

1. Project title
Project for Improving Patient Safety Through Strengthening In-hospital Systems in Vietnam
2. Country name
Vietnam
3. Background
<p>In Vietnam, medical accidents are becoming a social problem. In 2013, the Ministry of Health formulated Hospital Quality Standards and requested the establishment of a Quality Management Department (QMD) in each hospital.</p> <p>Recently, the Ministry of Health issued a notification about the introduction of the Incident Report System in December 2018 to strengthen the patient safety measures.</p> <p>The National Center for Global Health and Medicine (NCGM) has been supporting the Ministry of Health and hospital doctors and nurses working at QMD through two projects, which are “The Project for Strengthening Management Capability for Quality and Safety in Healthcare to accelerate hospital-wide cooperation in Vietnamese hospitals in Vietnam” and “The JICA Project for Improvement of Hospital Management Competency at Cho Ray Hospital in Vietnam”. The NCGM has also supported “The Forum on Quality Management and Patient Safety in Vietnam” (hereafter the Forum) to share the experiences with other Vietnam hospitals.</p> <p>From 2015 to 2019, the capacity of QMD in 30 hospitals which participated in the projects has been strengthened. Also, the score of the national external evaluation by the Ministry of Health in these hospitals was improved.</p> <p>In the Forum which was held in 2019, the issues were identified as follows;</p> <ol style="list-style-type: none"> 1) Although the capacity of the QMD has been strengthened, the capacity of human resources that promote patient safety in clinical departments in each hospital is not sufficient; and 2) The relationship between QMD and clinical departments are to be further strengthened. <p>To resolve these issues, this proposed project was planned, based on the requests from the Ministry</p>
4. Objective
To promote patient safety measures in Vietnam, this project aims to strengthen (1) in-hospital organizational patient safety systems at four key hospitals in Vietnam and (2) the secretariat function of “The Forum on Quality Management and Patient Safety in Vietnam”.
5. Program outline
<p>The project consists of three types of technical support.</p> <ol style="list-style-type: none"> 1) Technical training in Vietnam 2) Technical training in Japan 3) <u>The Forum on Quality Management and Patient Safety in Vietnam</u>
6. Implementation structure
6-1. Japanese side
National Center for Global Health and Medicine in collaboration with some Japanese key hospitals and private companies related to improving quality and safety in healthcare.
6-2. Counterpart country side
<ul style="list-style-type: none"> • Department of Medical Services Administration, Ministry of Health of Vietnam • Four key hospitals where the NCGM has a relationship through former projects, which may include the Cho Ray Hospital and Hung Vuong Hospital.

7. Indicator	
7-1. Output	<p><u>1) Technical training in Vietnam</u></p> <ul style="list-style-type: none"> • Technical support provided by Japanese experts four times a year • 80% of participants improve their scores comparing pre- and post-tests. <p><u>2) Technical training in Japan</u></p> <ul style="list-style-type: none"> • 8 participants from 4 hospitals (2 participants from each hospital) are to be invited. • Action plan by each hospital is to be developed. <p><u>3) The Forum on Quality Management and Patient Safety in Vietnam</u></p> <ul style="list-style-type: none"> • The Forum is held and an abstract book including presentations is to be developed. • The network of secretariats to hold the Forum is to be established then meetings for preparing the Forum are to be held twice.
7-2. Outcome	<p><u>1) Technical training in Vietnam, 2) Technical training in Japan</u></p> <ul style="list-style-type: none"> • The patient safety training which the project supports is to be implemented continuously. (At least once a year) • The patient safety activities which the project supports are to be implemented regularly. • Each hospital is to deliver a presentation related to the patient safety activities at the Forum. (At least 1 presentation per hospital) <p><u>3) The Forum on Quality Management and Patient Safety in Vietnam</u></p> <ul style="list-style-type: none"> • A wide range of stakeholders are to participate in the forum. • The number of the participants will be increased. • The TOP of the secretariats will be developed.
7-3. Impact	<ul style="list-style-type: none"> • The score of the national external evaluation by the Ministry of Health is to be improved • The contents which the project technically supports are to be included in any policy documents on patient safety. • The Forum will be held continuously by the formed secretariat.
8. Main activities	
1)	Training in Vietnam (Dispatch 3 Japanese experts for 1 week in April, September, December 2020, and February 2021)
2)	Training in Japan (Receive 8 trainees between July and September 2020)
3)	The Forum on Quality Management and Patient Safety in Vietnam (Dispatch 3 Japanese experts for 1 week in January 2021)