

# 7<sup>th</sup> INTERNATIONAL PATIENT SAFETY CONFERENCE

1-2 December 2017 | JW Marriott Mumbai Sahar | Mumbai | INDIA



The International Patient Safety Conference (IPSC), is an annual event to learn from the patient safety experts across the world. The fundamental aim of the conference is to discuss how proactive practices and healthcare systems can improve patient safety. Through this initiative, Apollo Hospitals Group also look at developing a Patient Safety Forum for hospitals to allow for on-line learning, peer- exchange and included, among other offerings, the Join Hands initiative/campaign. It has become a powerful platform where best practices & innovations in patient safety are shared. A well-knit program with key note presentations, panel discussions, debates, paper & poster presentations, makes this a vibrant forum for exchanging ideas & knowledge, and an opportunity to think, reflect and learn the best from the best.

The first six conferences were grand success with 750 delegates in 2011; 800 delegates in 2012; 845 delegates in 2013; 854 delegates in 2014; 1100 delegates in 2015 and over 1400 delegates attended in 2016. 200 eminent personalities from over 30 different countries in the patient safety area from across the globe shared their views at the conference.

7<sup>th</sup> IPSC was successfully held at JW Marriott Mumbai Sahar (INDIA) on 1-2 December 2017. It surpassed all the earlier records and witnessed the presence of over 1500 delegates, over 60 scientific sessions by 150 international and national faculties and 40 innovative exhibitors.

After an introductory remark by Dr. Preetha Reddy, Vice Chairperson, Apollo Hospitals Group, the conference was inaugurated by the chief guest, Dr. Deepak Sawant, Honorable Minister of Public Health & Family Welfare, Government of Maharashtra. Dr. Pradeep Vyas, Health Secretary, Government of Maharashtra graced the occasion as the Guest of Honor.



Next session “LET'S TALK SAFETY” displayed the performance of five clinical case scenario by *Drama Circuit* – a street theater group led by famous Ms. Gulfam Khan, followed by interactive discussion by Dr. K. Hari Prasad - President Hospital Division, Apollo Hospitals Group and Dr. Anupam Sibal - Group Medical Director, Apollo Hospitals Group. Audience actively participated in the discussion and the session was concluded with newer patient safety learning.



A short INNOVATION BREAKTHROUGH session conducted by Mr. Jagannathan - MD, AARMS Value Chain on “SVASTH+” *Non Invasive Health Monitoring Devices* was appreciated by all.



Sir David Dalton - CEO, Salford Royal NHS Foundation Trust, UK; Ms. Paula Wilson - CEO, Joint Commission International, USA & Dr. Dato Jacob Thomas - Group Medical Advisor, Sime Darby Healthcare, Malaysia deliberated on “Leadership Mantras” for patient safety.



Post lunch breakout sessions were conducted as below:

Hospital Design to Improve Patient Safety by Ms. Paula Wilson, CEO, Joint Commission International and Ms. Yvonne Burdick, Consultant, JCI



The Nursing Masterclass was conducted by eminent nursing leaders. After Key Note Address by Capt Usha Banerjee Group Director Nursing, Apollo Hospitals Group, Ms. Sai Bala M, Nursing Director, Amrita Institute of Medical Sciences Kerala; Ms. Shine Anil, Chief of Nursing, Wockhardt Hospital, North Mumbai; and Maj Gen Elizabeth John, Additional Director General, Military Nursing Services discussed on a HOLISTIC APPROACH TO MAKING NURSES AS THE CUSTODIANS OF PATIENT SAFETY. Dr. Jaya Kuruvilla, Principal / Professor, College of Nursing, PD Hinduja National Hospital & MRC, Mumbai; Ms. Shubhada Sakurikar, AVP Nursing Education, Apollo MedSkills Limited; and Dr (Mrs) Nancy Fernandes Pereira, Principal, LT College of Nursing, SNDT Women's University Mumbai chaired the session.



Following Officials from Indian Medical Association discussed about involvement of doctors in Patient Safety & Quality Improvement from different perspectives:

- Dr. Jayesh Lele, Indian Medical Association, Mumbai Chapter
- Dr. Anil Suchak, IMA, Mumbai Chapter
- Dr. Ketan Mehta, IMA, Mumbai Chapter
- Dr. Sanjay Dudhat, IMA, Mumbai Chapter
- Dr. Ravi Wankhedkar, National President IMA

Mr. Mark Britnell, Chairman and Senior Partner, Global Health Services, KPMG; Sir Jonathan Michael, CEO of University Hospital Birmingham, Guys and St Thomas's and Oxford University and Mr. Nilaya Varma, Partner, Lead for Government and Healthcare, KPMG India conducted a session on Searching For The Perfect Healthcare System.

Following academic faculties of Macquarie University, Australia excellently discussed human factors like Slips, lapses and mistakes in patient safety. A light hearted tutorial in human error intended to demystify and normalize human factors leaving participants with a vocabulary for common (and inevitable) human failings. They interacted with the participants on what drives improvement? – Punishment, Permission, Personalization or People?

- Prof. Patrick McNeil, Faculty Executive Dean
- Prof. Stephen A Deane AM, Associate Dean, Clinical Partnerships, Faculty of Medicine & Health Sciences
- Prof. Simon Willcock, Clinical Director of Primary Care
- Prof. John Cartmill, Associate Dean Clinical, Faculty of Medicine and Health Sciences
- Prof. Cliff Hughes, Immediate Past President, ISQua

Dr. Harish Nadkarni, Chief Executive Officer, NABH; Dr. Aarati Verma, NABH Assessor; and Dr. Sanjeev Singh, NABH Assessor discussed about the NABH Accreditation - A Tool For Continuous Quality Improvement and Patient Safety.

Dr. Nilima Kshirsagar, National Chair of Clinical Pharmacology, ICMR and Dr. Dilip Mathai, Dean, Apollo Institute of Medical Sciences & Research, Hyderabad discussed on National Patient Safety Implementation Network.

CEO Forum on Ensuring Patient Safety And Quality Improvement Across All Levels In Indian Healthcare was conducted by Mr. Karan Singh, Managing Director, Leader, Healthcare Practice, Bain India; Dr. R. Rajesh, President, IAOH, Group Head - Medical Services, Reliance Industries; Prof. Stephen A Deane AM, Associate Dean, Clinical Partnerships, Faculty of Medicine & Health Sciences, Macquarie University and Dr. Yash Paul Bhatia, Managing Director, Astron Healthcare.

Ms. Leslee Thompson, CEO, Health Standards Organization and Accreditation Canada and Dr. Luc Boileau, President and CEO, INESSS took the audience through Building Global Healthcare Standards & Innovative Assessment Programs for Patient Safety.

First time in IPSC, the session on how data analytics is being used to identify opportunities for improving patient safety was excellently conducted by Prof. Arnab Laha, IIM, Ahmedabad and Dr. Sujoy Kar, CMIO, Apollo Hospitals Group.

Next breakout sessions witnessed presentations of 24 best selected papers and cases studies by various authors/organizations as under. Over 100 papers were also displayed as posters in the conference arena during the conference.

1. Maneuvering of documentation; Gimmick Edge
2. An observational study of adverse reaction profile of anti-psychotic drugs in outpatients visiting Psychiatry Department of a rural tertiary care hospital
3. Study of Medication Errors in General Medicine Department
4. Zero tolerance to unsafe IV practices
5. A descriptive study to assess the transcription and administration errors
6. Reducing radiology referral form inadequacies to improve patient safety and quality of care
7. A new method for communicating in healthcare: negotiation for clinicians and healthcare executives
8. SBAR Communication
9. Educate the mother and father about new born care through Parent-craft Nurse in G&O Ward and OPD
10. Protect the patients from MRSA colonized healthcare professionals
11. Evaluation of Post-Surgery Complications in Diabetic Foot Amputations
12. Impact of cohorting of neonates based on skin and stool surveillance cultures on hospital acquired MDRO in a tertiary care setting over a 2-year period - a before and after time series study
13. Use of best practices in anesthesia as a step towards patient-employee-environment safety
14. Patient safety experience in resource limited settings

15. The Human Resource Dept: A change agent for improving safety and quality of patient
16. Radial Lounge – Redefined Patient Experience
17. Silent Hospital Helps Healing
18. Interdependence of physical work environment and policies in hospital impacts patient safety - Expert opinion of a clinical hospital planner
19. Enhancing Patient experiences through emotional intelligence, effective communication and upgrading grooming standards of nursing staff
20. Red Rules of Safety: Lessons learnt from incident reporting
21. Study of compliance of staff of Surgical & Medical ICUs to the process of preventing needle stick injuries & blood / body fluid exposures
22. Examining health service use for patients 12 months pre-and post and injury hospitalization: a population-based matched cohort
23. Ensuring Patients Safety through Hazmat handling
24. A Study To Assess The Effect Of Intradialytic Stretching Exercise On Muscle Cramps Among Patients Undergoing Haemodialysis

Second day of the conference started with an exciting session “Learning Together” by faculties from diverse background i.e. Dr. Peter Lachman, CEO, ISQua; Mr. Mark Britnell, Chairman and Senior Partner, Global Health Services, KPMG; Mr Michael Wagner, Executive Director, Advisory Board International and Dr. Pawan Girdharilal Agrawal, Motivational Speaker, Author and Educationist: Mumbai Dabbawalas.



Audience loved the BIG DEBATE on “The Patient is Always Right” which was chaired by Dr. Hari Prasad, President, Hospital Division, Apollo Hospitals Group and Dr. Anupam Sibal, Group Medical Director, Apollo Hospitals Group. Dr. Sandhya Mujumdar, Deputy Director Department of Medical Affairs (Clinical Governance), National University Hospital

Singapore and Dr. Ram Chaddha, Senior Consultant, Orthopaedics and Spine Surgery, Apollo Hospitals, Navi Mumbai pitched for the motion and Dr. Suresh Ramasubban, Consultant, Apollo Gleneagles Hospitals, Kolkata and Mr. Gaurav Loria, Head - Quality and Administration, Apollo Hospitals Group spoke against motion.



Joint Plenary session was presided by Ms. Anupriya Patel, Minister of State, Ministry of Health and Family Welfare, Government of India wherein many organizations were recognized for their excellent work in patient safety and technology usage by very prestigious Asian Patient Safety Awards and CHIME RHIT Awards. Dr. Prathap C. Reddy, Founder and Executive Chairman, Apollo Hospitals, Group delivered a very encouraging Presidential Address.





Post lunch break-out sessions were conducted as under:

ISQUA session on Evaluation Inspection Accreditation - Do They Impact Safety? by Prof. Cliff Hughes, President, ISQua; Dr. Peter Lachman, CEO, ISQua; and Dr. BK Rana, ISQua Board Member.

Second nursing masterclass was hugely applauded by all entire nursing and non-nursing fraternity alike. Session was chaired by Mrs. Prajakta Samir Hindlekar, Director Nursing, Breach Candy Hospital Trust, Mumbai; Ms. Neha Kishor Karle, Chief - Nursing Services, Lilavati Hospital and Research Centre, Mumbai and Ms. Elizabeth David, GM - Clinical Nursing and Operations, Reliance Foundation Hospital, Mumbai. Speakers of the session were Dr (Mrs) Phalakshi V. Manjrekar, Director Nursing, P. D. Hinduja National Hospital & MRC, Mumbai; Ms. Roselind Mathews, Regional Nursing Head, South West Region, Fortis Healthcare Limited; and Ms. Belinda Sawant, Head – Nursing Services, Saifee Hospital, Mumbai.

Innovative approaches in patient safety from different perspectives were presented by HEALTHCARE EXPERTS i.e. Dr. Girdhar Gyani, Director General, Association of Healthcare Providers India (Is Quality and patient safety financially sustainable?) and Dr. Sandeep Sharma, Deputy General Manager - Medical, Indian Oil Corporation Ltd (Integrated focused approach to health & safety - Indian Oil Way).

Sir David Dalton, Chief Executive, National Health Services (NHS), England discussed about Quality Improvement & Patient Safety being practiced at NHS.

Innovative showcase and use of various technologies for patient safety was lucidly discussed by Dr. Rana Mehta, Partner and Leader Healthcare, PwC India; Mr. Sudipta Ghosh, Partner, PwC India; Dr. Shravan Subramanyam, Managing Director, India and Neighboring markets, Roche and Prof. John Cartmill, Associate Dean, Clinical, Faculty of Medicine and Health Sciences, Macquarie University.

A special session on Medical Travel & Prevention and Control of Emerging Infectious Diseases was conducted by Dr. Gita Nataraj, Microbiologist, KEM Medical College and Hospital, Mumbai, Secretary HISI - Mumbai Chapter, Mr. Tim Galekop, Advisor for Dispoline Inprev and Director - Tigamed Consulting and Dr. Thiagarajan Thandavan, Founder & CEO, Tides Institute of Health and Medical Sciences. Topics like Inter and Intra Country Medical Travel – Infectious diseases epidemiology and requirements of Infection Prevention and Control preparedness, Single Use Protection in Infection Prevention & Control - Standards, Benefits, Local Availability, Correct Usage, Waste Management & Economics and Dialyzer practices across the world, its application in India and its impact on foreign medical tourism were deliberated upon.

A Malaysian delegation consisting of Dr. Dato Jacob Thomas, Group Medical Advisor, Sime Darby Healthcare, Malaysia; Ms. Erin Lloyd, Group Head of Nursing, Sime Darby Healthcare, Malaysia; and Ms. Irene Quah, Nursing Development and Quality, Sime Darby Healthcare, Malaysia, Surveyor, Malaysian Society for Quality in Healthcare discussed on learning from The Malaysian Patient Safety Initiatives.



Mr. Michael Wagner, Executive Director and Chief Teaching Officer, Advisory Board Company conducted a session on Quest for Best - Embracing a New Leadership Mindset for “Always Safe Care”

Dr. Victor Ong, Program Director, Senior Consultant, Emergency Medicine, NUHS Singapore and Dr. Sandhya Mujumdar, Deputy Director Department of Medical Affairs (Clinical Governance), National University Hospital, Singapore took upon Transforming Healthcare - Ingraining Culture of Patient Safety with their NUHS experiences.

Academicians like Dr. Rajiv Yeravdekar, Dean, Faculty of Health and Biological Sciences, Symbiosis International University, Pune, Prof. Vikram Jha, President-Education, Apollo Hospitals Group, Prof. M. Mariappan, Chairperson, Centre for Hospital Management, School of Health Systems Studies Tata Institute of Social Sciences (TISS), Mumbai, Dr. Abhijat Sheth, Chairman, National Board of Examination, Dr. Anoop Daga, Additional Medical Superintendent and Associate Professor, Dept of Hospital Administration, AIIMS, New Delhi discussed various academic angles with regard to patient safety.

Bollywood actress Ms. Sridevi Boney Kapoor graced the valedictory session, gave away prizes and awards and interacted with participants. Audience was thrilled to see her.







**The Showcase** - innovative exhibition and stalls at the conference venue displayed various products and services of 40 organizations pertaining to healthcare quality and patient safety and technology. This was a great opportunity for these companies to showcase their products & services to individuals, leaders & decision makers from various hospitals from all over India & the world and also for the conference participants to see, interact and learn different things.





7<sup>th</sup> IPSC also witnessed the launch of **“Patient Safety Club”**. This initiative was rolled out for the like-minded healthcare professionals who are self-conscious, very active in patient safety domain and want to explore more and more. Membership (annual as well as lifetime) entails the member the access to the literature, best practices and even meet and share data in various discussion forums led by the thought leaders. Any healthcare professional can become a member of this club.

Benefits for a club member:

Benefits	Annual membership	Lifetime membership
Member Kit	Includes a welcome letter, a partner card, pen drive with Apollo’s 10 best practices, and some discount coupons.	Includes a welcome letter, a partner card, pen drive with Apollo’s 10 best Practices, one health magazine and some discount coupons. 10 best practices every year in the identified areas will be sent
50% individual member discount on all the conferences on Patient Safety and related workshops.	Valid till November 2018	Life time validity
Access to webinars/ T cons/ V Cons on patient safety topics will be conducted once in every three months by renowned speakers to share best practices.	Yes	Yes
Access to conference presentations	Yes	Yes
Forum to share the latest innovative ideas followed in member hospitals.	Yes	Yes
Group projects related to patient safety can be started in the member’s hospitals with the help of the committee members that will include data sharing also.	No	Yes
Member of local chapters for discussion forums with renowned institutions like NABH, JCI, and patient safety experts.	No	Yes
Access to Apollo Clinical Excellence Program and hand holding for implementation.	No	Yes

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7<sup>th</sup> IPSC also reaffirmed “**The Patient Safety Declaration**” which was adopted during 2<sup>nd</sup> IPSC held at Hyderabad in 2012 and renamed it as “The Mumbai Declaration on Patient Safety”. This declaration mentions few principles to be adopted in each hospital as under:

- Every hospital shall have a person designated for patient safety.
- Every hospital shall have a Patient Safety Committee with representatives from medical services, nursing, engineering, housekeeping, pharmacy and infection control that shall meet every quarter.
- Every hospital shall train all its employees on patient safety issues and hand washing.
- Every hospital shall educate its patients on patient safety issues and give them opportunity to ask questions.
- Every hospital shall have a policy and implemented system on reporting of adverse events within the organization.
- Every hospital shall cooperate with one another and exchange information about adverse events, including errors, their solutions, and “lessons learned” to improve patient safety.
- Every hospital shall collect rates for the following patient safety indices:
  - Patient falls
  - Pressure ulcers
  - Needle stick injuries
  - Medication errors (Prescription, transcription, dispensing and administration errors)
  - Hospital acquired infections
  - Antibiotic utilization
  - Hand washing
- All hospitals shall join hands to form a Patient Safety Chapter for sharing of the best practices in patient safety. Every hospital shall endeavor to prevent the "Never Events" listed by the National Quality Forum, USA.

The Mumbai Declaration on Patient Safety also includes recommendations for Government bodies to improve patient safety in India. The declaration recommends the following to the government:

1. Separate forums to be created for antibiotic policy framework, facility safety framework, overall patient safety standards and a forum for measuring and monitoring outcomes at the government level;
2. The government should encourage individual physicians, other health care professionals, patients and other relevant individuals and organizations to work together to establish systems that secure patient safety;
3. The government should encourage the development of effective models to promote patient safety through continuing medical education/continuing professional development.

The Mumbai Declaration on Patient Safety was endorsed by almost all the delegates and organizations who attended the conference.



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1-2 December 2017, JY Marriott Mumbai Sahar | Mumbai | INDIA

## THE MUMBAI DECLARATION ON PATIENT SAFETY



A Preamble to the 7th International Patient Safety Conference, 1st November 2017 and adopted by the 7th International Patient Safety Conference, Mumbai 2017

- OUR PURPOSE**
- 1. To ensure that patient safety is a priority for all healthcare providers and organizations
  - 2. To ensure that patient safety is a priority for all healthcare providers and organizations
  - 3. To ensure that patient safety is a priority for all healthcare providers and organizations
  - 4. To ensure that patient safety is a priority for all healthcare providers and organizations

**OUR SIGNATURES**

- 1. Dr. Anil Kumar
- 2. Dr. Anil Kumar
- 3. Dr. Anil Kumar
- 4. Dr. Anil Kumar
- 5. Dr. Anil Kumar
- 6. Dr. Anil Kumar
- 7. Dr. Anil Kumar
- 8. Dr. Anil Kumar
- 9. Dr. Anil Kumar
- 10. Dr. Anil Kumar

**SIGN BELOW FOR THE DECLARATION TODAY AND SHOW YOUR SUPPORT!**

Handwritten signatures in various colors (red, green, blue, black) covering the right side of the banner.