

**Dear Readers,**

Patient safety is an ongoing concern to healthcare providers as it is a fundamental delivery component of safe and quality care to patients. According to WHO (World Health Organization) 2019, each year 134 million adverse events occur in hospitals in low- and middle-income countries due to unsafe care which resulted in 2.6 million deaths. WHO also noted that globally 4 in 10 patients are harmed in primary and outpatient health care. The occurrence of adverse events due to unsafe care is one of the ten leading causes of death and disability in the world. Full magnitude and impact of errors in health care was not appreciated until the 1990s in the United States. Institute of Medicine (IOM) in the United States released a report in 1999, *To Err is Human: Building a Safer Health System* which broke the silence and patient safety started to receive attention worldwide. Patient safety can be compromised in different domains of healthcare settings such as medication errors, health care-associated infections, unsafe injections practices, unsafe surgical care, diagnostic errors, radiation errors, sepsis, unsafe transfusion practices, missed warning signs, major equipment failure etc. A strong emphasis on patient safety helps to create a safer and secure environment in the healthcare settings both for patients and staff. Well-designed plans, policies, skilled health care professionals, strong leadership engagement are required for implementation of patient safety strategies successfully. Despite recent developments in the Bangladesh healthcare sector, there is still great concern about the quality of healthcare services in the country. Evercare Hospital Dhaka is the first JCI (Joint Commission International) accredited Hospital in Bangladesh. As a leading private health care organization in the country, Evercare Hospital Dhaka stepped forward and adopted international patient safety goals from the very beginning. There are six International Patient Safety Goals such as Identify patients correctly, improve effective communication among the care givers, Improve the safety of high-alert medications, ensure safe surgery, reduce the risk of health care-associated infections, and reduce the risk of patient harm resulting from falls. The purpose of the IPSGs is to promote specific improvements in patient safety by highlighting the problematic areas in healthcare which also offers evidence-based solutions to address them. JCI recommends using at least two identifiers to identify patients such as Name or date of birth (DOB) or unique Identification number. Room number or location should not be used as an Identifiers. Verbal and telephone orders should be written down when received and read back to the individual providing the information. A consistent and complete handover process should be in place to ensure effective communication among the caregivers.

All medications can be dangerous when used inappropriately, but High Alert Medications have the potential to cause harm that is likely to be more serious. Hospitals should maintain a High Alert Medications list and make sure relevant clinical staff know what is on the list to reduce medication related patient safety incidents. The hospital also needs to have a process in place to minimise confusion around Look-alike/sound-alike (LASA) medications. Significant patient injury and adverse events can result from wrong-site, wrong-procedure, and wrong-patient surgery. These events can occur from ineffective communication, lack of processes and lack of patient involvement in the site marking. Multiple strategies should be taken to reduce such events. Hospital should adopt and implement an evidence-based hand-hygiene guideline throughout the hospital to reduce risk of health care-associated infections. JCI recommends implementing a process for assessing and reassessing patients for fall risk and suggested taking measures to reduce falls risks for patients. Healthcare providers can improve patient safety and patient outcomes by focusing on the above-mentioned six key areas in their everyday practices. We also believe engaging patients in their care is the best way to ensure patient safety in the modern world. Evercare Hospital Dhaka achieved prestigious JCI certificates five times in a row since 2008 by practicing these internationally accepted patient safety protocols and guidelines.

Lastly, I would like to express my gratitude for believing in Evercare hospital and helping to build a safe environment for both patients and employees.

Sincerely  
Dr. Arif Mahmud  
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Evercare Hospital Dhaka