-each category has its own requirement.

2

Clearly set out the benefits of your entry: Make the judges job easier- write in clear, concise, avoid jargon, and abbreviations.

3

Use attachments wisely: You may attach documents to support your entry but should be limited to useful information that will help the judges to understand the impact of your work.

4

Ensure to back up your claims with evidence: Judges are looking for entries that have good data. For example, measurable results of your actions that support your entry, key actions that were taken to achieve your results and feedback from those affected by your project.

5

Ask someone else, such as a colleague, to look through your entry before you submit: It can be helpful to have someone who was not directly involved in the work you are entering-because like the judges they will not have intimate knowledge of the entry.

6

Before you submit, double – check you have fulfilled all the elements of the entry and provided all the evidence the judges needed.

2018 National Patient Safety Award Winners

- General Authority for Food and Drug Administration: **The Impact of the Saudi Medical Devices Regulations on the Patient Safety within the Healthcare System of the KSA.**
- Maternity and Children Hospital – Alahsa: **Building a Safe System using a Proactive approach on Blood Bank High-Risk process (FMEA)**
- King Abdul Aziz Medical City, National Guard Health Affairs: **Neonatal Bone Health Program**

2018 National Patient Safety Award Winners

- John Hopkins Aramco Healthcare: **Central Line Associated Blood Stream Infection (CLABSI) Prevention through Behavioral Change for Higher Reliability**
- Dr Sulaiman Al Habib Medical Group: **Optimizing Patient Safety Parameters at Dr Sulaiman Al Habib Medical Group**
- Motaafi: **Cancer Survivors Support Group Efforts**
- King Abdul Aziz University Hospital: **Reducing the Incidence of Pressure Ulcer in KAUH: The Role of Wound Care Nurses**

2018 National Patient Safety Award Winners

Motaafi
Cancer Survivors Support Group Efforts

Challenges to Patient Safety

- Lack of follow-up of mental health care provider for cancer patients
- Lack of follow-up of therapeutic caregiver (chemotherapy-radiotherapy-hormonal specialist) for cancer patients.
- Lack of sufficient information for cancer patients about the details of the plan
- Therapeutic effects such as side effects and ways to overcome them
- Poor knowledge of the patient's legal right

Achievement

- Psychological health support with cancer patients in various healthcare institutions and service provider
- Establishing a community of cancer patients to support and share experiences.
- Enabling cancer patients to make sound decisions on the choice of their treatment plans.

Bander Aldohaim

Actions Taken

- Participate in mental health workshops and forums related to cancer.
- Visiting patients in hospitals accompanied by therapeutic care providers, while answering the patient's inquiries regarding the treatment plan.
- Transferring the disease experience, ways to overcome the side effects of treatment, using medical manuals and publications, and reliable sources and distributing them in oncology centers.

People & Patient Safety Culture Enhancement:

- Enhanced awareness of healthcare providers on issues related to cancer patients wellbeing.
- Partnership between patients and healthcare providers to enable more interventions focused on the community and the families.

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King Abdul Aziz University Hospital
Reducing the Incidence of Pressure Ulcer in KAUH: The Role of Wound Care Nurses
Dr. Ghadah Abdullah

Challenges to Patient Safety

- Dynamic change of nursing staff due to resignation which required continuous training regarding pressure ulcer prevention and management.

Achievements

- Significant reduction in the incidence of pressure ulcer
- Improve healing of pressure ulcer
- Create referral system for Wound Care Nurses
- Create dressing materials store for Wound Care Nurses
- Developed pressure ulcer prevention and management policy and guidelines
- Mandatory use of pressure ulcer screening tools

Actions Taken

- Impeded pressure ulcer prevention and management workshop in nursing orientation and annual training, twice yearly, frequent clinical supervision by Wound Care Nurses on practice

People & Patient Safety Culture Enhancement:

All healthcare members worked collaboratively with WCNs for the patients benefits. This is evidenced by 1) continuous increasing of referral to wound care nurses by clinical nurses and multidisciplinary teams. In 2016, number of referral was 2731, in 2017 was 1908, and in 2018 (till sep) was 823 referrals, 2) wound management decision making is done collaboratively by WCNs and other healthcare team members, and 3) patient involve in discharge planning from the first day of referral which is documented in the Wound care Nurses referral system, and 4) reporting the incident of pressure ulcer in Mortality and Morbidity Committee meeting, 5) Wound care nurses invited several times in the surgical department ground meeting, and 6) Purchasing department was actively involved in purchasing expensive needed dressing materials

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WISH YOU ALL THE BEST WITH YOUR SUBMISSION

THANK YOU



FOR MORE INFORMATION PLEASE
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