

WhatsApp Quality & Safety related Alert: Stay Connected with Interns

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Background

NOT connected with Interns in various traditional communication platform

Objectives

1. Accessibility of medical incident alert
2. Create a user-friendly communication platform

Methodology



Voluntary participation



Informed Consent from Interns



No sensitive Information



No Personal Identifiable Information (PII)



Fewer wording & more pictures

Lessons Learnt



Sharing

WhatsApp Intern is serving as platform between YOU and Q&S Office. You may send us your view or opinion here.

We value your voice!

Hey! Why Q&S WhatsApp Intern?

Q&S wishes to promulgate quality & safety related risk alerts to Intern.

It sounds nice! Sending alerts through WhatsApp seems instant and direct!



Alert: 你知道這隻小手的真正意思嗎?



Incident Summary

1. Patient was discharged from one hospital and admitted to our hospital.
2. The doctor did not go through the transfer notes before prescribing medicine and just copied the drug set from ePR.
3. Patient developed episodes of hypoglycaemia and bradycardia. The elective operation was cancelled during this admission.

Points to note

- ❌ Misinterpretation of the "hand sign" shown on ePR system as the latest medications taken by patient.
- ❌ The doctor did not go through meticulously the transfer notes during clinical admission process.

Hand icon means Patient still have the medication on hand. It does not mean the latest prescription that patient is taking.

We should check all other Medical record and progress note to confirm the current clinical status of the patient.

病人護理看個口面合得幾好喇，不如對低作臨床紀錄用途先!

唔知有咩要留意呢?




請問可唔可以影一影你電腦口作臨床紀錄用途?

要獲得病人口頭或書寫同意才可拍攝。

用 iPhone 影紙便 record 先!

私人珍藏都咁嘅!

唔好呀! 千祈唔好貪方便影病人電腦，只係可以用部門指定相機。

相機、SD card 要鎖好

你要記得保護資料嘅其中一個原則——keep no longer than necessary

記得定期刪除唔需要再用嘅資料

RFT & LFT

抽血用錯樽，再抽好麻煩!



PT/APTT



Citrate 藍個樽試咗喇!!!

唔就驚咩記得，Q&S Label 其實有 hints!



EDTA 藍個樽試咗喇!!!

抽完血 / 打完 drip, 記得除 tourniquet 呀!

如果唔係.....




Way Ahead

1. Medication Incident

2. Bedside procedure checking

3.

4.

Thank you

