



Power of humanity

Council of Delegates of the International Red Cross
and Red Crescent Movement

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Movement approach to assuring and improving patient safety and quality of care

RESOLUTION

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RESOLUTION 5

Movement approach to assuring and improving patient safety and quality of care

The Council of Delegates,

recalling World Health Assembly Resolution WHA55.18, which urged Member States to “pay the closest possible attention to the problem of patient safety” and “establish and strengthen science-based systems, necessary for improving patients’ safety and the quality of health care”, and *noting* the documented impact COVID-19 has had on the delivery of and access to adequate patient care,

reaffirming the principle “do no harm” and *acknowledging* the existing commitments of the International Red Cross and Red Crescent Movement (the Movement) to strengthening the Accountability to Affected People Framework and engagement with affected people and those facing vulnerabilities, such as the Fundamental Principles together with the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief, and the Core Humanitarian Standard on Quality and Accountability,

recognizing that improving and ensuring patient safety is a duty as well as a growing challenge for the health services delivered by the Movement and that unsafe health care causes a significant level of avoidable patient harm and human suffering and leads to an increase in the cost of care and a loss of trust in the health services provided, ultimately exposing the Movement and its components to legal, financial and reputational risks,

considering that we, as a Movement, are working more and more in partnerships calling for the development and adoption of joint policies, strategies and initiatives to enable, support and improve patient safety, quality of care and clinical accountability, implement safety and quality programmes and activities in a seamless approach, promote a patient safety culture within the Movement and define and monitor common quality goals and indicators, using common tools with a view to implementing corrective and anticipatory measures to reduce the consequences and risks of adverse events,

recognizing the need for any Movement approach to be sensitive to local legal, regulatory and cultural contexts,

recalling Resolution CD19/R1 “Movement Commitments for Community Engagement and Accountability”, which acknowledges the Movement’s contribution to initiatives to increase quality, effectiveness and accountability in humanitarian action, such as the Core Humanitarian Standard on Quality and Accountability, and reaffirms the right of affected and vulnerable people to have their views on their needs heard, addressed, acknowledged and catered to,

emphasizing the importance of ensuring that all personal data are processed in compliance with personal data protection and privacy principles to guarantee the rights and dignity of patients so that they have control and agency over their information, of being accountable to populations in accordance with precise data protection requirements and of ensuring the continued application of the “do no harm” principle in a digital environment,

1. *calls upon* the Movement to address the gap between the intended standards of clinical care and the actual quality and management delivered on the ground. To that end, a Movement approach and systems that support staff in delivering safe, quality care are needed to ensure we are not harming the people we serve;
2. *supports* the components of the Movement to develop a set of commitments to build on and complement existing or emerging initiatives intended to strengthen global action within the Movement on patient safety and quality of clinical care in all settings in which the Movement provides health care, reduce duplication and gaps in approaches and increase the harmonization of tools linked to health information systems;
3. *invites* National Societies, the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC) to work together to meet increasing global demands to improve and assure the safety and quality of health care provided by Movement components to populations in vulnerable situations;
4. *encourages* all the components of the Movement to engage with and be accountable to the care and health service they provide dedicate appropriate and sufficient human, financial and technical resources to fulfilling the Movement-wide commitments;
5. *requests* all the components of the Movement to work together to avoid duplication in approaches and increase harmonization, strengthen their individual and collective capacities and progressively integrate these commitments and actions into management and decision-making processes and tools for monitoring patient safety and improving quality of care;
6. *recommends* ensuring that any Movement framework developed under this initiative includes personal data protection and privacy principles, as set out in the Handbook on Data Protection in Humanitarian Action;
7. *recommends* that any Movement framework developed under this initiative provide sufficient flexibility to accommodate different domestic legal, regulatory and cultural contexts in respect of patient safety and quality of care;
8. *requests* the components of the Movement to set up a Movement Reference Group (MRG) to provide advice and make strategic recommendations to improve patient safety and quality of clinical care in the Movement, leveraging and building on the expertise of National Societies operational in this field;
9. *mandates* the MRG to develop a Movement and system-wide policy or some other authoritative document on patient safety and quality of care which will define, harmonize and standardize the approaches taken to address patient safety and quality of care for the people we serve for presentation and adoption at the next Council of Delegates in 2024;
10. *recommends* that if a Movement policy on patient safety and quality of care is presented for adoption at the Council of Delegates in 2024, it should also be presented at the International Conference of the Red Cross and Red Crescent to involve the States in line with Resolution WHA55.18 (2002), which urges Member States to “pay the closest possible attention to the problem of patient safety” and “establish and strengthen science-based systems, necessary for improving patients’ safety and the quality of health care”, recognizing that patient safety is a critical element of, and the foundation for, the delivery of quality health care.