

The power of the patient safety voice – the way forward

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A glimpse of the future



**Innovation is our
Performance
Standard**



*In the Name of **AllAH** ,the Most
Gracious the Most Merciful*

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

أَمَّنْ أَهْدَىٰ وَجْهَهُ عَلَىٰ مَكِبًا يَمْشِي ” أَفَمَنْ
مُسْتَقِيمٌ ” صِرَاطٍ سَوِيًّا عَلَىٰ يَمْشِي

سورة الملك (آية 22)

“ Is then one who Walks headlong, with his face
Groveling, better guided, Or one who walks
Evenly on a Straight Way ? ”



LOOK

“First do no harm”

Is an often quoted term from Hippocrates. “Every one working in Health care is familiar with the term”

What is patient safety?

النقى
الصدى

قضية
المداد

بلا تهويل ولا تهوين:

من يعالج أخطاء الأطباء؟!

هناك انطباع سائد لدى الناس بأن أخطاء الأطباء كثيرة، وأن الجراحين ينسون في حالات كثيرة بعض ادواتهم الجراحية في البطن التي يقومون بفتحها. وهناك حادثة مشهورة عن مريضة في موسكو.. نسي مقص في بطنها لثلاثة عقود. اكتشف وجوده في بطنها بالصدفة.

و الحديث الشريف «كل ابن آدم خطأ وخير الخطائين التوابون». يوضح لنا جلياً أن خطأ ابن آدم من الأمور البديهية، لكنها ليست بدهية على إطلاقها: لا تحددها حدود، ولا يوجد لها سقف معين.

كما أنه ليس بالضرورة أن يخطئ كل أولاد آدم؛ فتعلم المرء من أخطاء غيره بعد تجربة تحسب له أو عليه؛ تحسب له إن هو استفاد منها في قابل أيامه، وتحسب عليه إن هو تجاهلها أو أهملها ولم يعها جيداً.

وجميل جداً أن نقف أمام ذواتنا، نواجهها بعلاقتها. ونعمل أيدينا فيما اتلفته رياح التقصير، فنعمد إلى تصحيح أخطائنا. ثم نعود من قريب.

أعدّها للنشر: علي محمد الغريب



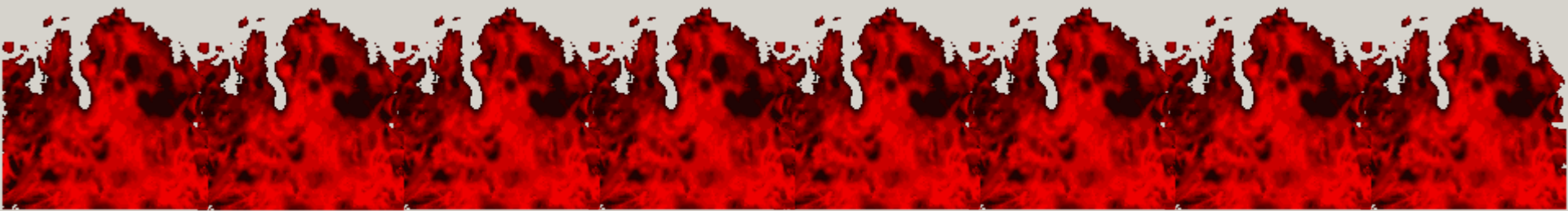
العدد التاسع - ديسمبر ٢٠٠٩م - ١٧

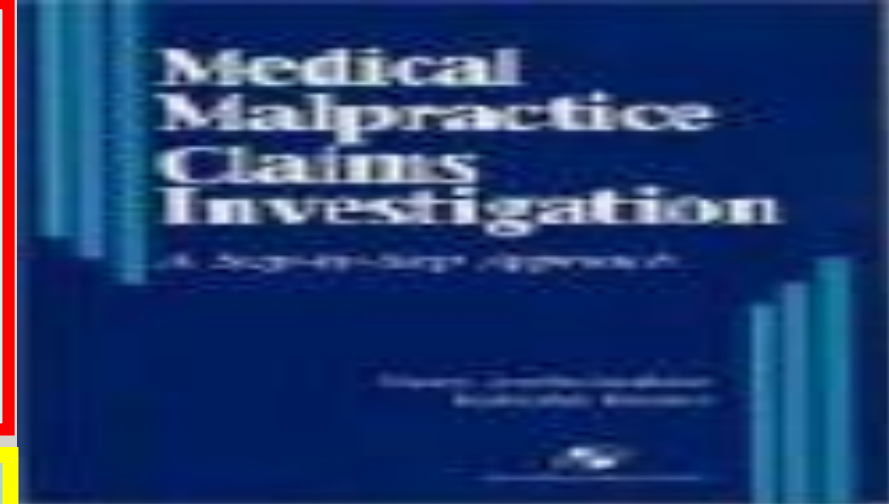
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Why is patient safety relevant to health care?

There is now overwhelming evidence that significant numbers of patients are harmed from health care, resulting in permanent injury, hospital admissions, increased lengths of stay in hospital and even death.

Adverse events occur not because people intentionally hurt patients, but rather due to the complexity of health-care systems today, where the successful treatment and outcome for each patient depend on a range of factors, in addition to the competence of each individual health-care provider, **and the interaction between patients and health care providers.**





PROTECT YOURSELF *in the* HOSPITAL

*Insider Tips for Avoiding Hospital Mistakes
for Yourself or Someone You Love*

- How to find the safest hospital
- Proven ways to prevent mistakes, accidents, hospital-acquired infections, bedsores, and other mishaps
- Specific advice for safety in the emergency room, the ICU, the OR, the mother/baby unit, and more

Thomas A. Shanon, M.D., M.P.H.



PS

MEDICATION Errors

*CAUSES,
PREVENTION,
AND RISK
MANAGEMENT*

Edited by
Michael R. Cohen

WHAT YOU NEED TO KNOW TO STAY ALIVE...

how to **SURVIVE** a stay in the **HOSPITAL** without getting **KILLED**



MARY LORRIE DAVIS, LVN

Essential information for
keeping track of all
that can happen
in a hospital

Medical Malpractice

بدا قياس تضمن سلامتهم.. ومطالب لتتقيد الاطباء والمرضى.. السعبي:

4% من المرضى يعانون من مضاعفات ما بعد العمل الجراحي



وعلاج الألم، لأن ما يزعج المرضى بعد العملية الجراحية الألم والمث تعجز عن أكثر الأضرار إلى عاه للمريض نفسيا وطبيا وهو يحدث بسبب الشق الجراحي الذي يخترق الأنسجة المختلفة وتشمل الجلد ميبدا أن الشعور بالألم يحدد بسبب إشرارة التهابات العصبية للخاصة بالألم والتجربة بكثره الجاد والأنسجة الأخرى، فترسب الأوصاب بإشارات عصبية إلى الحيا الشوكي، ومن ثم تصعد أحاسيس الألم من خلال الحبل الشوكي إلى الجزء الخاص بالألم بالتحديد يتم فيها الشعور بالألم ومعرفة



السعبي أنها تتم عن طريق تقيد المرضى طبيا، إضافة إلى الأوية للقدرة والسكات والأوية المضادة للالتهابات، إضافة لأجهزة التحكم بالألم كاستخدام أجهزة التحكم بالألم الذاتية وهي عبارة عن جهاز يحسب للمريض ويقوم بإعطائه نفسه الجرعة المناسبة لتخفيف الألم حيث يعمل الجهاز بطريقة تضمن سلامة المريض وعدم حصول أي أعراض جانبية، واستخدام المسطحات الخاصة لتخدير الأصابع سواء الأصابع الطرفية أو المركزية والتي تضمن التسكن الفاد للألم.

إلى أن تقيد وقياس الألم ما بعد العمليات الجراحية من الأسس المهمة للتحكم بالألم وعلاج، مديلا ذلك بقوله: «إذ كان هناك مريضان خضعا لنفس العملية الجراحية تكون استجابتهما مختلفة لتقويم الألم، وهذا يعتمد على عدة عوامل منها العمر، الجنس والتعرض السابق للألم، حيث بعد عدم التقويم والقياس الصحيح للألم من العوامل التي تمنع العلاج المناسب والأفضل للألم وقد تؤدي إلى استمرار الألم والمضاعفات عند المريض». من قبل طبيب التخدير ومناقشة

كشف الدكتور خالد السعبي شاري تخدير وعلاج الألم في تلك فهد الطبية، عن معاناة 40 - 70 في المائة من مرضى عمليات الجراحية، بسبب ألم بعد حدوث لديهم بعد انتهاء غيبة وهو ما يتجاهله المرضى مع طبسة الألم المصاحب

جاء ذلك خلال تشييد «اليوم عوي لعلاج الألم، والذي تطلته بشة لذلك فهد الطبية ممثلة لرة التخدير والعمليات بالتعاون مع إدارة الخدمات الصيدلانية س، بحضور المدير التنفيذي سارك للإدارة الطبية الدكتور بالعزيز العبيد والدكتور مازن سحياني مدير إدارة التخدير

وأكد الدكتور السعبي أهمية لأج الألم لما بعد العمليات بزيادة بالطرق المثالية والفعالة ياس الألم ومناجته مع المرضى، سبب ما أقرته منظمة الصحة بامية والتي تكفل لتخفيف الألم قوكة في الخدمة الصحية،



Patient safety
and hospital design

العدد التاسع



كثيرون في هذه الحياة لا يقدرون خطورة ما يحيق بهم.

The power of the patient safety voice – the way forward



The power of the patient safety voice – the way forward

Why Partnering with Patients Is Key to a Culture of Patient Safety:

- ☐ Patient safety is part of the patient experience promise clinicians make.
- ☐ When a patient visits a hospital, she has the expectation that she will be treated with empathy, respect, and clinical excellence. At the core of each of these elements is the understanding that she will be safe. But all too often, the promise of patient safety isn't upheld.
- ☐ Clinicians must integrate the patient and patient voice into the care team to deliver on that promise.



- ❑ “We like to think of the patient experience as being the convergence of quality, safety, and the experience of care.”
- ❑ “When patients come for care, they expect that harm won't come to themselves or their loved one,”
- ❑ “They expect us to deliver the highest technical quality care, and they also expect us to treat them with dignity and respect, and that care givers will approach them with empathy and understanding. **Safety is a fundamental component of the overall patient experience.”**
- ❑ Even when a health system delivers technically excellent and emotionally supportive care, one preventable harm can mar the entire patient experience. The patient will likely not remember any of the positive qualities of the healthcare encounter.



- ❑ “In order to prevent harm, in order to really make progress towards the goal of zero harm for patients, it requires an **organizational commitment**,”.
- ❑ Once **organization leadership** has bought into the goal of true patient safety, it is **important that they include patients in obtaining that goal. After all, patients have a significant role to play in supporting patient safety efforts.**
- ❑ “The organization needs to invite patients and families into the conversation to help develop an environment where they can truly be partners,”
- ❑ “Organizations can provide education on ways that patients can participate and encourage them to speak up, understanding that some patients and families may be reticent, and reserved or restrained to speak up or ask questions to providers.”



- ❑ Healthcare organizations should invite patients and families to serve on PATIENT ADVISORY COUNCILS (PACS) more and more, Patient and family stakeholders are also being asked to sit on operational committees and some board committees. **This is an essential part of integrating the patient voice into hospital improvement efforts.**
- ❑ “Some hospitals and health systems are still reticent to robustly include the voice of the patient,”. “There may be concerns that input from the patients might be a distraction for the organization. There may be concerns about confidentiality. There may be concerns just because it's a change.
- ❑ “There's a wealth of experience in how to select patients and families for participation on operational and board committees, how to vet potential members, and how to onboard and educate them so that they are effective in their role and the organization's comfortable with their role.”



- ❑ **Having a patient in the room is essential for changing the culture of safety.** Healthcare organizations cannot properly serve the patient if leadership does not know how the patient wants to be served and which processes could best bring comfort to the patient. **Understanding how patients and families need to see patient safety initiatives implemented is key to making programs successful.**
- ❑ Incorporating the patient into patient safety initiative goes beyond organizational improvements. Clinicians themselves need to be more inviting and allow the patient to participate in their own care. A patient who is engaged in care can serve as another check on patient safety protocol. **This relationship works best when the patient is empowered to participate in care.**
- ❑ Patients often perceive themselves on the lower end of hierarchy gradient, and healthcare organizations should work to change that. The same strategies organizations employ to develop clinical teamwork – communication, care coordination – can help integrate the patient as a part of that care team.



- ❑ The onus is on the clinicians to develop a welcoming environment in which a patient feels he / she can participate in his / her own care and his / her own safety.
- ❑ It could be difficult for a patient to ask a provider if he's washed his hands before an exam. Clinical team members need to develop a culture that gives the patient the confidence to do so.
- ❑ How a care team interacts with the patient, greets him / her, demonstrates empathy, invites him / her to ask questions, or invites him / her to comment on aspects of clinical care are all important things to do.
- ❑ Ultimately, the provider needs to reach out to the patient and incorporate him / her into the care team. Clinicians who educate their patients, give them context to participate in clinical decisions, and treat their patients as members of the care team will help develop a culture of health and the success of Patient Safety Initiatives.



- ❑ Most healthcare organizations see some adverse patient safety events annually. The key is understanding how to interact with the patient following one of those adverse events.
- ❑ “Establishing an atmosphere where we're transparent with patients when things go wrong is critical.”
- ❑ Transparency is not only important for engaging patients and doing right by them when something does go wrong; it's also important for the purposes of overhauling the culture of safety.
- ❑ Being apologetic when appropriate is important for the patient-provider relationship and also important for clinical quality improvement.
- ❑ “It allows for us to engage patients in helping us understand how we can improve going forward, prevent adverse events from happening to another patient.”

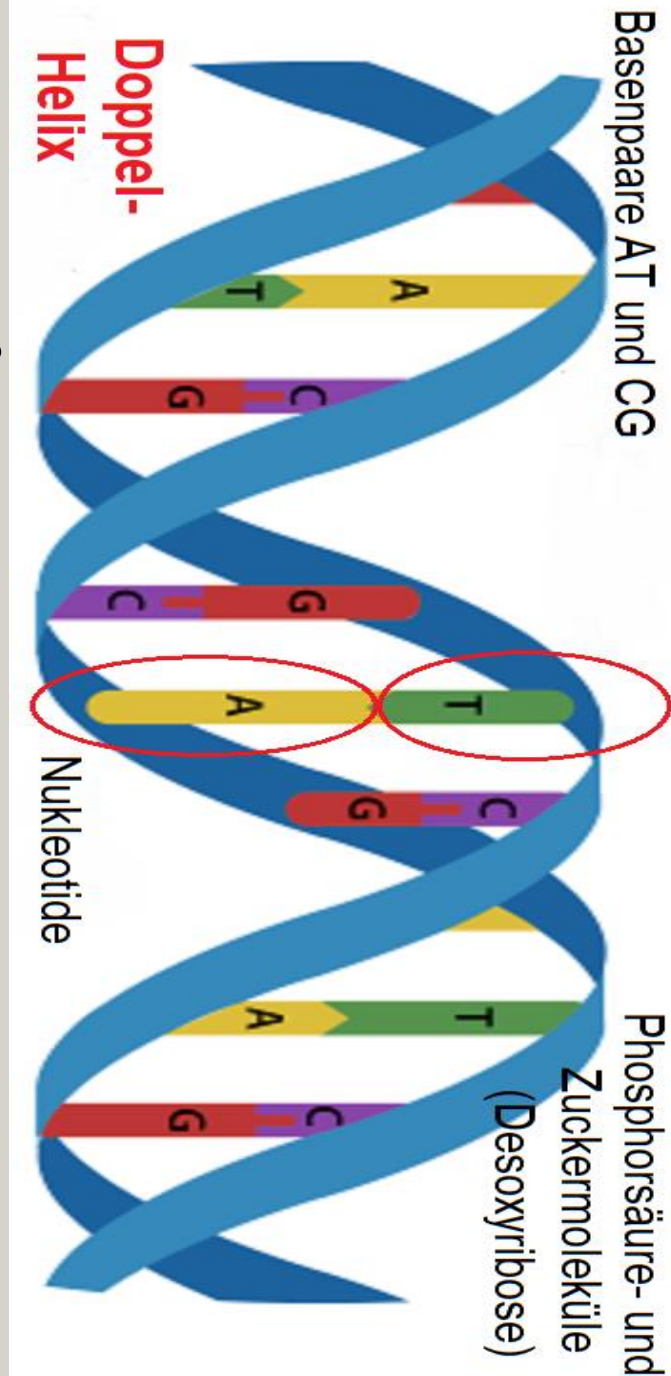
- ☐ **We all talk about People - Centric Health Care, but do we really take into account the actual needs and requirements for such approach.**
- ☐ **When was the last time you involved people / patients in the design of your health care delivery and provision?**
- ☐ **Understanding the needs of involvement of the people voice and patient voice can ensure good quality of care and patient safety .**
- ☐ **From our scientific activities for the last decades and we have always aimed to keep our people and the patient perspective at the heart of our work.**

- ❑ Patients and their families are the reason for our efforts and our presence, and meeting their needs requires collaborating with them and learning from their experiences and engagements.**
- ❑ We work to develop strong relationships with people, patients, family members and caregivers who are keen to share their experiences and voices to improve the quality of care and patient safety throughout the region.**
- ❑ We are energized by their passion as well as the desire from health care organizations to develop meaningful opportunities for patients and caregivers to shape good quality health care services and delivery.**
- ❑ Learn more about how we are advancing the people / patient voice in health care by exploring approaches in this presentation.**

- ❑ The goal of this presentation is to inspire the respected audience to connect with real patients and family members expectations as well as their perceptions, also to empower patient advocates, making sure they have the tools and resources to educate the community to overcome their fear of talking and **telling the stories** to health care providers and policy makers.
- ❑ **Our People`s Voice will give you the opportunity to hear, participate and engage in the real spirit and essence of our health care.**
- ❑ I am looking forward that this conference will provide the attendees and participants an opportunity to exchange their expertise in how your peers design and implement people / patient friendly health care activities as well as highlights on the dimensions of **The power of the patient safety voice – the way forward** .

The DNA of Care

‘The intertwined relationship between patient care and staff wellbeing has been likened to the double helix. And so the stories we tell each other are like the DNA of care, transmitting information and shaping cultures, offering learning opportunities and, sometimes, healing.’ [Hardy and Sumner 2015](#)



Put simply....two sides, of one coin



But even more simply...

**‘Both staff and
patients need care,
compassion and
respect.’**

Professor Michael West 2014



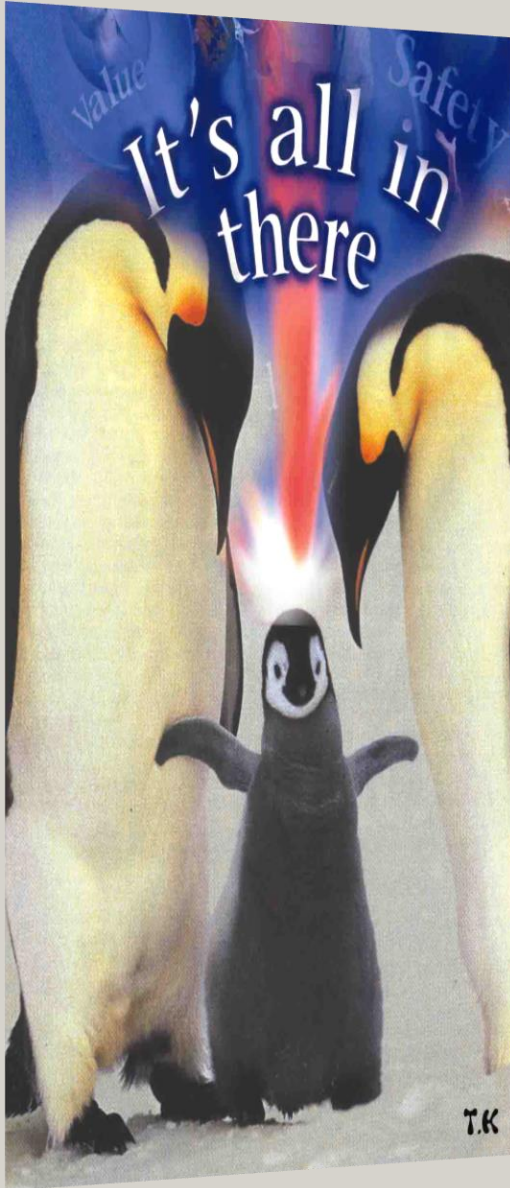
Staff experience drives patient experience.

Focusing on this relationship could be the most important move for the healthcare system to make.



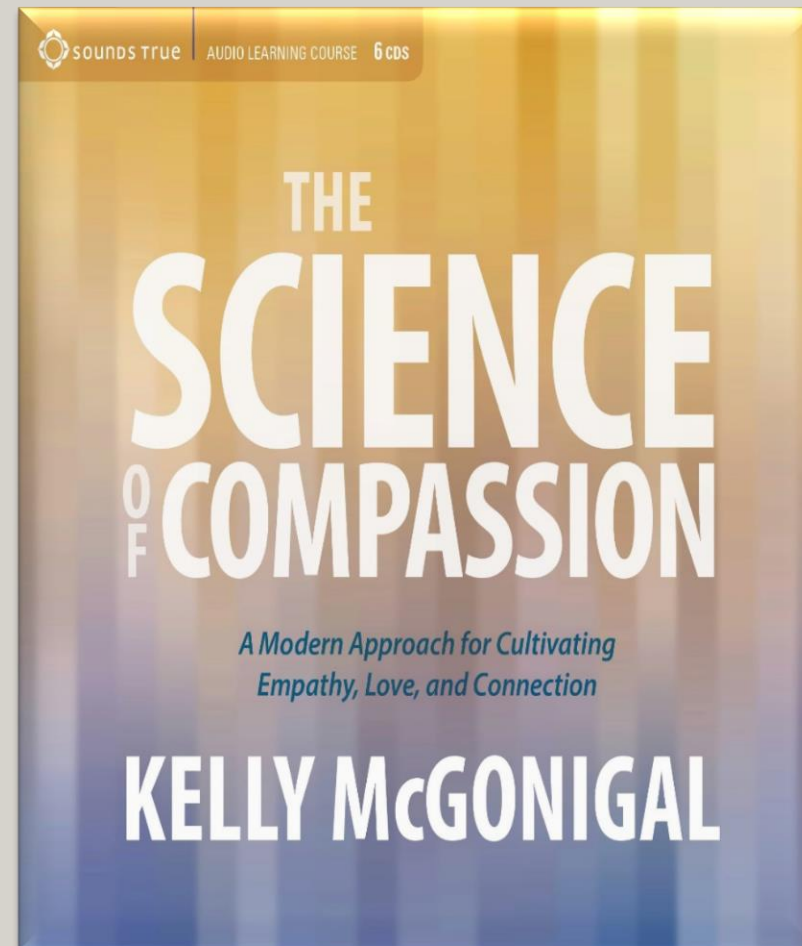
The **Goal** of Health
Practice is to Make
the *Right Decisions*
at the *Right Time*





Cultivating compassion in care: the power of stories

Cultivating Self-Compassion
The First Step to Healing



The words in their hearts...



A word cloud featuring various words in different colors and sizes, arranged in a circular pattern. The words include: just, make, like, love, one, want, never, people, back, always, things, day, help, running, felt, got, know, work, months, hospital, family, told, care, still, pain, home, years, feel, much, and even. The words are in various colors including red, orange, yellow, green, and purple, and are of different sizes, with 'patient' and 'years' being the largest.

even
just
make
like
love
one
want
never
people
back
always
things
day
help
running
felt
got
know
work
months
hospital
family
told
care
still
pain
home
years
feel
much

*“For the secret of
the care of the
patient is in caring
for the patient.”*



F.W. Peabody

Patient Voices:

what we set out to achieve

‘...to capture some of the unwritten and unspoken stories of ordinary people so that those who devise and implement strategy, as well as clinicians directly involved in care, may carry out their duties in a more informed and compassionate manner.’

We hope that, as a result of seeing the stories, patients, their careers and clinicians may meet as equals and work respectfully together for the benefit of all.’

Patient Voices Rationale 2004

AUTHOR OF *Worried Sick*, *Stabbed in the Back*, AND *Rethinking Aging*

NORTIN M. HADLER, M.D.

Reforming

HEALTH CARE

for the Sake

of the PATIENT,

Not the SYSTEM



THE CITIZEN PATIENT

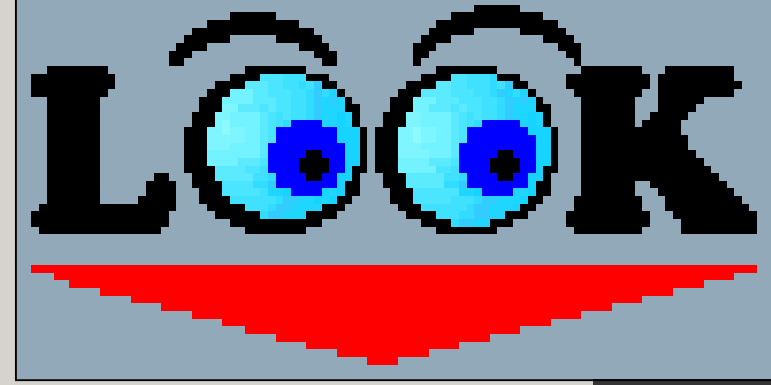
The seen



and the **Unseen**

Patient Voices:

Relief from suffering



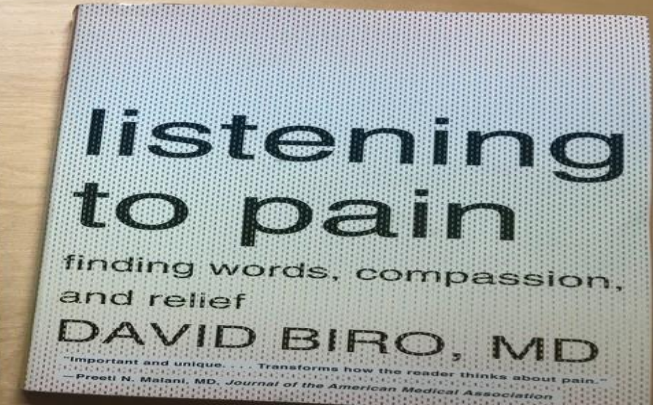
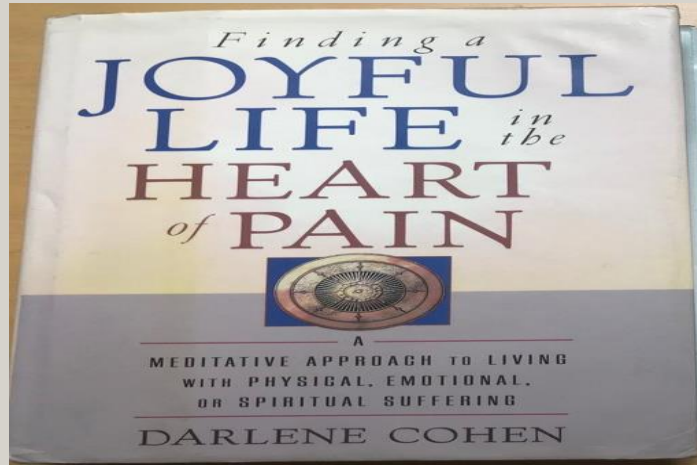
- ‘To the typical physician, my illness is a routine incident in his rounds, while for me it’s the crisis of my life.’
- For me it’s the crisis of my life. I would feel better if I had a doctor who at least perceived this incongruity...
- just wish he would... give me his whole mind just once, be bonded with me for a brief space, survey my soul as well as my flesh, to get at my illness, for each man is ill in his own way.’

Anatole Broyard, 1992

Relief from suffering:

the art:

- Intuition
- Kindness
- Understanding
- Communication
- 'Soft' skills
- Respect
- Tenderness
- Compassion
- Stories and Narrative Based Medicine



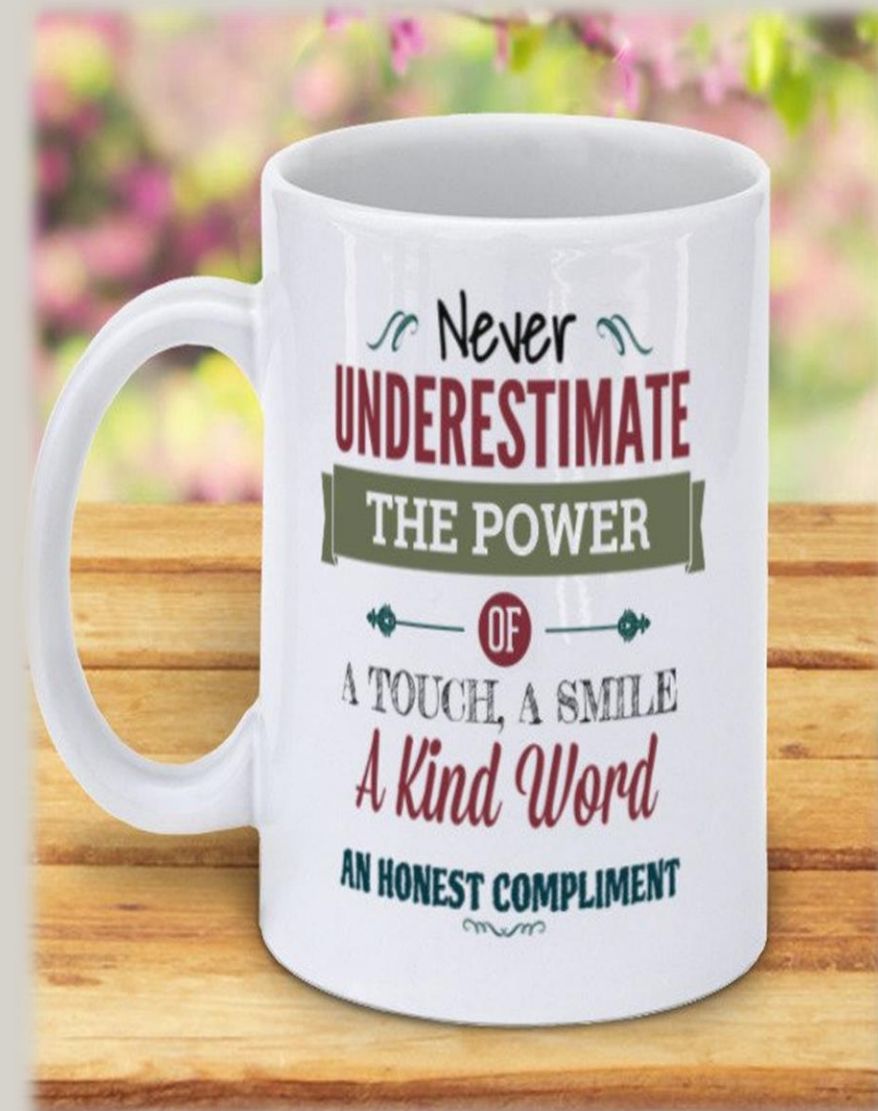
**LOVE IS THE FIRST
INGREDIENT IN THE RELIEF
OF SUFFERING**

PIO OF PIETRELCINA

PICTUREQUOTES.COM

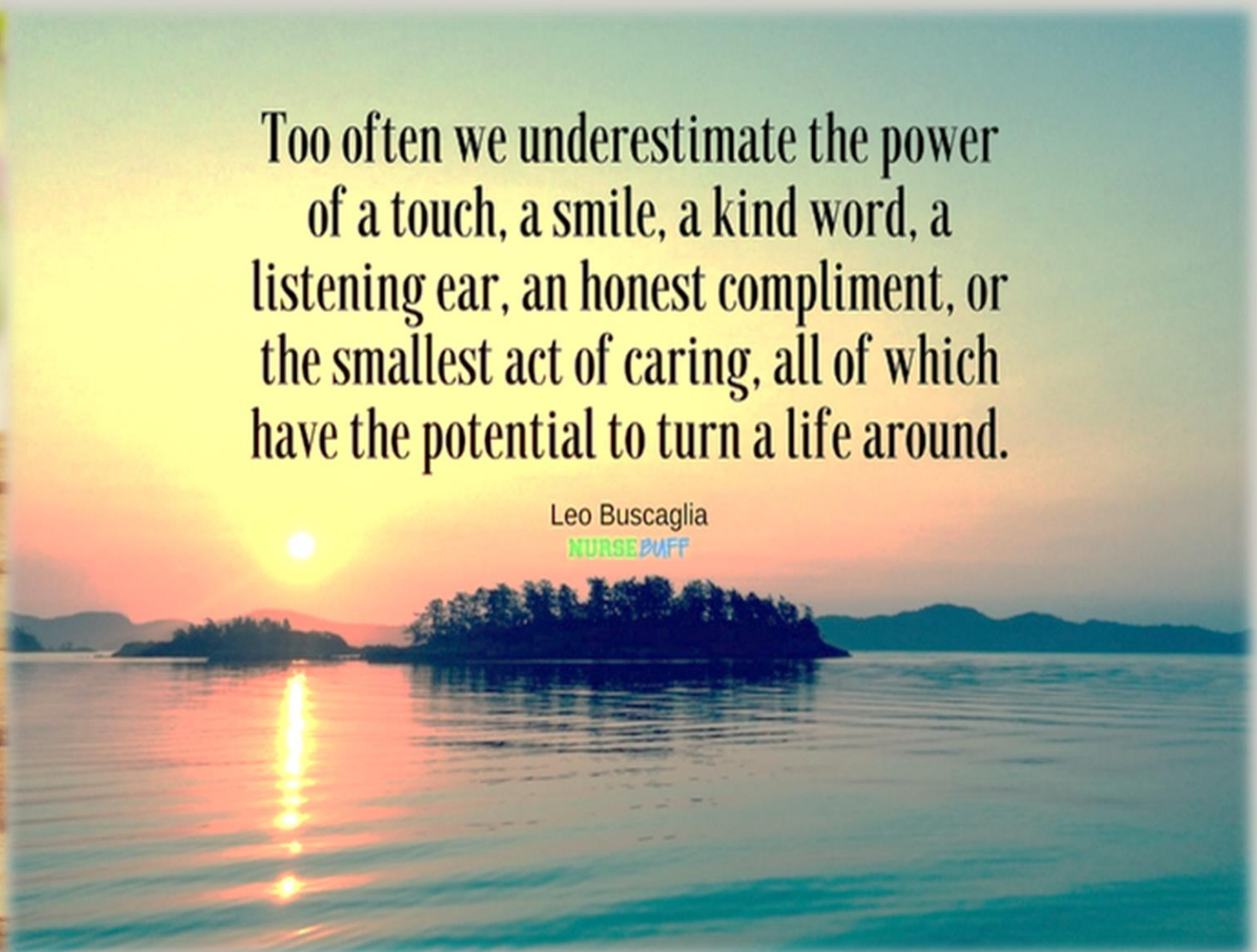
PICTUREQUOTES

Relieving suffering

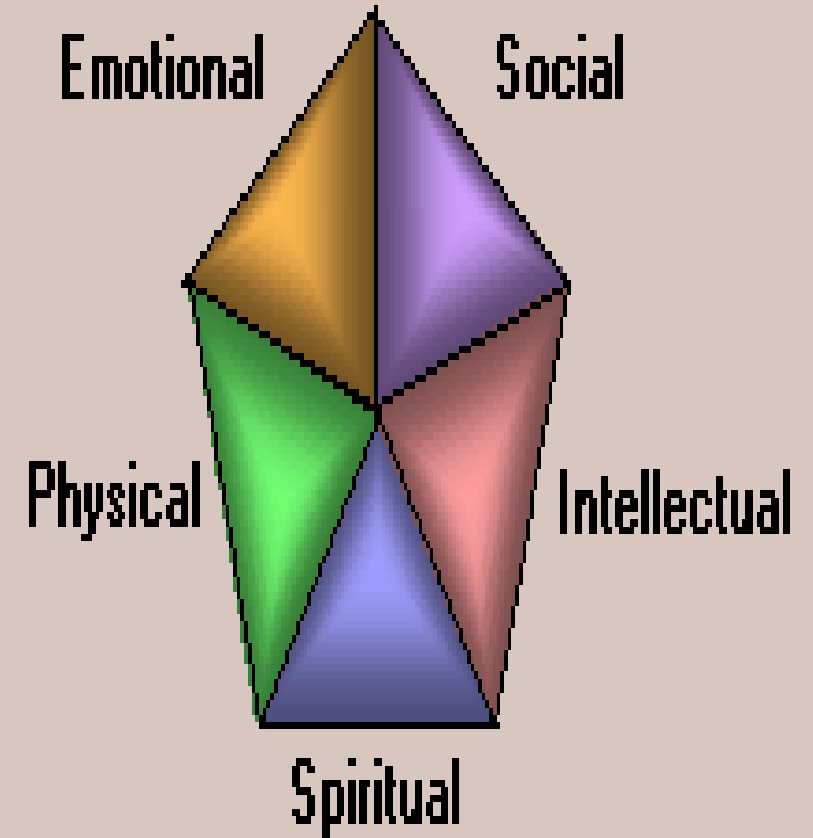


Too often we underestimate the power
of a touch, a smile, a kind word, a
listening ear, an honest compliment, or
the smallest act of caring, all of which
have the potential to turn a life around.

Leo Buscaglia
NURSE BUFF



So What Compassion Is About ?!



*Professional excellence.
Compassionate care.*

Compassion

‘The quivering of the heart in the face of sorrow, pain or compassion ...

Jack Kornfield

WHEN WE GIVE
Cheerfully
AND ACCEPT
Gratefully
EVERYONE IS
Blessed

~ Maya Angelou ~

8WomenDream.com



Compassion

‘Compassion is not a relationship between the healer and the wounded. It's a relationship between equals. Only when we know our own darkness well, can we be present with the darkness of others.

Compassion becomes real when we recognize our shared humanity.’

Pema Chödrön



Professional and compassionate

Cultivating Compassion in Care: the power of stories

Compassion

‘The whole idea of compassion is based on a keen awareness of the interdependence of all these living beings, which are all part of one another, and all involved in one another.’

Thomas Merton





Supporting Compassionate Healthcare Practice

Understanding the Role of Resilience,
Positivity and Wellbeing

Claire Chambers and Elaine Ryder





Here, **compassionate** and
talented people **connect.**

That's cause for celebration.



Let's start with the basics...



Cultivating compassion

Developing the right conditions:

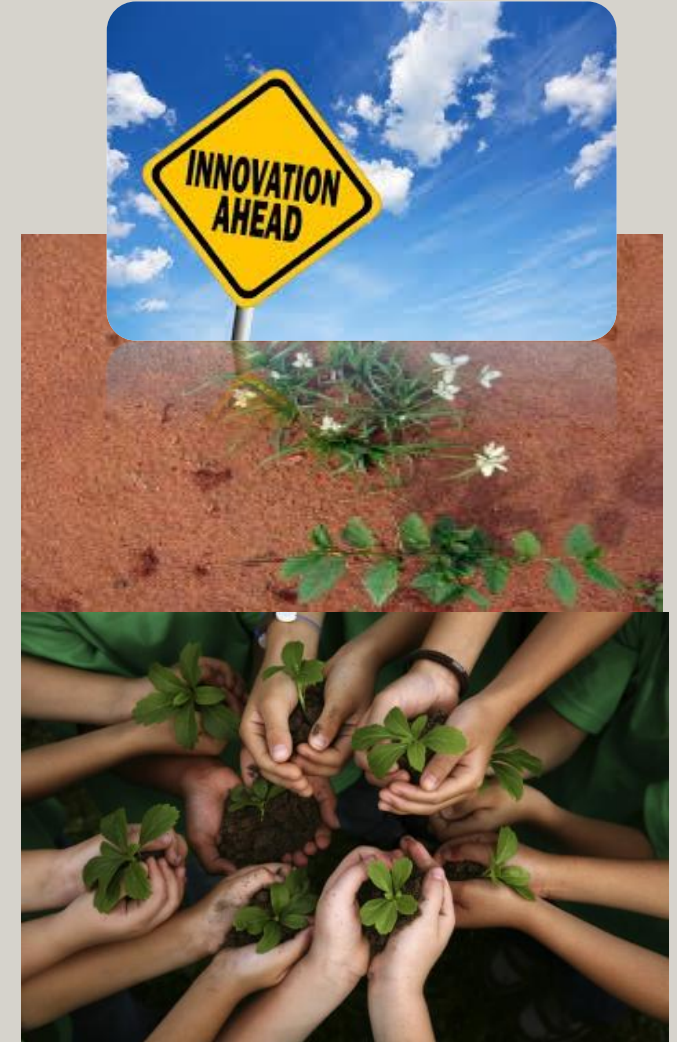
1. Preparing the ground

تجهيز الأرض

2. Sowing the seeds

بذر البذور

3. Nurturing the plant



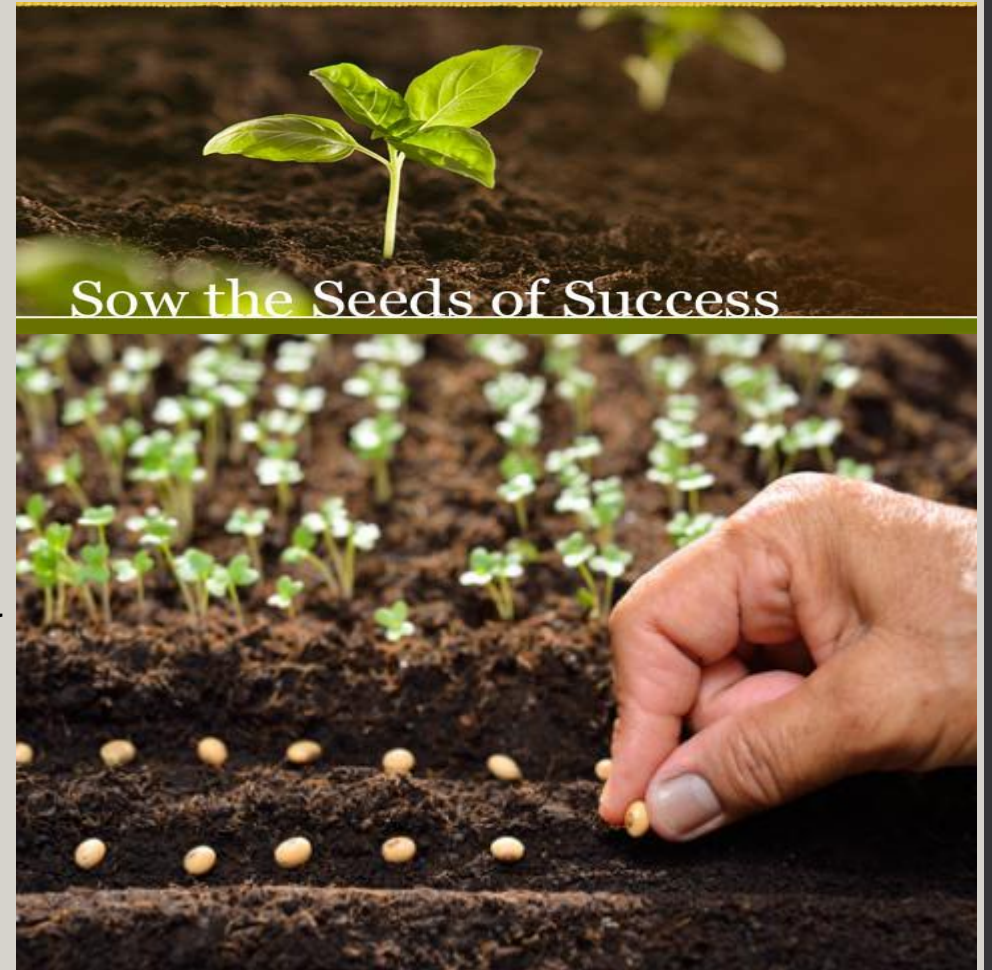
Preparing the ground

- becoming aware
- noticing the nature of suffering
- tolerating uncertainty and ambiguity
- accepting ourselves
- being kind to ourselves
- recognizing our interconnectedness



Sowing the seeds

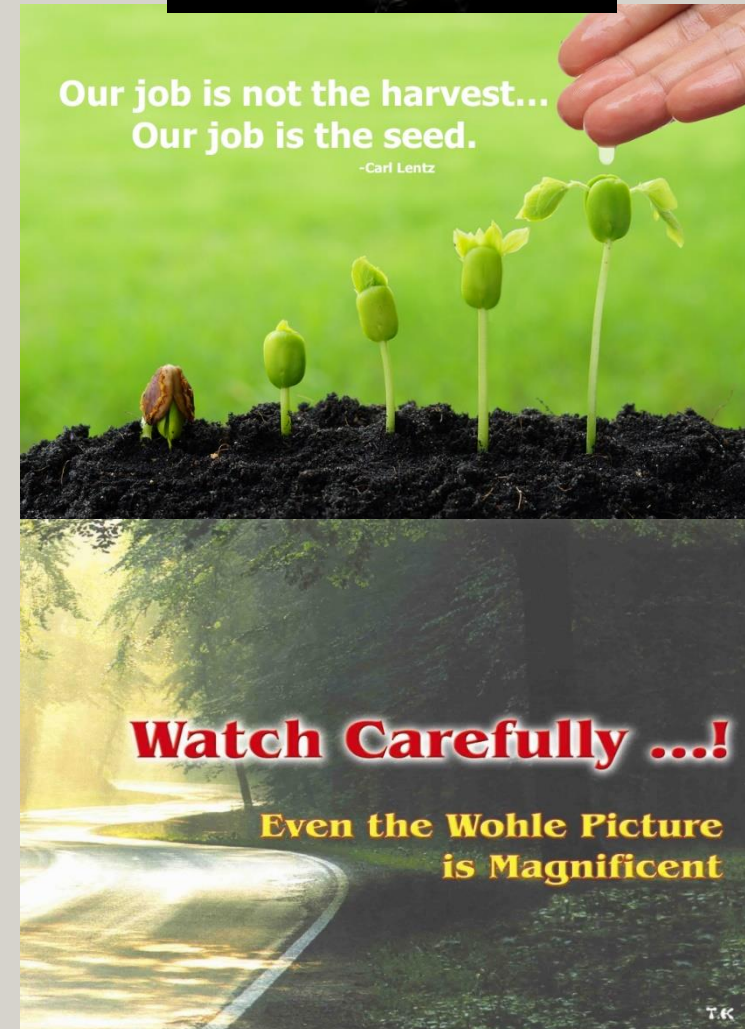
- cultivating skillful action
- developing wisdom
- offering kindness
- relieving suffering
- sharing joy
- practicing equanimity



Nurturing the seeds

Making and taking time :

- time to notice
- time to reflect
- time to care
- time to listen
- time to breathe
- time to 'just be'



SELF-COMPASSION

I Don't Have To Feel Better Than
Others To Feel Good About Myself

‘People reach greater maturity as they find the freedom to be themselves and to claim, accept and love their own personal story, with all its brokenness and its beauty.’

Jean Vanier 2004



"A moment of self-compassion can change your entire day.
A string of such moments can change the course of your
life." ~Chris Germer

www.gostrengths.com

Stories and compassion

‘Telling, sharing and hearing stories is another way of crossing the boundaries of consciousness, opening our hearts and cultivating compassion for all beings as if they were part of our family.’

Kornfield

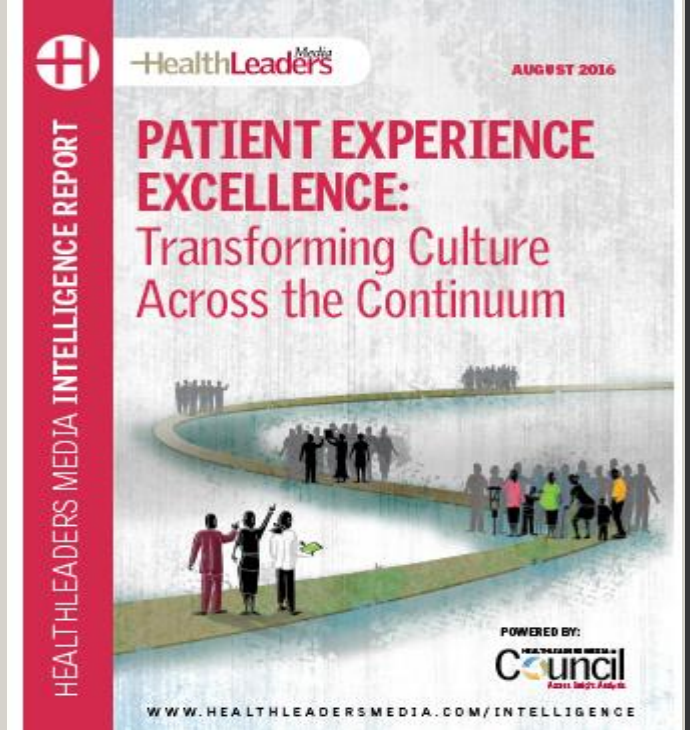
*un*SPOKEN
STORIES



Transforming culture

‘Storytelling is the mode of description best suited to transformation in new situations of action.’

Schön, 1988



Markers and guides

‘Every light was a story
and the flashes
themselves were the
stories going out over the
waves, as markers and
guides, comfort and
warning.’

Winterson, 2005

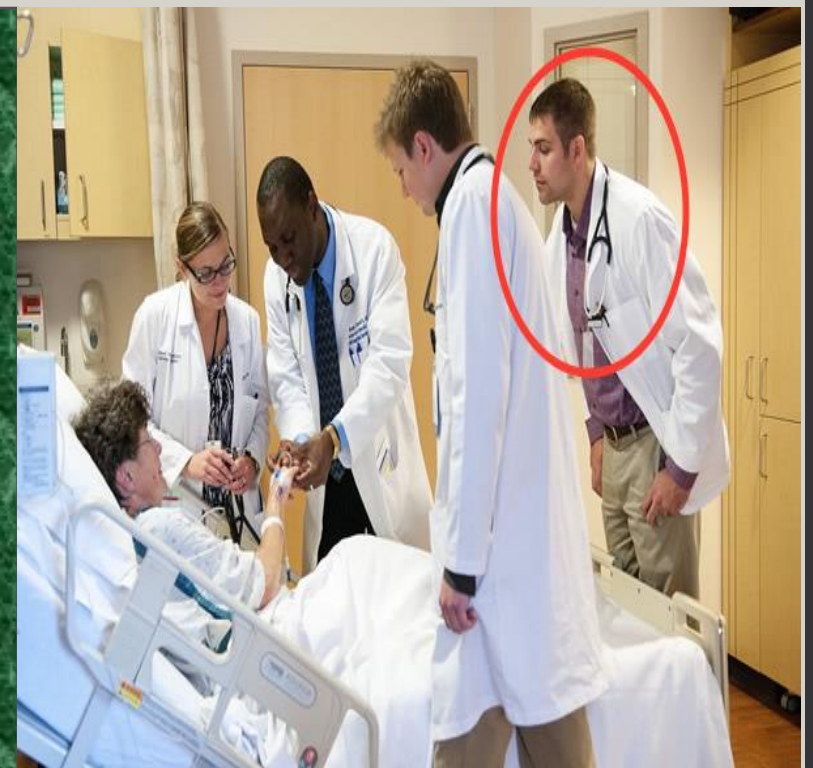


The care of the patient

‘One of the essential qualities of the clinician is interest in humanity, for the secret of the care of the patient is in caring for the patient.’

Francis Peabody (1927)

The care of the patient



human
interest



*I am a man, and whatever
concerns humanity is of interest to
me.*

TERENCE



Walking in someone else's shoes

‘These stories allow us to walk in someone else's shoes for a few minutes.’

Medical Officer, National Institute of
Medical Research, Dar es Salaam, Tanzani



THE ART OF HOSPITALITY

‘We are guests in our patients’ lives; and we are their hosts when they come to us.

Why should they, or we, expect anything less than the graciousness expected by guests and from hosts at their very best?’

Berwick 1999

The Art of Arab Hospitality

“EVEN THOSE WHO
DON'T KNOW ME,
CARE ABOUT ME.”



THE ART OF HOSPITALITY

is to make guests
feel at home when
you wish they were.

ARCHBISHOP OF
CANTERBURY
DONALD COGGAN

The stories are all one

The stories are all one
'Each affects the other
and the other affects the
next and the world is
full of stories and the
stories are all one.'

Albom 2004

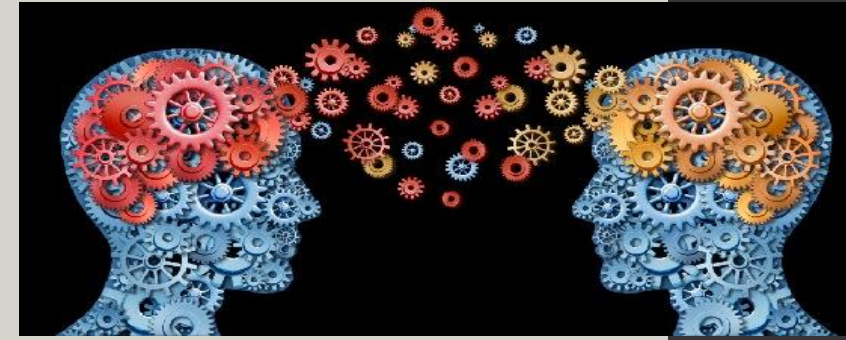


The
STORY
Of Us

But these stories don't
mean anything
When you've got no one to
tell them to

whisper


A good story....



‘A good story is so much more than simply a good story - it’s a precious opportunity for learning, for reflection and for transformation.’


“Stories are products of reflection, but we do not usually hold onto them long enough to make them objects of reflection in their own right.”

Stories
make
us
human



Stories make us more
alive, more human, more
courageous, more loving.

Madeleine L'Engle

 quote fancy

We are, as a species,
addicted to story.
Even when the body
goes to sleep,
the mind stays up all night,
telling itself stories.

-Jonathan Gottschall
(The Storytelling Animal:
How Stories Make Us Human)
[harrypotterhousequotes\(tumblr\)](#)

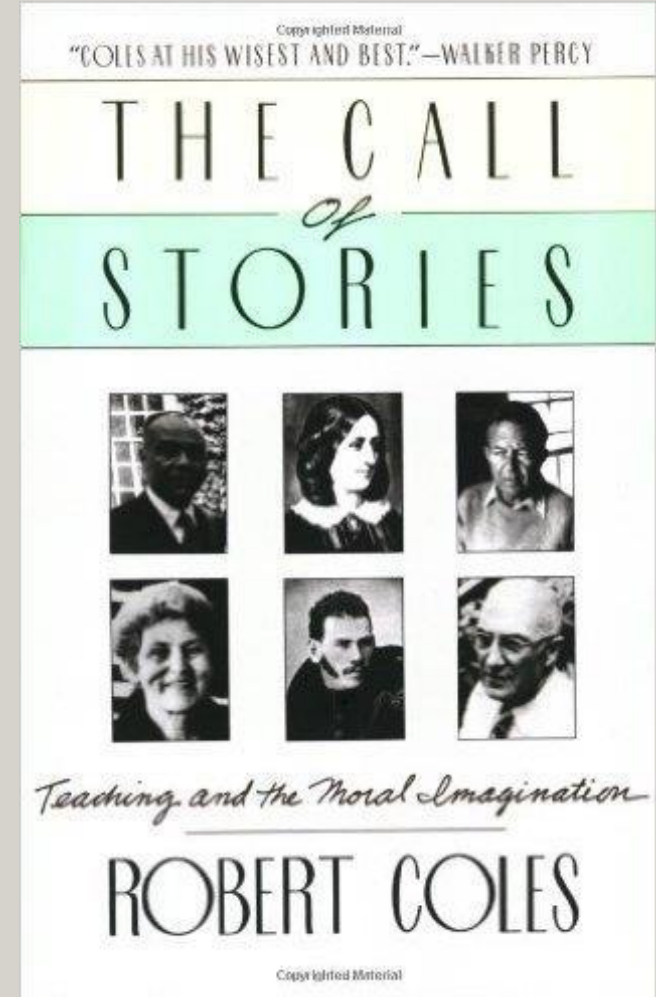


Learning from stories

- ‘We have to pay the closest attention to what we say. What patients say tells us what to think about what hurts them;
- and what we say tells us what is happening to us – what we are thinking, and what may be wrong with us.

Their story, yours, mine – it’s what we all carry with us on this trip we take, and we owe it to each other to respect our stories and learn from them.’

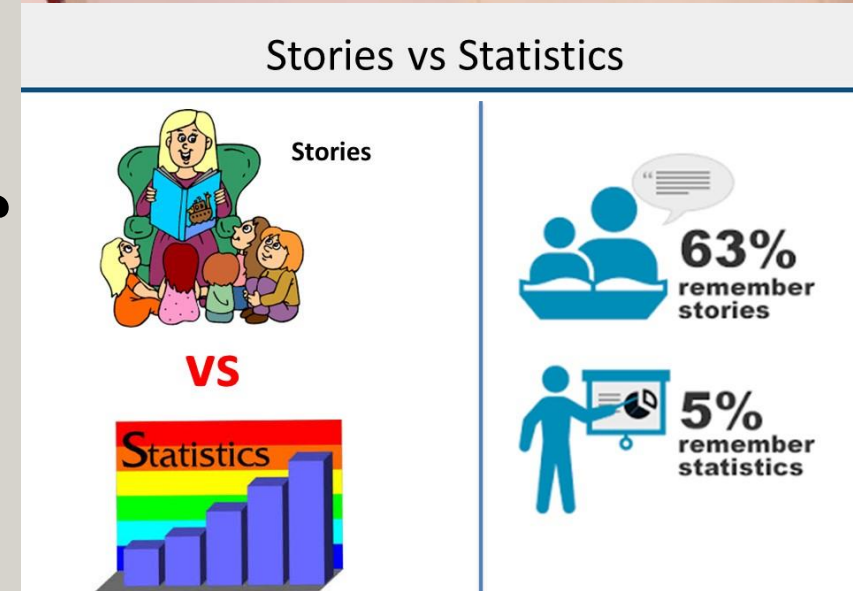
Robert Coles, 1989



Stories and statistics

‘Statistics tell us the system’s experience of the individual, whereas stories tell us the individual’s experience of the system...’

Sumner, 2009



WHEN IMAGES TELL THE STORY

COLOR IMAGES
INCREASE THE READERSHIP

80%

OF ALL THE SENSORY
RECEPTORS IN THE EYE ARE

70%

90%

OF THE INFORMATION
WE ADOPT VISUALLY

40%

OF PEOPLE RESPOND BETTER
TO VISUAL CONTENT

Time to reflect: EAR

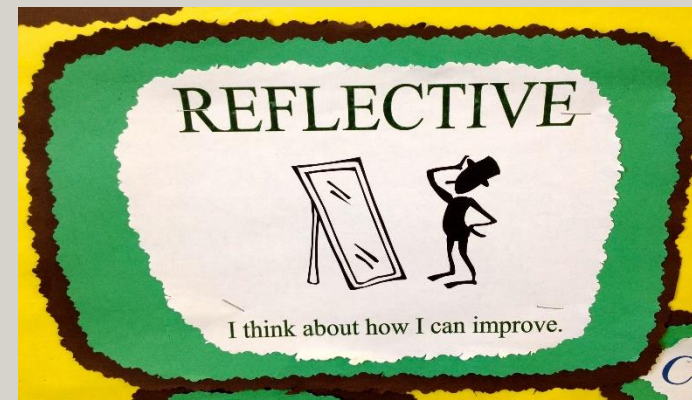


Your thoughts and reflections?

Effective
Affective
Reflective

“To be effective is to
produce a desired result.”

“Affective is mostly
used in psychology.”



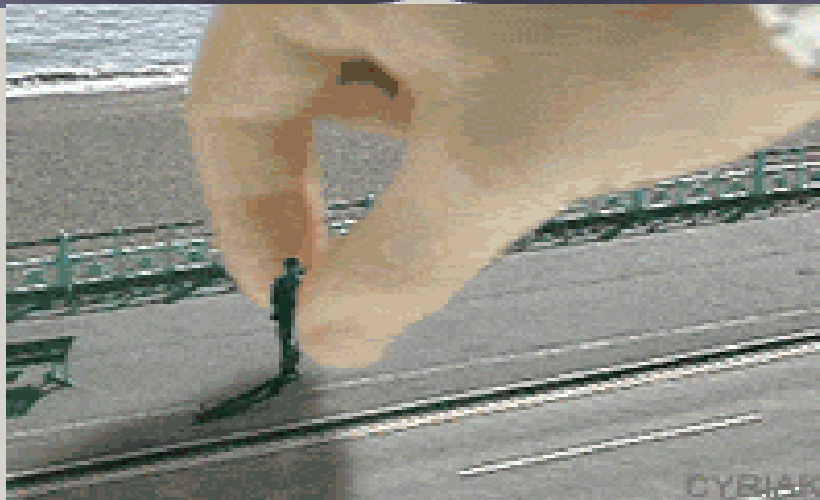
Because we fail to listen to each other's stories, we are becoming a fragmented human race.

Madeleine L'Engle

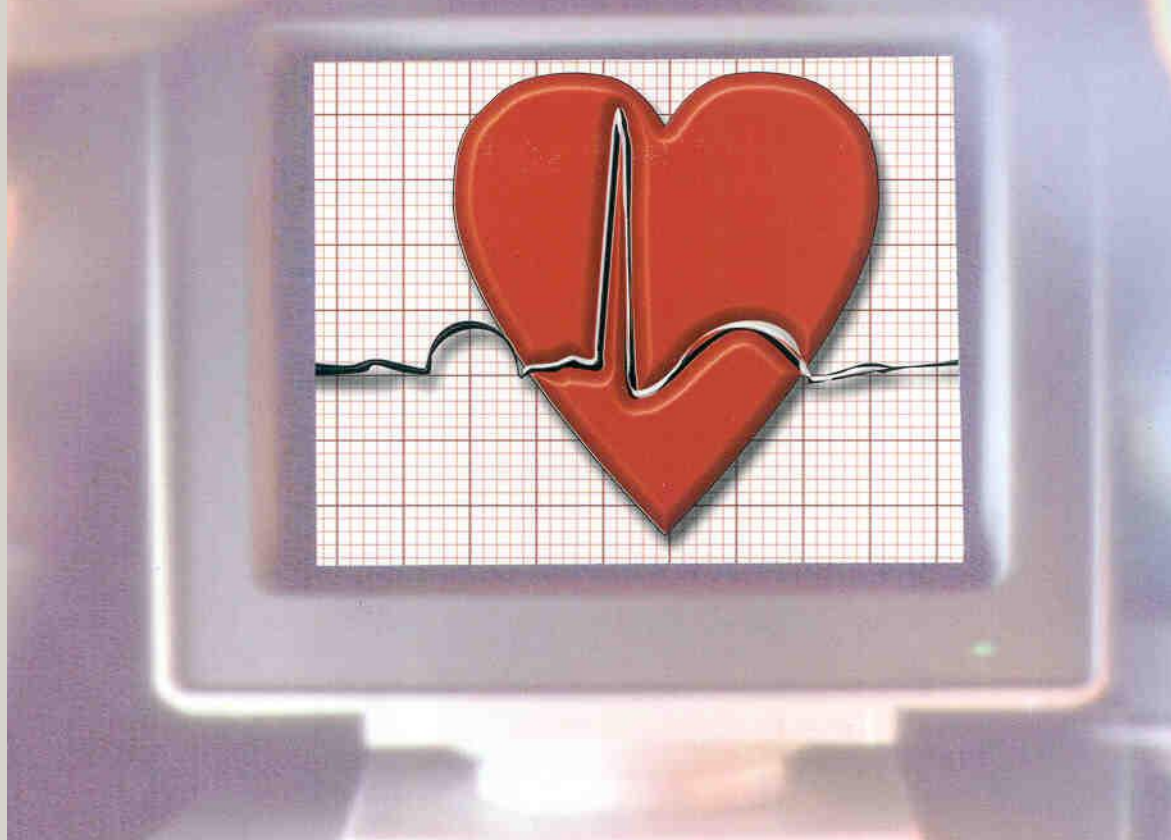
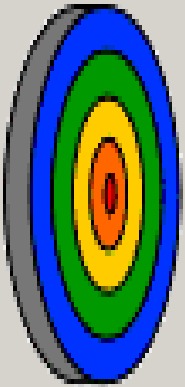
“ quote fancy



**What
are the
Next
steps ?**



Invest in the Solutions



at the Heart to the Problem

**All
we
can
do**

...

**One
of
the most
valuable
things we can do
to heal one
another
is to listen
to each other's
stories.**

Rebecca Falls



All we can do...

‘All we can do is listen to each other’s stories with an open heart, and support each other as we all try to find our own unique way through troubled times.’

IreneTuffrey

<http://whenowlhadcancer.blogspot.co.uk/>

Prevent. Promote. Protect.



EVERY STEP COUNTS...

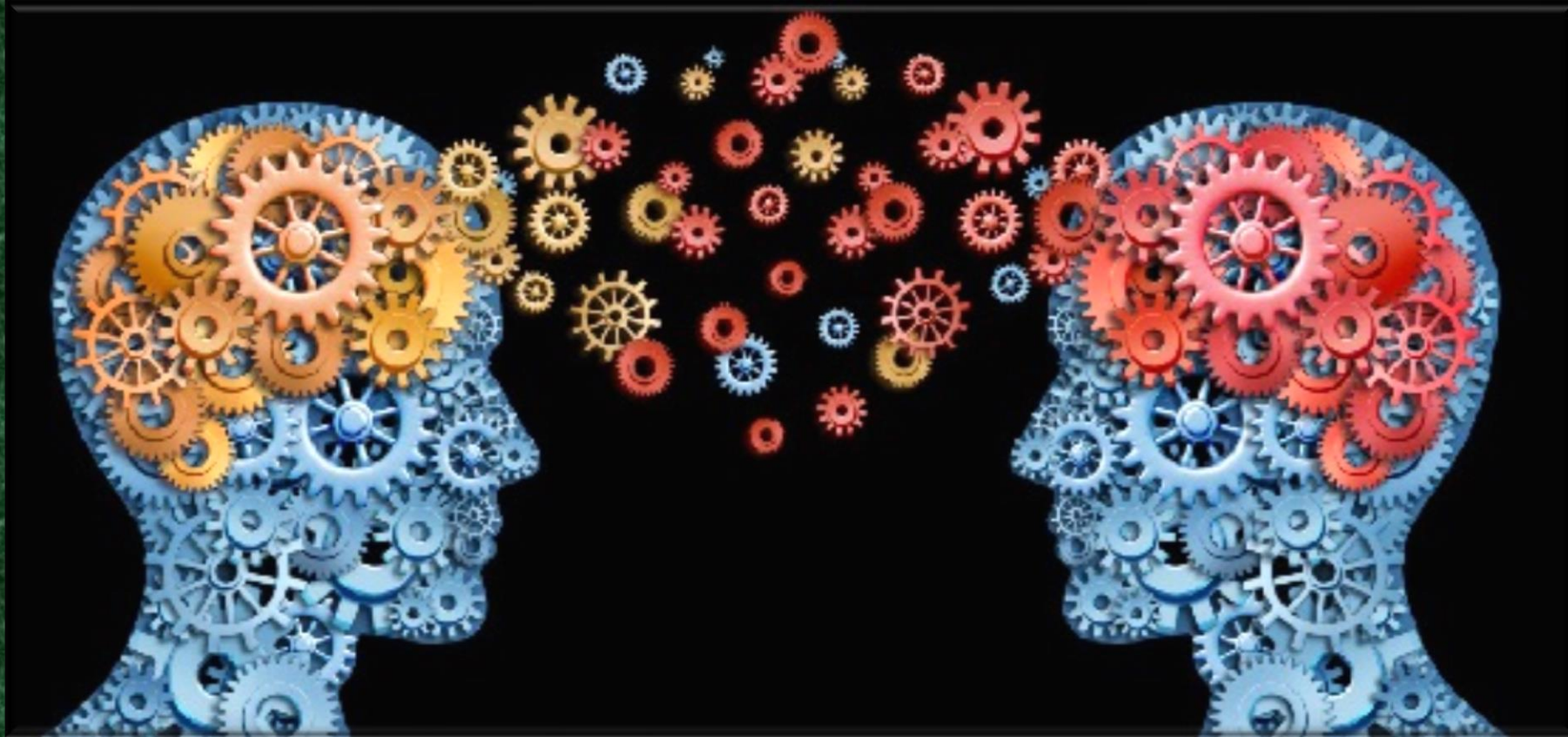
Small Changes Make The Difference



Our lives are stories, and the stories we have to give to each other are the most important. No one has a story too small and all are of equal stature. We each tell them in different ways, through different mediums – and if we care about each other, we'll take the time to listen.

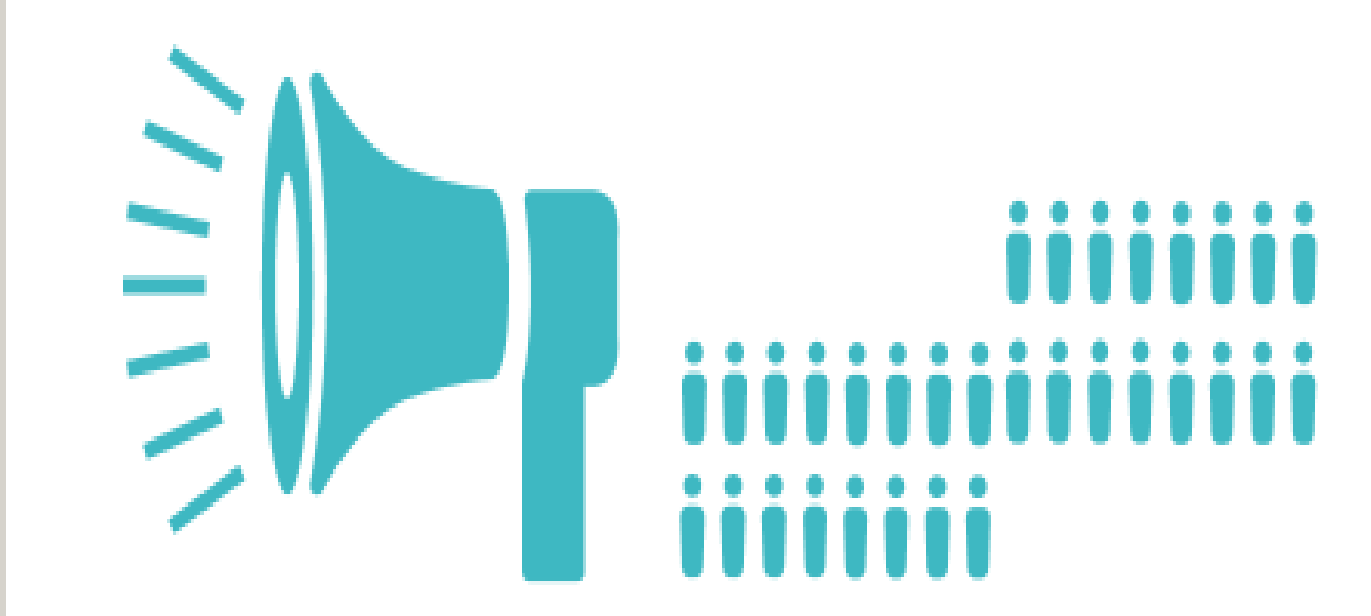
This cannot take place except through Patient Voice Empowerment

What is needed to achieve it?



Innovation is needed

GIVING PATIENTS A VOICE



The voice of the public can be a powerful driver of change – also when it comes to promoting person-centred healthcare.

*“almost all studies in this literature review, regardless of methodology, found **positive relationships** between patient-centred care processes and patient satisfaction and well-being”.*

*Patient-Centered Care and Outcomes:
A Systematic Review of the Literature, 2012*

*“We will never get person-centred care without rethinking the entire system. the current ‘cure-focused’ system was designed **one hundred years ago** when the pathological picture looked completely different. Person-centred care is not possible before we change the entire structure to start with **the needs of the patient.**”*

*Albert van der Zeijden, Vice Chairman of the Dutch
National Council of the European Disability Forum*

VISIONS FOR THE HEALTHCARE SECTOR IN 2020

PERSON-CENTRED CARE HAS BECOME THE NEW NORMAL

*“my vision is a healthcare system,
where person-centred care is not a
thing to talk about, but simply the
natural way to understand
and deliver care.”*

- Alan Manning, Chief Operating Officer, Planetree.

Conclusions.

- Satisfaction, well-being and quality of life improvement of a person (ill, in risk or apparently healthful) and their surroundings are fruit of a joint work of health professionals , society and patient.
- If yesterday we dedicated ourselves to patient and risk, today is necessary to see people in his integrity, with a human and holistic base, harnessing his capacities, so that it can face the challenges of health care.



Conclusions...

- If we yesterday saw the person in a clinical frame today we must see it beyond its surroundings: in the scope that lives, reflecting in his inspiration and expectations , studies or work, with a holistic, integrating approach and **listen to our patient voices.**
- Greater emphasis of patient voices on health at all levels.



We are doing better





It is a work in
progress!



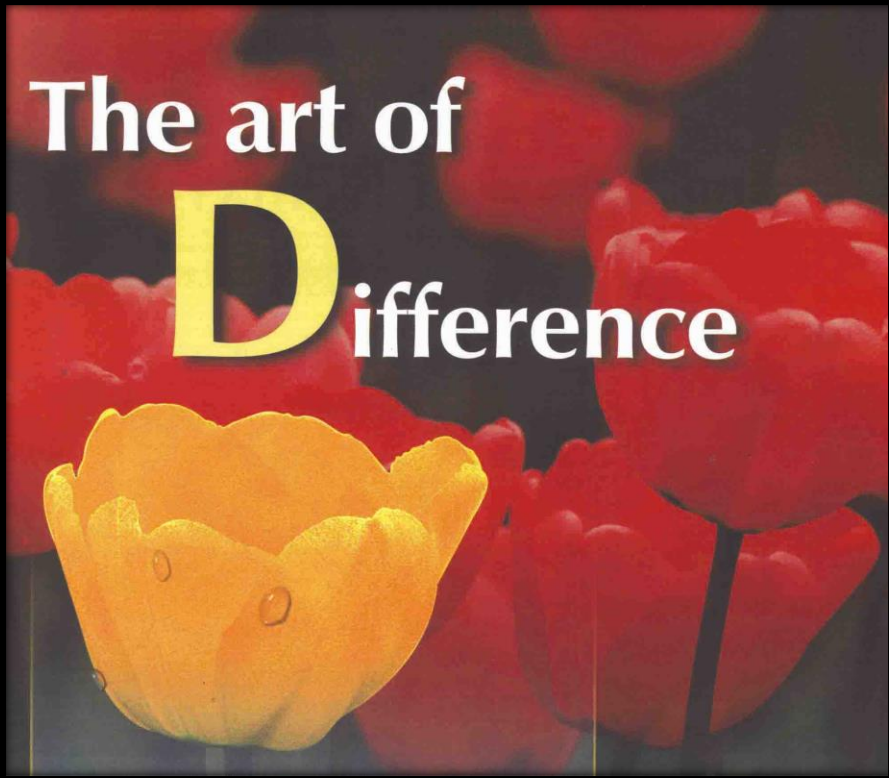
Listen
and empower
patient voices.

Patient Safety movements



KEEP
CALM
AND
JOIN THE
CLUB





The art of
Difference



Stand out

PV

with us

Discover the Jewel
of Patient Voice Empowerment

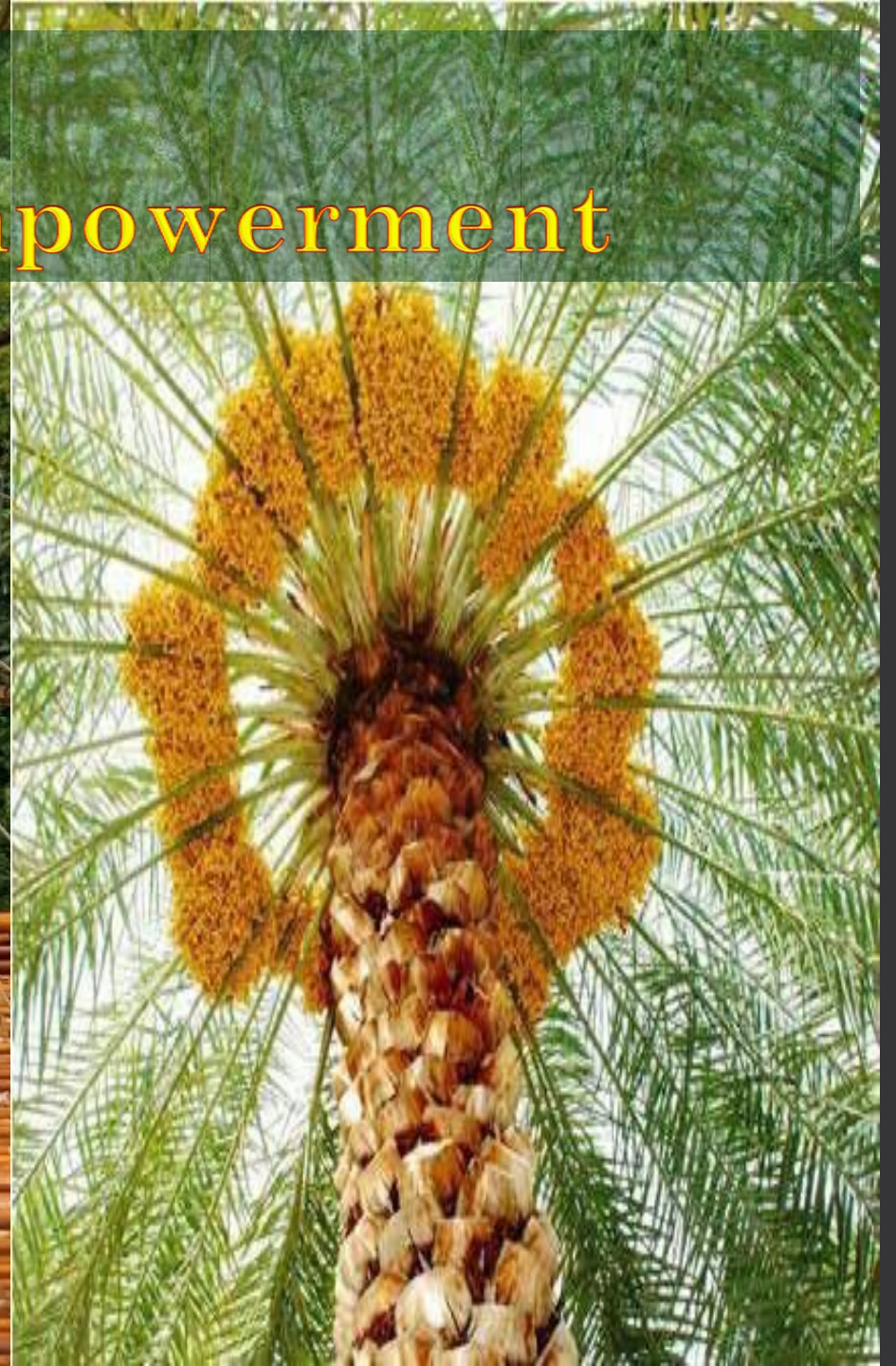
Discussion



&

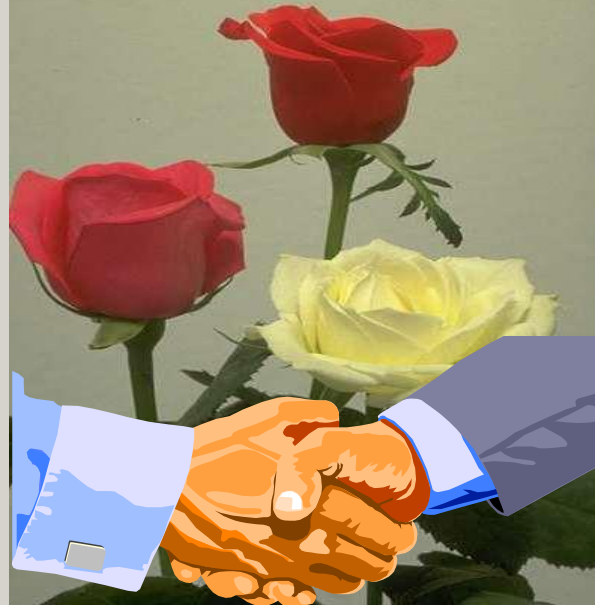


Questions



داعياً الله سبحانه لي ولكم
بدوام الصحة والعافية والرضوان

Thank
You!!



شكراً لحسن استماعكم

Thank You For
Kind Attention

..السلام عليكم ورحمة الله وبركاته

Wishing you all the best

أتمنى لكم السؤدد والتجارات