



PAN AMERICAN HEALTH ORGANIZATION
WORLD HEALTH ORGANIZATION



27th PAN AMERICAN SANITARY CONFERENCE

59th SESSION OF THE REGIONAL COMMITTEE

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RESOLUTION

CSP27.R10

REGIONAL POLICY AND STRATEGY FOR ENSURING QUALITY OF HEALTH CARE, INCLUDING PATIENT SAFETY

THE 27th PAN AMERICAN SANITARY CONFERENCE,

Having analyzed the document presented by the Director on regional policy and strategy for ensuring quality of health care, including patient safety (Document CSP27/16);

Considering that it is important to take immediate steps at the national and regional levels to ensure that health systems provide effective, safe, efficient, accessible, appropriate, and satisfactory care for users;

Recognizing that policies are needed in the health sector that will impact the health care continuum, foster citizen involvement, and promote a culture of quality and safety in health care institutions;

Recalling the designation of quality assurance in individual and collective health services as an essential public health function (Document CD42/15 of the 42nd PAHO Directing Council (2002)) and recognizing with concern the Region's poor performance in this regard;

Considering Resolution WHA55.18, "Quality of Care: Patient Safety," of the World Health Assembly in 2002, which urges Member States to pay the greatest attention to the problem of patient safety and to establish and strengthen the scientific systems necessary for improving patient safety and the quality of care;

Considering the Regional Declaration on the New Orientations for Primary Health Care (Declaration of Montevideo), endorsed by the 46th Directing Council of PAHO (2005), establishing that health systems should be oriented toward patient safety and quality of care; and

Recognizing with satisfaction the initiatives and leadership of some of the Region's Member States in the field of patient safety and quality of care,

RESOLVES:

1. To urge the Member States to:
 - (a) Prioritize patient safety and quality of care in health sector policies and programs, including the promotion of an organizational and personal culture of patient safety and quality of care to patients;
 - (b) Allocate the necessary resources for developing national policies and programs to promote patient safety and quality of care;
 - (c) Incorporate client involvement in processes for improving the quality of health care;
 - (d) Evaluate the patient safety and quality of care situation in the country, with the objective of identifying priority areas and intervention strategies;
 - (e) Design and implement interventions to improve patient safety and quality of care;
 - (f) Collaborate with the PAHO Secretariat in drafting an evidence-based regional strategy that includes measurable outcomes for improving patient safety and quality of care.
2. To request the Director to:
 - (a) Emphasize to the Member States and subregional, regional, and global forums the importance of improving patient safety and quality of care;

- (b) Generate and make available information and evidence that will permit scientific assessment of the magnitude and evolution of performance in the field of quality of care, as well as the effectiveness of the interventions;
- (c) Provide technical assistance to the countries of the Region in the design and application of solutions for quality improvement;
- (d) Promote patient/client involvement in the formulation of policies and solutions to improve patient safety and quality of care;
- (e) Spearhead efforts to create the regional observatory of patient safety and quality of care;
- (f) Mobilize resources in support of patient safety and quality of care initiatives in the Region;
- (g) Develop, in consultation with the Member States, a regional strategy for improving patient safety and quality of care.

(Sixth plenary meeting, 3 October 2007)