



Webinar

World Patient Safety Day 2026

Date: 23 September 2026

Time: 10h00 – 12h00



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Thank you for your interest in this webinar

- The chat has been disabled for the attendees.
- **Please use the Q&A box to post questions for our panel of experts.**
- The session is recorded and will be shared with all the presentations on the Knowledge Hub.
- Register in advance for the webinars (24 hours before).
- CPD certificates for all webinar activities are issued in bulk on a monthly basis after the webinar has taken place
- E-mail: Knowledgehub@health.gov.za



Ms Caroline Mongale

Is the Chief Director for Non-Communicable Diseases at the National Department of Health. She coordinates national programmes addressing the growing burden of chronic diseases, mental health, organ transplantation, and renal dialysis services.

Qualifications: PDG Public Health: UNISA, Hons Bachelor of Arts Health Studies: UNISA, PDG Perioperative Theatre Nursing Science: Ga Rankuwa Nursing College, Advanced Management Diploma: Milpark Business School



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10:00 – 10:10	Opening, Welcome and introduction of speakers (10 minutes)	Ms. Caroline Mongale Chief Director: Non-Communicable Diseases Cluster National Department of Health
10:10 – 10:40	Harm emanating from non-adherence to protocol on control (30 minutes)	Dr. Joseph Muiruri Kibachio MWANGI World Health Organization SA / AFRO (<i>Mental Health</i>)
10:40 – 11:20	Building and Sustaining a Culture of Safety through Human Factors(30 minutes)	Prof Shanqing ("SQ") Yin Assistant Professor and Human Factors Specialist
11:20 – 11:40	Medication safety and error prevention (30 Minutes)	Ms Olwethu Mambinja AMD Pharmaceutical Policy Specialist
11:40 -12:20	Patient identification records (30 minutes)	Mr Kwiti Mahlako DHS
12:20 – 12:30	Q & A Session (10 minutes)	All Panelists
12:30	Closure and Vote of Thanks (5 minutes)	Dr Busisiwe Ndlovu Director: Chronic Diseases, Disabilities & Geriatrics National Department of Health



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Dr Joseph Muiruri Kibachio Mwangi

Is currently the Cluster Lead; Health Promotion & Disease prevention and Control Cluster as well as the Medical officer and Advisor for Non Communicable Diseases and Mental Health at the World Health Organization (WHO) South African country office.

Qualifications: PhD - Global Health -University of Geneva MPH - University of London MSC Field epidemiology - (FELTP) JKUAT/CDC MBChB – Moi University PGDip in Public Health - LSHTM



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Prof Shanqing ("SQ") Yin

Is a Human Factors Specialist and Assistant Professor at Duke-NUS Medical School, Singapore. His work focuses on applying systems engineering and human factors principles to improve healthcare safety, organisational learning and resilience.

Qualifications: Ph.D. in Systems Engineering, B.Sc. in Psychology



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Ms Olwethu Mambinja

Currently serves as a Pharmaceutical Policy Specialist responsible for Rational Medicine Use within the Essential Drugs Programme, Affordable Medicines Directorate, National Department of Health.

Qualifications: BPharm; MPH



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Mr Kgwiti M Mahlako

Is a National Director for Primary Health Care. He is one of the national drivers of Ideal Health Facility Realization and Maintenance which is a Continuous Quality Improvement Programme.

Qualifications: Master Degree in Health Studies (Health Services Management)



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Dr Busisiwe Ndlovu

Is employed as the Director for Non-Communicable Diseases, responsible for all Non-Communicable diseases, Disability & Rehabilitation, Geriatrics, Palliative care and Eye Health care, Ear and Hearing at the National Department of Health.

Qualifications: PhD-Public Health-DUT, Master's degree-Nursing-UKZN, BCom (Hons)-Strategic Management and Marketing-UKZN, BTech-Occupational Health and Safety-DUT, B.A. Nursing (PHC)-University of Southern Queensland-Australia.



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THANK YOU



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