

Summary from Panel-1

1. Governments and health care leaders should give improvement of health care quality and patient safety the same priority as achieving Universal Health Coverage.
2. Leaders should develop and support joint learning activities, with strong cooperation among nations, about health care delivery designs that best assure the continual improvement of health care quality and safety.
3. Person-centered health care delivery is best achieved in partnership with patients, families, and communities, via “co-design” and “co-production”. Leaders should establish meaningful partnerships with patients at all levels of health care governance, design, development, and delivery.
4. Leaders should avoid approaches to surveillance, inspection, reward, and punishment regarding patient safety that lead to fear and gaming in the health care workforce. Instead the priority should be evidence-based interventions and a focus on continual learning.
5. Actions should be taken through “Magokoro” and based on ethics.

