

# Patient Safety and Quality – Through the Patient's Eyes



Helen Haskell

President, Mothers Against Medical Error and  
Consumers Advancing Patient Safety

Co-chair, WHO Patients for Patient Safety Advisory  
Group

[Haskell.helen@gmail.com](mailto:Haskell.helen@gmail.com)

A journey  
through the  
patient  
landscape

# Cross-cutting themes

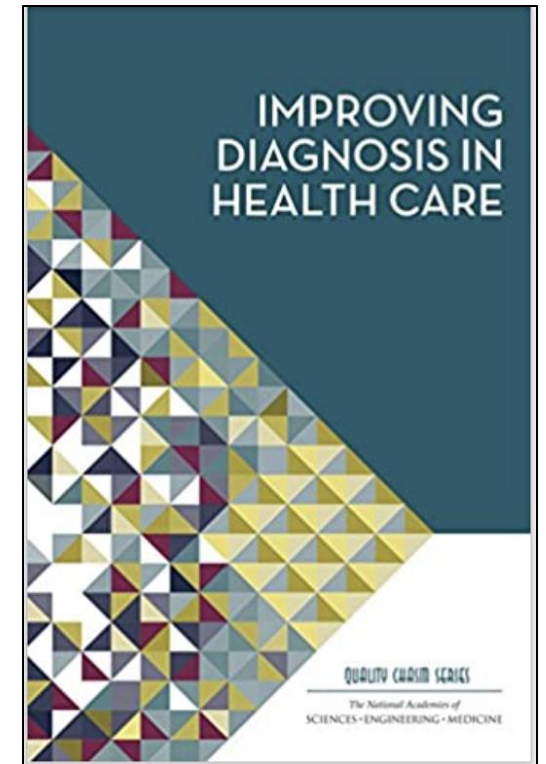
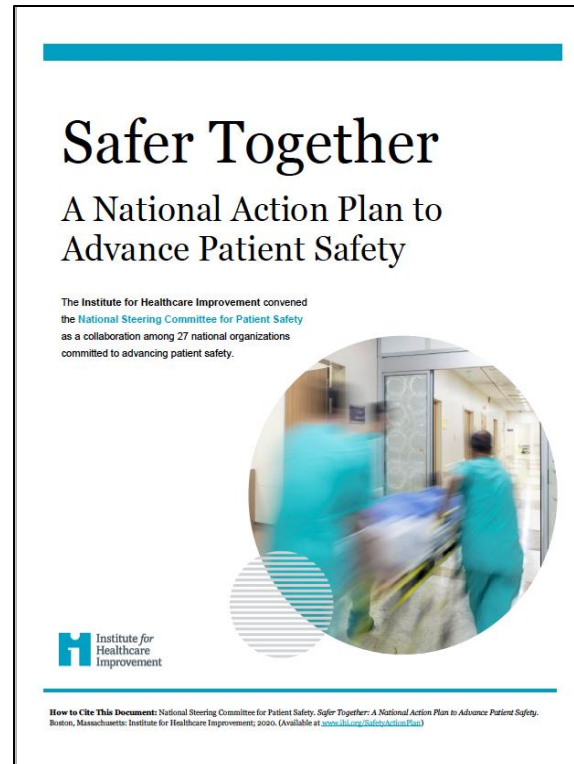
What patients say is needed:

- Respectful treatment
- Flow of information
- Safe staffing
- Care coordination
- Good hygiene



# Recent Patient Safety Initiatives

---



# New Challenges

- Climate change
- Antibiotic resistance
- Supply chain
- Covid-19

# What is Patient Safety?

Availability

Predictability

Dignity

Equity

Transparency

Knowledge

Ethics

Regulation

Public Good