

The Prague Statement

Recommendations for the development of Quality and Safety in all WONCA regions

The WONCA Working Party on Quality and Safety in Family Medicine (WWPQSFM) was charged with the responsibility for developing recommendations on how to achieve and maintain quality and safety in primary health care within the World Organization of Family Doctors (WONCA). Twelve leading members from eleven different countries and six WONCA regions met in June 2013 at the 19th WONCA World Conference, that occurred in the city of Prague, Czech Republic.

The WWPQSFM makes the following statement while:

1. Cognizant of the fundamental aspiration of all individuals, families, communities and peoples to achieve and maintain the highest quality of life;
2. Recognizing the role that primary care providers have in the provision of basic and fundamental health care in all the world regions;
3. Recalling the positions, statements, declarations and instruments of WONCA, WHO, IOM, EQuiP and other international organizations regarding primary health care, family medicine, quality and safety;
4. Reinforcing the importance of quality and safety in maintaining health care infrastructures and professionals under the basic standards for provision of care in any health care system;
5. Reaffirming the leadership that general practitioners and family physicians play in promoting and improving quality and safety in health care organizations;
6. Believing in the global power of organization and knowledge exchange between general practice/family medicine organizations and practitioners, and between general practice/family medicine and other organizations concerned with health and medical care;

The WWPQSFM urges the general practice/family medicine organizations of the world that are constituted as the World Organization of National Colleges, Academies and Academic Associations of General Practitioners/Family Physicians (WONCA) to adopt a firm strategy regarding the development of quality and safety in family medicine, so that every general practitioner or family physician:

1. Commits to improve the quality and safety of the health care they provide.
2. Develops and delivers services to all those that require them.
3. Promotes easy and timely access to health care services.
4. Endures efforts to meet the expectations and satisfaction of those who use the health care services.
5. Offers the required care and avoids unnecessary or harmful care.
6. Manages diseases in all aspects, whether biological or psychosocial.
7. Provides care that has positive changes in health status and quality of life.
8. Maintains the provision of high-quality care at the lowest possible cost.
9. Centers the quality improvement and patient safety strategies on the person receiving health care.
10. Assures patients' privacy and confidentiality.
11. Warrants the measurement of quality and safety through judicious use of evidence-based indicators.
12. Limits excessive and unnecessary use of quality measurements.
13. Avoids any deranging impact of quality assessment and patient safety strategies in the patient-doctor relationship.
14. Assures that excessive quality and safety improvement strategies don't endanger doctors' wellbeing and health.
15. Engages actively in the implementation of the quality and safety improvement strategies, with leadership and clinical integration.

Prague, 28th June 2013

Alexandre Gouveia (Portugal); Daniel M. Thuraiappah (Malaysia); Javier Dominguez (Mexico); Jerry W. Sayre (USA); Tina Eriksson (Denmark); Raul D. Urquiza (Argentina); Sivashanmuganathan Sagathavan (Malaysia); Tin Myo Han (Myanmar); José Miguel Bueno Ortiz (Spain); Anthony Omolola (Nigeria); Matie Obazee (Nigeria); Aziz Khan Tank (Pakistan)