Quadruple Synergy_ interesting publication to promote safety culture
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Introduction
Sharing of incidents is particularly effective in raising staff awareness and thus
ensuring patient safety. KEC Quality and Safety Division is pleased to introduce the
‘Quadruple Synergy’, which serves as a new platform for building safety culture by
promulgating the learning points derived from others’ painful experience. Below were
the rationales of using the name ‘Quadruple Synergy’: 1. The initials of ‘Quadruple
Synergy’ resembled the ‘Q&S’ (Quality & Safety). 2. It contained simple story with 4
cartoons and would be issued every 4 weeks.

Objectives
1. Foster patient safety culture by sharing of incidents. 2. Convey the learning points
of incidents to frontline staff effectively.

Methodology
1. There was pressing need for interesting and brief sharing of incidents in view of
heavy clinical duties 2. The initiative in depicting the incident stories with light-hearted
cartoon format was adopted, with support sought from senior management and
relevant committees. 3. Appropriate incidents were identified and fine-tuned to extract
the key steps for transcription into the ‘Quadruple Synergy’ – key learning points were
highlighted explicitly for better illustration. 4. This monthly publication was distributed
to all ward/unit managers in KEC starting from Dec 2014.

Result
The feedback from front-line staff was encouraging. Opinions were received that the
simple drawings provoked reconsideration on quality and safety ambits of their daily
practice. Some staff also shared a number of painful yet valuable stories for sharing in coming publications. We look forward to a robust research agenda that thoroughly evaluates the impact of the ‘Quadruple Synergy’ on educational and clinical outcomes. We envisage that this new 'easy-to-read' initiative can facilitate continuous and effective learning among colleagues.