**WHO Health Services Learning Hub**

**Global call for the documentation of country experiences on the development and implementation of national quality of care and patient safety policy and strategy**

**Form for the submission of country experiences**

**to inform the development of learning briefs**

To facilitate cross-country learning, the World Health Organization (WHO) [Health Services Learning Hub](https://hlh.who.int/) (HLH) has embarked on an initiative to collect, document and share country experiences **on the development and implementation of national policies and strategies for quality of care and patient safety**. A significant number of countries have taken action to set their national strategic direction on quality of care, through the development of a national policy and strategy. Many of these countries have used the approach provided by WHO in the [WHO Handbook for national quality policy and strategy](https://www.who.int/publications/i/item/9789241565561), or other approaches for doing so. Patient safety is a key element of the efforts to enhance quality of care, and the [WHO Global Patient Safety Action Plan 2021–2030](https://www.who.int/teams/integrated-health-services/patient-safety/policy/global-patient-safety-action-plan) provides a framework for countries to develop their national action plan on patient safety.

Documenting and sharing these country experiences offers valuable insights into practical approaches to developing and implementing national quality of care and patient safety policy and strategy in different contexts, that can then be refined and used by other countries. The aim is, therefore, to collect and share a variety of motivational stories from diverse settings globally to support and inspire cross-country learning. Each country experience will inform a “learning brief” that will be published on the HLH web site.

Individuals or multi-stakeholder teams with direct experience in this regard are invited to share and submit their experience. Submissions can be made in two ways:

1. using the online form accessible via the following link: <https://extranet.who.int/dataformv6/index.php/253113?lang=en>

or

1. using this MS Word form and send the completed form to [hlh@who.int](mailto:hlh@who.int).

Alternatively, we can organize an interview to collect your information, using the questions below. If you are interested in participating in an interview, please contact the WHO HLH Secretariat at [hlh@who.int](mailto:hlh@who.int). The interview transcripts will be distilled into a “learning brief” by the WHO HLH Secretariat.

All submissions will undergo a review process by a dedicated HLH editorial committee. The WHO HLH Secretariat will work with the individual or the country team to finalize the content and publish the learning brief on the HLH web site.

If you have any questions related to submission of the form and its content, please contact the HLH Secretariat at [**hlh@who.int**](mailto:hlh@who.int).

Thank you for your participation in this learning effort!

**Learning brief**

*\* Please enter your text in the second column.*

**Section I.** General information

|  |  |
| --- | --- |
| Country |  |
| Submitter’s name |  |
| Submitter’s position/title |  |
| Submitter’s email address |  |
| Co-authors and their respective positions/titles |  |
| Organization |  |

**Section II. Development of the National Quality of Care and Patient Safety Policy/Strategy**

|  |  |
| --- | --- |
| Title of your current national quality of care and patient safety policy/strategy.  *If you have two or more separate documents, please provide the title of each of these.* |  |
| Please select the type(s) of document from the list. | 1. Standalone document on quality of care 2. Standalone document on patient safety x 3. Standalone document that combines quality of care and patient safety 4. Integrated into the national health policy and strategic plan 5. Combined with other areas. Please specify. |
| What is the time frame (start and end date) of your national policy and/or strategy? In the case of two separate national policy and strategy documents, please provide the time frame for each of them. |  |
| If the document is available online, please provide the URL link to access the online version. |  |
| Please provide an overview of the **process** you used for developing the national quality of care and patient safety policy/strategy and how it was linked to other health sector agendas (e.g., universal health coverage, primary health care).  If you have used the approach described in the [WHO Handbook](https://www.who.int/publications/i/item/9789241565561), please highlight how you addressed the eight elements during the development process. (*Max 500 words)* |  |
| Please indicate how you used the [WHO Global Patient Safety Action Plan](https://www.who.int/teams/integrated-health-services/patient-safety/policy/global-patient-safety-action-plan) or other relevant global action plans and how you cross-referenced or considered these in your work. (examples include [Global Action Plan for Infection Prevention and Control](https://www.who.int/teams/integrated-health-services/infection-prevention-control/draft-global-action-plan-and-monitoring-framework-on-ipc), [Global Action Plan on Antimicrobial Resistance](https://www.who.int/publications/i/item/9789241509763)) (*Max 500 words)* |  |
| What were the main challenges faced during the development process? Where possible, please explain how these were addressed. *(Max 250 words)* |  |

**Section III. Implementation of the National Quality of Care and Patient Safety Policy/Strategy**

|  |  |
| --- | --- |
| Please briefly describe your progress so far on implementation of the national quality of care and patient safety strategy. *(Max 500 words)* |  |
| What were the key challenges encountered during implementation?  How were these challenges overcome?  *(Max 250 words)* |  |
| What has the perceived impact been on the quality of health services provided to your population? What changes and improvements have happened as a result of this effort? *(Max 500 words)* |  |

**Lessons learnt**

|  |  |
| --- | --- |
| Please provide up to five key lessons learnt during the development and implementation of the national quality of care and patient safety policy/strategy that could be useful for other countries.  Based on your experience, what is the one thing that you would have done differently when you began this process? *(Max 250 words)* |  |

**Related publications and web sites**

|  |  |
| --- | --- |
| Please name any relevant resource, publication or web site that can be cited in support of what you have mentioned above. |  |