Enhancement of service quality and safety: Implementation of the Basic Life Support drill with ISBAR communication tool in Clinical Oncology department

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Introduction
In acute Oncology ward setting, basic life support (BLS) is crucial procedure for saving lives in emergency situation. In 2014, a total of 13 patients received BLS care and the survival rate after BLS is 50% among three of them need further advanced life care in intensive care unit. Besides the clinical skill, the core values in BLS are effective teamwork, staff and patient safety. The department BLS drill is organized to uphold the standard by applying updated guidelines, enhancing teamwork and promoting the safety culture throughout the process.

Objectives
1. Advocate for organizing and performing periodic BLS drill. 2. To set up department resuscitation workgroup for preparing the drill. 3. To ensure seamless team cooperation and communication during BLS. 4. To enhance safety culture during BLS.

Methodology
1. Department resuscitation nurse representative as leader to organize the drill. 2. Department resuscitation workgroup was set up for design the BLS drill and for revising the resuscitation and infection guidelines. 3. Emergency trolley was prepared according to hospital standard. 4. BLS drill was held on 7/7/2014. 5. Medical officer and staff of all ranks are participated in drill. 6. Internal observers within department and external observers of nurse specialist, nurse consultant and department managers were invited for advices. 7. Debriefing session for sharing and recommendations. 8. BLS drill report was prepared on 25/7/2014. 9. Video record was uploaded on department website for staff training. 10. Yearly conduction of BLS drill was planned.

Result
1. All participating staff were familiar with the clinical BLS skill with good
communication among team members by using ISBAR (identification, situation, background, assessment, recommendation) communication tool. 2. All participating staff performed BLS following updated resuscitation and infection guidelines. 3. Staff and patient safety was ensured throughout drill. 4. 100% satisfaction of the BLS drill from all observers. 5. 100% staff satisfaction on the drill video uploaded in department website. Conclusion: For providing the efficient and effective BLS care, sophisticated BLS skill is essential. It is also important to ensure the seamless teamwork in consistent with the patient and staff safety throughout the procedure. Periodic BLS drill is a valuable design for reviewing the care delivery and ensuring staff are equipped with all above key elements.