



Organisation of Patient Safety Walk Rounds in Tuen Mun Hospital

Bonnie WONG

Cluster Manager (Quality & Safety)

8 May 2014



Our Journey in Patient Safety Walk Round (PSWR)

2004

NHS(UK) started weekly PSWR with 20 hospitals joined

→ showed strong evidence of patient safety improvement

Nov 2010

Dr Allen Frankel (An US expert of Patient Safety)

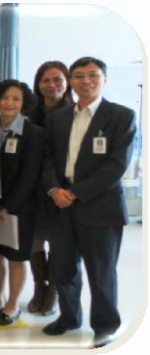
introduced PSWR with more emphasis on interviewing staff on patient safety concerns



2009

NTWC commenced monthly PSWRs with specific themes, e.g. medication safety, physical restraint and fall prevention

Our Journey in Patient Safety Walk Round (PSWR)



Mar & Apr 2011
Review of PSWR programme

Jan 2011
Started **weekly PSWRs** in TMH, **combination** of the above

May 2011
A more **structured but simplified** PSWR was introduced

Up till Dec 2013
More than **100 PSWRs** were held

Objectives of PSWR

- **Identify areas of concerns** related to patient safety or quality services in clinical units
- Engage staff participation in PSWR programme conducive to **promoting cultural change**
- **Learn and share** good practices as identified during PSWRs



Structure of PSWR

- **Weekly** basis
 - Every Wednesday's afternoon in Tuen Mun Hospital
- Observe 1-2 units per time
 - Both **clinical** and **non-clinical** areas are visited
 - **About 1 hour per area**
- All areas in TMH are visited **once per year**
 - A yearly PSWR schedule will be sent to all department heads

Schedule of Executive Safety Walk Round 2013 (Wednesday p.m., 14:30 to 17:30) (Version 2013 11 12)

Date	Executive 1	Executive 2	Observer	Facilitator	Dept/Unit 1	Area 1	Dept/Unit 2	Area 2
03-Mar-13	Dr K S TANG	Ms Irene CHAN		Adeline CHEUNG	Pod	3F RB		
06-Mar-13	Ms Bonnie WONG	Dr C S WONG		Wing On LOU	DIET		Rabab	R10A
16-Mar-13	Dr K S TANG	Ms Ashi LAU		Ed Lok CHENG	MRO		2F RB DIET + NFS	
20-Mar-13	Ms Bonnie WONG	Ms Andrew ACH YAN		Queenie LEE	SRG		CF + DF	
20-Mar-13	Dr K S TANG	Dr Gladys KWAN		Henry CHEUNG	OPH		CF + DF	
06-Feb-13	Ms Bonnie WONG	Dr C K ZHO		P F TANG	CC		TMGC	TMGC Petal Centre
13-Feb-13							R3 (A/GES)	Adms
20-Feb-13	Ms Bonnie WONG	Dr C W KAM						CSSD
27-Feb-13	Ms P F TANG	Dr C W LAU		Aady KWOK	PAEDRAM		MAG	C10
06-Mar-13	Ms Bonnie WONG	Dr S Y LAM		Rebecca WONG	Paedology		Blood Bank + Lab - Mortuary, MB	
13-Mar-13	Ms P F TANG	Dr K L ONG		K K HO	Rabab		RBC + BAC + 3F Rabab Cc	
20-Mar-13	Ms Bonnie WONG	Ms C H LAM		Ada CHU	ACC		EL PSU	RBO
27-Mar-13	Ms Derek KWAN	Dr C W MAN		Adeline CHEUNG	ICU		BB + D8	3F RB
03-Apr-13	Ms Derek KWAN	Dr C W KAM		Wing On LOU	ORIG		T + C5	
10-Apr-13	Ms P F TANG	Ms Y L CHEUNG		Ed Lok CHENG	GOPC		TMG + TMWHC	
17-Apr-13	Ms Bonnie WONG	Dr Lawrence LAI		Queenie LEE	REO		Admission Office (MG, AED) + MB Store	
24-Apr-13	Ms Bonnie WONG	Dr H F LEUNG		P F TANG	ACC		4F (O&T) + 3F (O&G)	XAF DR
01-May-13								
08-May-13	Ms Bonnie WONG	Ms Adèle TSE		K K HO	OCCTP		4F RB	Mortuary, EB
14-May-13	Ms Bonnie WONG	Ms C C CHAN		Rebecca WONG	ICU		7B	ONC
21-May-13	Ms P F TANG	Dr Jeffrey FUNG		Aady KWOK	PAEDRAM			ONC
27-May-13	Dr K S TANG	Ms Carol CHEUNG		Ada CHU	GOPC			DF + D8
05-Jun-13	Ms Derek KWAN	Ms Nancy EGO		Adeline CHEUNG	AED			ICU + TBC
12-Jun-13				P F TANG	Rabab			C3 + A&E
19-Jun-13								RPA + R10C
26-Jun-13	Ms Bonnie WONG	Ms Cindy LAM		Ed Lok CHENG	ORIENT		A2	SRG
03-Jul-13	Ms Henry CHEUNG	Ms Helena LING		Ada CHU	Adms			NEATS + Postmort Office + CDC, MB
10-Jul-13	Dr Lawrence LAI	Ms C C CHAN		Queenie LEE	DR		O.F. MB	NM
17-Jul-13	Ms P F TANG	Ms Maureen Fung		Henry CHEUNG	GOPC			B.F. MB
24-Jul-13	Ms Derek KWAN	Ms Joseph POON		Aady KWOK	ACC			YOOGPC + TMCC
31-Jul-13	Ms W O LOU	Ms C N MAK		Rebecca WONG	Per			ACC SF (M&G) + SF (SRG) + 3F SORP Booking + Blood Taking
07-Aug-13	Ms Bonnie WONG	Dr Doraana FONG		K K HO	NEURO		E2	Speech
14-Aug-13	Ms Derek KWAN	Ms Y C RO		Ada CHU	OKT		D3	4F RB
21-Aug-13	Dr K S TANG	Ms Theresa WONG		Ed Lok CHENG	ARIC		A3	Rabab
28-Aug-13	Dr K S TANG	Ms Yuen WONG		Ed Lok CHENG	ORIG			Staff Clinic
04-Sep-13	Dr K S TANG	Ms Yuen WONG		Henry CHEUNG	ORIG			OT1 & OT4
11-Sep-13	Ms W O LOU	Ms Sandra SHING		Henry CHEUNG	ONC			OT & A7
18-Sep-13	Ms Derek KWAN	Ms Fanny WONG		Wing On LOU	ACC			H1 + Dev Support Centre
25-Sep-13	Ms Bonnie WONG	Ms K M LEE	Dr LEE Hsu Ming	P F TANG	HERO			6F (A&E) + 7F (DT)
02-Oct-13	Dr K S TANG	Ms M T CHAN	Ms David MAK	Queenie LEE	Rabab			ACC Store + Adms Support Office (R) + DDO
09-Oct-13	Ms Bonnie WONG	Ms Agnes TAM		Andy TSIANG	GOPC			R11A + R11C
16-Oct-13	Ms Derek KWAN	Dr Tony LO		Ed Lok CHENG	GOPC			YFS GOPC + YLCC
23-Oct-13	Dr K S TANG	Dr P F YU	Dr LEE Hsu Ming	K K HO	Pharm		BT ORD	M&G
30-Oct-13	Ms Derek KWAN	Ms Mui Queenie LEUNG		Ada CHU	PAEDRAM			ACC OF + ED Store + BF Store + SF Simlata Pharmacy
06-Nov-13	Ms P F TANG	Dr W S CHAN		Wing On LOU	SRG			DF + A5
13-Nov-13	Dr K S TANG	Dr N S KWONG		Adeline CHEUNG	M&G			E2 + C1 COVU
20-Nov-13	Ms Bonnie WONG	Dr S E LEUNG		Rebecca WONG	A&E			ACC
27-Nov-13	Dr K S TANG	Dr C Y LO	Dr Irene CHAN	Aady KWOK	GOPC			OT2 & OT3
04-Dec-13	Ms Bonnie WONG	Dr C Y LO	Dr Irene CHAN	K K HO	ACC			TSW SE + FSW CHC
11-Dec-13	Dr K S TANG	Ms Y C WONG	Ms David MAK	Henry CHEUNG	Phyio			8F (ORURO) RRD
18-Dec-13	Ms Bonnie WONG	Ms Queenie LEUNG		Rebecca WONG	M&G			GF, SB + 4F RB
25-Dec-13	Dr K S TANG	Ms Queenie LEUNG		Queenie LEE	Finance			SRG
01-Jan-14	Ms Bonnie WONG	Dr Y C WONG	Ms David MAK	Ada CHU	OKT			D1 + B10
08-Jan-14	Ms Derek KWAN	Dr J LIANG		Ada CHU	OKT			MB + RB Staff
15-Jan-14								Adms
22-Jan-14								CDC, RB
29-Jan-14								1F, 5B

Executive Members of PSWR

- Every PSWR, **2 executive members** from senior management are invited to join, they include:
 - Cluster Chief Executive (CCE)/ Hospital Chief Executives (HCE)
 - Service Directors (SD) / General Managers (GM) / Clinical Stream Coordinators (CSC)/ Cluster Coordinators (CC)
 - Members of Cluster Clinical Governance Committee (CCGC)
 - Chairpersons of Clinical Risk-related Committees
 - Chiefs of Service (COS)/Department Operations Managers (DOM) / Department Managers (DM)
- Also, **1 facilitator** from Q&S Division will provide executive support

Format of PSWR

- **Part I – Discussion**
 - Introduce unit service scope
 - Share **good practices and quality projects**
 - Bring up **clinical concerns on patient safety**
 - Review **Near-miss Journal**
 - Follow up improvement measures of past incidents



Format of PSWR

- Part II – Unit/Ward Visit

- Walk through high risk areas with unit managers
- Discuss on areas with concerns if any
- Direct feedback by executives



Format of PSWR

- Part II – Unit/Ward Visit**

– A **“Focus Areas for Visit”** to facilitate visit, which include:

Administration and Intake / Output Chart for Children Ward

Diagnosis: BW (kg) 16.74 Drug Allergy: N/A

Part A: IV Fluid Prescription and Discontinuation Recording – review on daily basis

IV Fluid nr. additive with rate / duration: 22NS + DS solution + 20 meq KCl per 1000ml, Rate 55 ml/hr.

Remark: 0.97

Intake				Output			
Drugs	Rate	Time	Checked	Drugs	Amount	Time	Checked
juice	200						
20 meq KCl per 1000ml							

Review of Patient Records/Charts, Documentation & Handover



Medication Safety



Physical Restraint



Fire Safety

Format of PSWR

- Part III – Sharing & Reporting

- A simple PowerPoint **Reporting with Feedback** to unit management for following up areas for improvement
- Report to **CCGC/COS/DOM meetings** as appropriate
- Hospital-wide risks would be later implemented as a standard practice

● ● ●

Report on Patient Safety Walk Round

TMH Ward A8 (O&T) & E3 (CEC/EDU)

Members: Dr. C W Kam Round Date: 18 Mar 2014
Ms Bonnie Wong

Facilitator: Mr. Andy Kwok

1

● ● ●

Good Practices



A "Medication Safety Bulletin" folder was produced to file medication related documents/policies/guidelines.

7

Format of PSWR

- **Part III – Sharing & Reporting**
 - Upload good practices on Q&S website
 - Organise **yearly** sharing session to frontline staff



NTWC Quality and Safety Division > Patient Safety & Risk Management

Patient Safety & Risk Management

Actions		View: All Documents
Type	Title	Version Date Author
Category : A) AIRS, Incident Management & RCA (13)		
Category : B) Risk Register (4)		
Category : C) Patient Safety Walk Rounds (162)		
Sub-Category : 1. Schedule of Patient Safety Walk Rounds (TMH & POH) (4)		
	Schedule in 2014 (TMH & POH)	12/11/2013
	Schedule in 2013 (TMH only)	22/10/2013
	Schedule in 2012 (TMH only)	31/10/2012
	Schedule in 2011 (TMH only)	12/12/2011
Sub-Category : 2. Introduction of Patient Safety Walk Rounds (1)		
	Introduction - TMH & POH Patient Safety Walk Rounds	
Sub-Category : 3. Sharing Session on Patient Safety Walk Rounds (2)		
	2013 Sharing Session on Patient Safety Walk Rounds (2013 02 28 & 03 01)	
	2012 Sharing Session on Patient Safety Walk Rounds (2012 02 21)	
Sub-Category : 4. Good Practices in Patient Safety Walk Rounds (155)		
	2013 07 17 - 90th Walk Round (ZF, 5F (MG) and 8F (SURG))	
	2013 07 10 - 89th Walk Round (YOGPC and TMCCC)	
	2013 07 03 - 88th Walk Round (NEATS)	



Summary of PSWR

- From Nov 2010 to Dec 2013
 - Completed **109 PSWRs**
 - **152 areas**
 - **130 clinical & 22 non-clinical**
 - **>740 good practices** were observed
 - **>350 areas for improvement** were recommended
 - About 2-3 areas for improvement were identified per ward/unit observed

Outcome

No. of Patient Care-related Reported Incidents in Tuen Mun Hospital (average cases per month)



Award

- Received **“Excellence Award”** in Patient Safety Category in Asian Hospital Management Awards 2013



Our Direction in 2014/15

- Extended PSWR to other cluster hospitals
 - **POH** has commenced PSWR since **March 2014**
- Invited more senior management to join PSWRs as observers
 - **Encouraging** participation was observed

Thank you