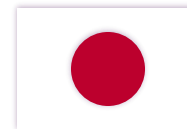




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Module 3 Summary

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ETHICAL PRINCIPLE 3 – PROMOTING HIGH QUALITY STANDARDS

THE WHY, THE HOW AND YOUR DUTY

KEY LEARNINGS, CRITICAL DUTIES AND OBLIGATIONS

YOUR DUTIES AND OBLIGATIONS



SCENARIO

LARGE GOVERNMENT HOSPITAL FAILS TO ENSURE EFFECTIVE INFECTION PREVENTION MEASURES



1. Ensure that all clinical governance frameworks are robust, reactive and supportive of the local context.
2. Ensure that all clinical governance frameworks provide for communication and engagement mechanisms within the organization.
3. Ensure that patient services promote high quality standards and take into account the needs of patients in that particular context.
4. At the patient care and treatment level, implementing GEDSI (gender equality diversity and safety inclusion) in WASH (water, sanitation and hygiene) by sharing the free online course available through the World Health Organization App (Open WHO).



NOTES FOR MANAGERS

Following good practice is non-negotiable!



LEGAL CASE

MEDICAL NEGLIGENCE DURING CHILDBIRTH

Court addresses whether the hospital staff was negligent and whether such negligence caused or contributed to the injury suffered.



1. Implement formal policies and procedures to support improvements in quality standards including:
 - a. Ethics, patient and family rights
 - b. Medication management and use
 - a. Quality measurement and improvement
 - b. Prevention and control of infections
 - c. Governance, leadership and direction
 - d. Facility management and safety
 - e. Staff qualifications and education
 - f. Other relevant areas
2. Follow evidence-based, internationally recognised practices to support appropriate patient care.
3. Implement procedures to prevent overtreatment, undertreatment, and inappropriate treatment, including through the use of staff incentives.
4. Foster a culture committed to quality and continuous improvement.
5. Adopt systems for patients, employees and others to raise quality concerns confidentially.



NOTES FOR SENIOR EXECUTIVES AND BOARD MEMBERS

Feigning ignorance is not a valid defence!

