

Dear colleagues,

This year's World Patient Safety Day is on Tuesday, 17th September 2024. Our theme is focused on improving diagnosis for patient safety:

Listen, diagnose, understand: working together for patient safety

As healthcare professionals, our continuous work to improve quality and patient safety is underpinned by the Patient Safety Strategy. On World Patient Safety Day, we celebrate things we are doing well and through reflection and learning from others, identify things we can do better.

A group of HSE Staff, members of the Patients for Patient Safety Ireland and the Patients Forum and the Department of Health along with key stakeholders from across a wide range of services and organisations have prepared an information pack to complement your plans and your own resources.

Where can I access the information pack?

It is available on www.hse.ie/nqpsd or through the QR code on the top right of this message. A small number of hardcopies of the leaflet "My Health, My Voice" and poster have been issued through nominees in each health region across the country.

How can you get involved?

There are lots of ways to get involved for WPSD. We've shared some ideas below.

- 1 Have a conversation with a person using [My Health, My Voice](#)
- 2 Set up a stand and share the My Health, My Voice leaflet or posters
- 3 Join the upcoming [WPSD QPS TalkTime special](#) live at 13.00 on Tuesday, 17th September 2024 from the NPSO Conference in Dublin Castle
- 4 Listen to the new [Walk and Talk Improvement podcasts](#) focused on diagnosis for everyone and for healthcare professionals
- 5 Share the My Health, My Voice [animated clip](#) and [voiced leaflet](#) on your waiting room tv screens or share the link to the video clip in your appointment letters
- 6 Share tailored [information on health conditions or diagnostics](#) to help people identify common symptoms and guidance on when to seek medical advice for example: on sepsis, blood clots or radiation safety
- 7 Share QR codes for trusted sources of information like the [Health A-Z of conditions and medicines](#)
- 8 Access the [National Healthcare Communication Programme](#) modules on communication skills for sharing information, a summary skills card, NHCP information app
- 9 Find out how you can improve teamwork, civility or psychological safety in some of our past [QPS TalkTimes](#) - these all impact diagnosis
- 10 Access [research papers on diagnostic excellence](#)

We hope you find the resources helpful. We will be adding to the webpage as we approach the date, so do check in for updates. We look forward to reading about what is happening in your area. Please share these resources widely. Many thanks for your ongoing commitment in this work.

Bernie O'Reilly

Chair
Patients for Patients Safety
Ireland

Dr. Orla Healy

National Clinical Director
National Quality and Patient
Safety Directorate

Joe Ryan

National Director
Public Involvement, Culture and
Risk Management

Access all
resources here

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Did you know,
diagnostic errors
account for
nearly 16% of
preventable
harm across
health systems?

