

Moving Measurement into Action: Designing Global Principles for Measuring Patient Safety

Stakeholders in Patient Safety Measurement

Please note: The content in this document is intended to serve as a foundation for the consideration of the numerous stakeholders in patient safety measurement. The information and examples are not exhaustive and perspectives, goals, and uses will vary by individual stakeholder.

Stakeholder Groups	Goal(s) of Safety Measurement	Use(s) of Safety Measures	Most Relevant Level(s) of Safety Measurement
Patients and Families	I want to ensure that the care I receive is the safest care available.	Help me choose my provider. Help me tell my provider what matters to me. Help me choose a hospital to receive my care. Help me understand my risk of complications.	Structure Outcome Culture
Frontline Care Providers	I want to ensure that the care I and my colleagues provide is the safest care possible.	Help me understand how to deliver the safest care to my patients. Help me keep myself safe. Help me improve my own skills and contribute to improvement in my unit and/ or organization. Help me understand and improve the system and process for reporting patient safety events and concerns.	Process Outcome Culture
Unit and/ or Department Managers	I want to ensure the care provided in my unit or department is the safest care possible. I want to ensure my organization is meeting existing safety standards and requirements. I want to ensure we are learning and sharing best practices.	Help me measure and improve the culture in my unit. Help me understand measures for improvement. Help me understand the safety of my unit, report this information to senior leaders, and develop plans for improvement. Help me understand how my unit is performing in relation to others.	Structure Process Outcome Culture

Stakeholder Groups	Goal(s) of Safety Measurement	Use of Safety Measures	Most Relevant Level(s) of Safety Measurement
Senior Leaders of Hospitals and/ or Care Centers	I want to ensure the care provided in my organization is safe. I want to ensure my organization is meeting existing safety standards and requirements. I want to ensure we are learning and sharing best practices.	Help me measure and improve the culture in my hospital. Help me understand the safety of care across my organization at individual unit or department levels. Help me hold senior managers accountable for safety and improvement in their departments. Help me report information to my colleagues, executives, and/ or relevant governing boards and/ or relevant regulatory bodies. Help me understand how my organization is performing in relation to others.	Structure Outcome Culture
Senior Leaders of Health Care Systems	I want to ensure the care provided in my system is safe. I want to ensure my system is meeting existing safety standards and requirements. I want to ensure we are learning and sharing best practices.	Help me understand safety across my system and at individual facilities within my system. Help me hold individual facilities and senior leaders accountable for safety and improvement. Help me report information to relevant governing boards and/ or relevant regulatory organizations. Help me understand how my system is performing in relation to others.	Structure Outcome
Insurers and/ or Payors	I want to ensure providers are compensated for safe care. I want to ensure minimal payout for unsafe, unnecessary, or additional care required due to patient harm.	Help me understand the safety of providers and facilities within my network. Help me compare providers and organizations in my network through standardized metrics. Help me stratify safety metrics by relevant data to understand risk.	Outcome
Industry	I want to ensure the products I develop and sell (devices, pharmaceuticals, ICT) are used correctly and don't pose safety risks.	Help me understand compliance with intended standards for use and learn about safety risks and harm caused. Help me create solutions that improve safety, efficiency, and satisfaction in a cost-effective manner Help me redesign and improve my products.	Structure Process Outcome

Stakeholder Groups	Goal(s) of Safety Measurement	Use of Safety Measures	Most Relevant Level(s) of Safety Measurement
Politicians, political leaders	I want to ensure the care of my constituents is safe and accessible.	Help me understand the safety of organizations in my district in a way that can be understood by the general public. Help me understand best practices and funding requirements for delivering safe care.	Structure Outcome
Ministries of Health	I want to ensure care across my country is safe. I want to hold providers and facilities accountable for providing safe care.	Help me compare the safety providers and facilities across my country through standardized metrics. Help me select the meaningful and best metrics for holding organizations accountable for ensuring safe care. Help me understand how my country is performing in relation to others. Help me maximize ways to improve safety with the lowest burden and costs possible.	Outcome
National and International Regulatory Agencies	I want to ensure the safety of patients and the health care workforce. I want to hold providers and facilities accountable for providing safe care.	Help me understand the safety of patients in and across organizations through standardized metrics for patient safety. Help me compare the safety of providers and facilities through standardized metrics. Help me select the right metrics for holding organizations accountable for unsafe care.	Structure Process Outcome Culture
International Organizations (e.g., WHO, OECD)	I want to ensure the safety of all patients and health care workers. I want to facilitate shared learning and best practices.	Help me compare the safety of providers and facilities around the world through standardized metrics for patient safety. Help me identify gaps in the safety of care across nations to prioritize and facilitate shared learning opportunities. Help me stratify safety data to understand risk to specific populations.	Structure Process Outcome Culture