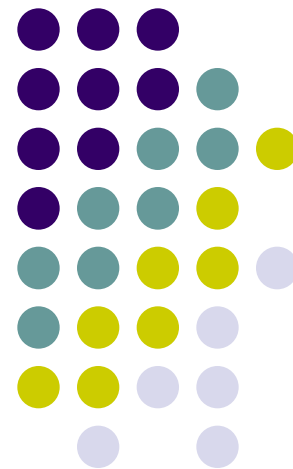




PAMELA YOUDE NETHERSOLE EASTERN HOSPIYAL

*Alex SHE /APN*  
Department of Surgery

**Positive Outcome from  
Implementation of Patient Safety  
Round by Front-line Staff in  
Surgical Department**



**HA Convention 2013**  
**16<sup>th</sup> May, 2013**



# INITIATIONS TO START THIS PROTOCOL



- No official and standard ward round protocol concerning Patient Safety carried out by **Patient Care Assistants (PCAs)** in our department.
- Regular ward round is believed to outcome a safe and high quality patient care in ward.

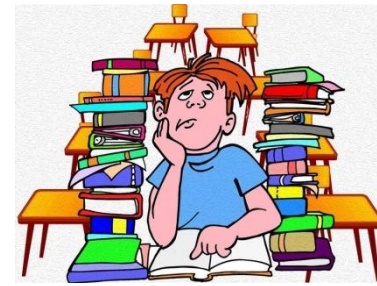


PATIENT  
SAFE+Y  
FIRST

*Quality Patient Care is Essential*



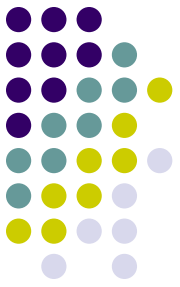
# LITERATURE REVIEW



- A patient's perception of the quality of health care greatly depends on the career's ability to meet the patients' needs;
- Patient satisfaction increased during the rounding protocol;
- Regular ward round enhances patient's safety (in terms of fall rate);
- It is one of the important measures for quality and risk management in clinical settings.



# AIM



- To develop and implement a ward round protocol in Department of Surgery so as to promote **Patient Safety** and **Satisfaction** in ward.





# OBJECTIVES

- To develop and standardize a ward round protocol;
- To enhance patient safety;
- To enhance patient satisfaction;
- To promote clinical learning and communications among colleagues.



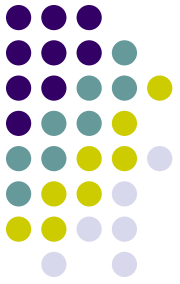
# PILOT



- In one Surgical Ward, PYNEH from mid-July to mid-August, 2009.



# STRATEGIES



- Staff training
- Cue card and signage (facilitation of wad round)
- Continue Monitoring
  - First Tier
  - Second Tier
- Collect feedback and evaluation



# What Issues We Focus On ?



- Ward Environment
- Patient Safety
- Patient Education
- Patient Comfort
- Patient Hygiene





# 病室巡察之事項



1. 詢問及**評估**病人有否任何不適和**跌倒的危險**。
2. 按護士的指示，協助病人**服用藥物及進食**。
3. 提供如廁用具：如**小便壺或便盆**，用後即清理。
4. 評估病人躺臥的位置，如有需要定時協助病人**轉換臥式及更換合適的衣服**。
5. 將**叫人鈴**安放至病人可觸到的位置，並把病床高度調低。
6. 如病人使用**電床**者，需將控制器安放至病人可觸到的位置，並教導他們如何使用。
7. 檢查**尿袋或引流袋**，切勿觸及地面。
8. **床尾檯**宜安放至床邊及協助病人整理床邊櫃的物品，並**拉開布簾**，避免防礙觀察。
9. 將**水、食物**（如無禁忌）和**手巾紙**放至病人可觸及的位置。
10. 告訴病人如有需要可叫醫護人員幫忙，對於**年長或體弱**的病人以及**即日剛完成手術的病人**，加以勸告**勿自行下床**，以防跌倒。
11. 協助病人安頓病床，**上好床欄**，預備入睡（適用於下午更之巡察）。



# SCHEDULE OF WARD ROUND IN DIFFERENT SHIFT



- Night shift (0500 hrs)
- AM shift (0900 hrs and 1400 hrs)
- PM shift (2200 hrs)



# TRAINING



- Group briefing to Nursing Staff & PCAs
- Hands-on teaching and coaching
- Continuous support
- Practice under supervision





## 病室巡察之事項

1. 詢問及評估病人有沒有任何不適和跌倒的危險。
2. 按護士的指示，協助病人服用藥物及進食。
3. 提供如廁用具：如小便壺或便盆，用後即清理。
4. 評估病人躺臥的位置，如有需要定時協助病人轉換臥式及更換合適的衣服。
5. 將叫人鈴安放至病人可觸到的位置，並把病床水平降低。
6. 如病人使用電床者，需將控制器安放至病人可觸到的位置，並教導他們如何使用。
7. 檢查尿袋或引流袋口勿觸及地面。
8. 床尾檯安放至床邊及協助整理床邊櫃的物品，拉開布簾，避免防礙觀察。
9. 將水、食物 (如無禁忌) 和手巾紙放至病人可觸及的位置。
10. 告訴病人如有需要可叫醫護人員幫忙，對於年長或體弱的病人以及即日剛完成手術的病人，加以勸告勿自行下床，以防跌倒。
11. 協助病人安頓病床，上好床欄，預備入睡 (適用於下午更之巡察)。

**Cue Card for the Colleagues**



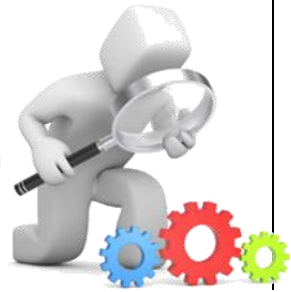


**Signage Indicating Patient on Safety Round**





# MONITORING MECHANISMS



- **First Tier**

- After PCAs performed the ward round, they sign on the nursing prescription sheet and;
- Team nurse is the responsible person to check the completeness & performance and collect the feedback of their point of view.

HOSPITAL AUTHORITY  
Pamela Youde Nethersole Eastern Hospital

Hospital No.: \_\_\_\_\_ I.D. No.: \_\_\_\_\_  
Name: \_\_\_\_\_  
Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Chinese Name: \_\_\_\_\_  
Ward: \_\_\_\_\_ Bed: \_\_\_\_\_ Dept: \_\_\_\_\_

**NURSING PRESCRIPTION**

	Nursing Care 護理	Frequency 次數	Time 時間	Date / Signature 日期/簽名
DATE SIGN ON	病人安全巡視	每日四次 (按編排時間)	0500	
			0900	
			1600	
OFF			2200	
DATE SIGN ON	踏單車	每日一次	時間 0800	
OFF				
DATE SIGN			時間	
SIGN DATE			時間	



- ***Second Tier***



- Ward manager and shift in-charge constantly observe and monitor the compliance and performance of ward round by PCAs.
- Review meeting including program leader and ward managers, once every 3 months to make recommendations and improvement plan.



# FULL IMPLEMENTATION



- This on going program started from October, 2010;
- All surgical wards were included in this program.

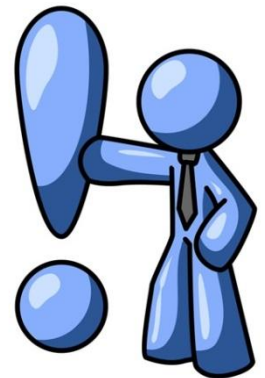




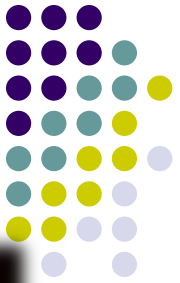


# EVALUATION

- Staff Survey on implementation of Patient Safety Round (Nursing Staff & PCAs);
- Patient's safety (in term of decreased **Fall Rate** as record);
- Patient Satisfaction;



# STAFF SURVEY



## Staff Survey on Implementation of Patient Safety Round 實行病室巡察後的問卷調查

- |  | 不同意<br>Disagree |  | 中性<br>Neutral |  | 同意<br>Agree |
|--|-----------------|--|---------------|--|-------------|
|  | 1               |  | 3             |  | 5           |
| 1. Reduced call bell use after implementation of patient safety round (有助減少病人按動救命鐘). |                 |  |               |  |             |
| 2. Increased patient satisfaction (提高病人的滿意度)   |                 |  |               |  |             |
| 3. Enhanced work-flow (有助改善工作流程)   |                 |  |               |  |             |
| 4. Enhanced working efficiency (增加工作效率)  |                 |  |               |  |             |
| 5. Decreased workload (減少工作量)  |                 |  |               |  |             |

6. Other suggestions (其它意見):

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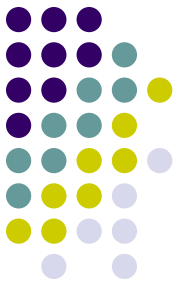
# Results from Staff Survey



	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>
● Reduced call bell use after implementation of patient safety round (有助減少病人按動救命鐘).	19%	19%	62%
● Increased patient satisfaction (提高病人的滿意度)	15%	30%	55%
● Enhanced work-flow (有助改善工作流程)	19%	30%	51%
● Enhanced working efficiency (增加工作效率)	15%	34%	51%
● Decreased workload (減少工作量)	26%	30%	44%



# OUTCOMES



- Fall incidence rate of all surgical wards decreased by **21%** in year 2011 & year 2012 as compared with year 2010.
- Number of appreciation increased by **29%** in year 2011 & **26%** by year 2012 as compared with year 2010.



# CONCLUSION



## Regular ward rounds are effective to:-

- Reduce fall incidences;
- Achieve effective patient care management;
- Empower patient care assistants in patient care management;
- Increase patient's satisfaction with health care.



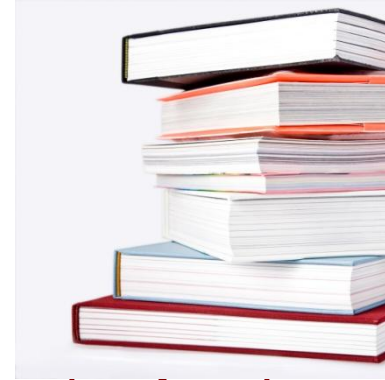




- ? Patient Satisfaction Survey on Patient Safety Round
- 2<sup>nd</sup> Staff Survey



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# ACKNOWLEDGEMENT



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