

## APPENDIX D: CALL FOR PARTICIPANTS



### Call for Participants

## World Health Organization Seeks Patient and Consumer Partners to Participate in International Patient Safety Workshop

Patients for Patient Safety, one of six action areas of the WHO World Alliance for Patient Safety, is running a *Patients for Patient Safety Workshop* to be held November 27<sup>th</sup> – December 1<sup>st</sup> 2005 in London, UK.

Patients for Patient Safety is now seeking applications to participate in the workshop from interested patients and consumers in developed, transitional and developing nations around the world.

The main objective of the workshop is to recruit and develop a core group of between fifteen and twenty-four proactive patient and consumer partners who are or wish to become champions in advancing patient safety in their region. Results of the workshop will be shared with others in the international patient safety community and across the World Alliance of Patient Safety.

“Our goal is to convene patients and consumers who have had experience with medical error and are dedicated to improving the safety of care,” said Susan E. Sheridan, who is leading the Patients for Patient Safety action area. “We are particularly interested in hearing from patients and consumers who have already found ways to work constructively with others,” she added. We’ll work together intensively to capture their insights and build on their experience of contributing to patient safety. In so doing, we hope to identify new partners and develop new tools useful in the patient safety work of WHO and its member nations.”

“By definition, patients and consumers of health care are at the very centre of the quest to improve patient safety,” said Sir Liam Donaldson, Chair of the World Alliance for Patient Safety. “This workshop represents a major opportunity to put patients and consumers at the centre of the international movement to improve patient safety.”

**Application Process:** Patients and Consumers interested in applying can obtain an application by logging on to [http://www.who.int/patientsafety/patients\\_for\\_patient/en](http://www.who.int/patientsafety/patients_for_patient/en), emailing Rachel Heath at [safety@patientsorganizations.org](mailto:safety@patientsorganizations.org) or by calling +44 (0)20 7721 7549.

The following criteria will be considered in selecting participants:

- 1) Significant experience interacting with health care providers as a patient or the caregiver of a patient;
- 2) Experience or capacity to advocate and catalyze action to improve patient safety;
- 3) Ability to articulate their personal story with health care and generalize the lessons for others.
- 4) Commitment to attending the entire workshop in London and ongoing work; and willingness to be involved in interviewing and being interviewed by other participants, prior to the workshop.
- 5) Participants will be drawn from around the world to ensure as wide a spread of participation as possible. Efforts will be made to ensure participation of both men and women who are residents of developed, transitional or developing nations.

Selected participants' travel expenses and accommodation will be covered. Due to the interactive nature of this workshop it will be conducted in English, although future plans include expanding Patients for Patient Safety activity into other languages.

Completed application forms must be received no later than **September 23rd, 2005**.

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## ***Background Information***

### **About WHO World Alliance**

On October 27, 2004 WHO launched a World Alliance for Patient Safety dedicated to bringing significant benefits to patients in countries rich and poor in all corners of the globe. The Alliance was established in response to Resolution WHA55.18, approved by WHO's 55<sup>th</sup> World Health Assembly in May 2002, which urged member states to pay the closest possible attention to patient safety and establish science-based systems for improving safety and the quality of care. More information on the World Alliance is available at <http://www.who.int/patientsafety/en>.

### **About Patients for Patient Safety**

One of six action areas embodied in the World Alliance, Patients for Patient Safety is designed to ensure that the perspective of patients and families, consumers and citizens – whichever term resonates best - in developed, transitional, and developing countries is a central reference point in shaping WHO's important work. Patients and their lay caregivers see things that busy people working in the health care system do not. It follows that safety will be improved if patients are included as full partners in reform initiatives, and their learning can be garnered and factored into systemic quality and safety improvement.

Susan Sheridan, is leading the Patients for Patient Safety action area. Susan is a consumer organizer who has experienced the impact of medical error. Susan's son, Cal, suffered brain damage as a result of untreated jaundice. Her husband, Pat, died as the result of the failure to communicate a diagnosis of cancer. She is co-founder of Consumers Advancing Patient Safety, a nonprofit organization in the United States. More information on Patients for Patient Safety is available at [http://www.who.int/patientsafety/patients\\_for\\_patient/en](http://www.who.int/patientsafety/patients_for_patient/en).

### **About WHO Patients for Patient Safety Workshop**

Using a process known as Appreciative Inquiry, the facilitated workshop will take a new look at consumers' roles in partnering to assure patient safety, building on the actual experiences of patients and consumers who are finding ways to be partners in their own health care to make it safer. Even if the patient's experiences have been very traumatizing, this process focuses on finding the "positive core" of the experience, such as what was learned, or what role the patient or advocate played in changing things.

The process repositions problems as opportunities, and is particularly well suited to challenges that require the formation of new and optimistic relationships. Appreciative inquiry searches for and builds on the best in people, their organizations, and the relevant world around them. Working together, patient and consumer participants, facilitators and other WHO or World Alliance leaders will contribute to World Alliance strategic planning by producing recommendations for pathways that consumers can use to (a) participate as true partners in the care rendered to them and their loved ones; and (b) be effective contributors to safety by feeding back their own experience and lessons learned to health care providers, public health organizations and health policy makers.