WhatsApp Quality & Safety related Alert: Stay Connected with Interns

Gladys CHENG KEC/UCHQ&S M(Q&St) / KEC ISPO 15 May 2013

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



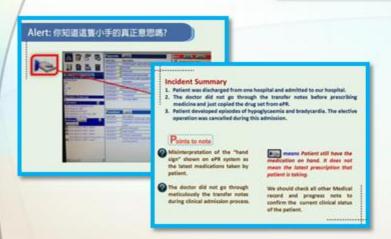
No Personal Identifiable Information (PII)



Fewer wording & more pictures

Lessons Learnt











Way Ahead

- 1. Medication Incident
- 2. Bedside procedure checking
- 3.
- 4.

