

## *Unofficial Resolution*

First National Health Assembly  
Agenda 3.13

Annex to Resolution 1.13  
13 December 2008

### **Provisions of the Recommendations on the Promotion of Relationship between Patients and their Relatives and Medical Personnel**

1. The government and Parliament are urged to consider taking the following actions:
  - 1.1 Take action to make the policy on “Promoting Solidarity in the Healthcare System” an important national agenda, by enacting the law on the protection against damages from public health services, under consideration by the Office of the Council of State, to ensure fairness to patients, their relatives and medical personnel and take effect as soon as possible, while seeing to it that the pending royal decree on the Institute of Hospital Quality Improvement & Accreditation is issued as soon as possible and that the public can use their identity cards to receive health services;
  - 1.2 Develop the public sector’s mechanisms and promote the people’s mechanisms designed to advise, inform and assist people who suffer damages from undesirable incidents in the healthcare system, including providing psychological and medical care on a continual basis; coordinate with agencies concerned to provide assistance to the family of the damaged party and serve as advisor in the litigation that may arise, including setting clear guidelines and process for access to information in the medical registration and medical record of the patient as soon as possible;
  - 1.3 Create channels, mechanisms and processes designed to take care of service recipients who are having problems with the providers at the service centres at every level, involving the participation of the external personnel.
2. The Ministry of Public Health and other agencies concerned are urged to take the following actions:
  - 2.1 Put in place a central independent organization to promote quality development and enhance the humanistic healthcare system at health service centres at all levels;
  - 2.2 Review the standards and set clear guidelines for the healthcare system in line with the context and available resources, taking into account the demands and needs of the people so that both the public and medical personnel enjoy proper confidence;
  - 2.3 Develop a system that encourages reporting of undesirable events that may occur in the national standard healthcare system with a view to promoting quality development and patient safety, as well as a system that protects the reporter and patient confidentiality;

2.4 Strengthen the Centre for Peace in Health Care with able and knowledgeable personnel so that it can act as a central independent mechanism for conflict resolution and win the confidence of neutrality, involving the participation from various sectors especially external organizations and the people sector;

2.5 Develop a system that provides assistance for medical personnel in conjunction with professional mechanisms and other related mechanisms, in such areas as counseling, psychological care, information sharing and assistance in the event of being involved in an undesirable incident or a lawsuit; and readily put in place a mentor system for medical personnel, especially the new graduates working in various parts of the country;

2.6 Take action to ensure that the healthcare system reform covers the promotion and development of the healthcare system by the people sector on a regular basis; expedite a systematic approach to solving the problems of shortage and distribution of medical personnel in every branch as well as specialized doctors; and promote welfare systems and incentive schemes on a continual basis;

2.7 Develop the educational system of medical personnel with a focus on strengthening professional ideals and ethics, and encourage medical personnel to undertake continuous education in and outside educational institutes, including developing communication skills, negotiation skills, positive attitudes toward health care, time spent with patients and their relatives, and their involvement in the healthcare process, especially for people with disabilities and disadvantaged people;

2.8 Encourage study and knowledge management on a regular basis in the areas vital to the solution of relationship problems between patients and their relatives and medical personnel, especially the following:

1) Development of a reliable medical legal system and medical justice process by which patients will be protected against harmful practice while the medical personnel will be protected against unmeritorious lawsuit;

2) Development of various processes, including response to undesirable incidents, conflict management, fair mediation in which the damaged party receives a full medical report, remedy, risk management and restoration of the relationship between patients and their relatives and medical personnel, using knowledge management processes from various areas throughout the country, finding good practices and developing them into appropriate practical guidelines for further application at various health service centres of the public and private sectors;

3) Possibility and appropriateness in setting up community health mechanisms, including guidelines for medical personnel to express their condolences for an undesirable incident that has occurred and provide assistance and care for the affected parties without worrying that such action will be used against them in the lawsuit.

2.9 Encourage work guidelines that strengthen the process in which local communities at every level can participate in the activities and development of health service centres in various forms, such as serving as members on an advisory or executive committees in a concrete manner, taking part in a volunteer process to foster closer ties between health service centres and the communities;

2.10 Work together with the Ministry of Justice, professional councils, agencies concerned and the people sector to develop a more reliable medical justice system, including reviewing and developing the ethical processes of the public health professional councils to ensure their effectiveness, paying special attention to a possible reform of mechanisms governing ethical performances of public health professional organizations, involving greater and more serious participation from the people sector, and making sure that the professional councils consist of external people on an appropriate proportional basis;

2.11 Review and improve the processes, mechanisms, and conditions in the promotion and development of the potentials of medical personnel, such as scholarships.

3. The National Health Commission is called upon to set up mechanisms in which all sectors participate in the monitoring, acting as a central coordinating agency under the National Committee on Health Personnel, promoting, supporting, monitoring and assessing the implementation, including making policy recommendations to the government, agencies, organizations and stakeholders concerned at ever level;

4. All sectors concerned are urged to work together to foster correct understanding about the healthcare system including risks and uncertainty of healthcare outcomes, possibility of undesirable incidents to occur in the standard health care process, suffering of the patients and their relatives and those of medical personnel, as well as to promote communication of the stories in all forms about the healthcare system so that the public are well informed, thus fostering good understanding between all parties concerned.

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