



Service Priorities and Programmes
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An OSH Promotion Programme for Reducing the Number of Staff Injury on Duty in Specialist Out-patient Department

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Introduction

In June 2017, 7 cases of staff Injury on Duty (IOD) were reported within two months in Specialist Out-patient Department (SOPD). After incident investigation and hazard elimination, an Occupation Safety and Health (OSH) Promotion Programme for consecutive six months was launched.

Objectives

(1) To reduce the number of staff IOD in SOPD

(2) To enhance the awareness of staffs on the importance of OSH by using 3C

Concept: Cultivating Safety Culture, Communication and Consensus

Methodology

An OSH Promotion Programme in SOPD was launched between 1 July 2017 and 31 December 2017. All SOPD staffs were involved. The programme included OSH Sharing Forum, OSH Corner, OSH Posters, OSH Ambassadors, training sessions, workplace inspections, and morning stretching exercise. OSH Sharing Forum was organized by different ranks of staffs. The topics included incidents and improvement measures sharing, loaded medical record trolley handling, manual handling of using patient lifting mat, Behaviour Based Safety application on moving stretcher for patient transfer, workplace violence, and fire drill sharing.

After the forums, related training sessions, observation, inspection, and audits of the above topics were performed. Furthermore, staffs were encouraged to do morning stretching exercise before start of daily work.

We encouraged different ranks of staff demonstrate different roles in cultivating the safety culture. Nurse in-charges were responsible in developing and implementing an effective OSH management system while frontline staffs were involved in identifying the risks at work. In addition, effective communication through meetings, forums and information sharing are inevitable. With consensus and participation of all staffs, staff awareness on OSH could be enhanced.

Result

From 1 July 2017 to 31 December 2017, only one staff IOD was reported in SOPD. The IOD has been decreased by 86%. Programme evaluation was performed in January 2018 by collecting feedback from staffs. 65 questionnaires were collected which involving 21 nurses, 20 health care assistants and 24 clerks. The result showed staffs were satisfactory to the OSH Promotion Programme. They agreed that increased communication would enhance the awareness and help decreasing the risk of injury. In addition, they responded that their knowledge on OSH has been increased. They agreed that support from supervisors and trainings provided were adequate. The programme has a positive impact on the OSH culture in the unit.