



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Development of a NTWC Safe Practice Bulletin to enhance staff awareness on quality and safety issues**

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**Introduction**

In the New Territories West Cluster (NTWC), the Cluster Quality and Safety Committee (CQSC) and its 28 risk-related committees regularly monitor risks to ensure patient safety. Nevertheless, in previous Patient Safety Culture Surveys found there were rooms for improvement in promoting follow up actions in managing incidents and risks and staff were not aware about the work of risk-related committees. In this regard, the hospital management agreed to develop a quality and safety publication for staff aiming to promote clinical governance, committees' work and its progresses, as well as the latest updates in quality, safety and risk management.

**Objectives**

To develop a quality and safety publication; to share the latest patient safety updates and work of CQSC and risk-related committees; and to promote quality and safety culture to NTWC staff.

**Methodology**

An editorial board under the CQSC was formed in July 2017. Members of the editorial board included representatives from medical, nursing, allied health and quality and safety. A kick-off meeting was held to discuss the direction and topics of the publication. The publication was named as the NTWC Safe Practice Bulletin ????? to express the aim of the editorial board that 'we are providing safe clinical practice to our patients.' It was published every three months with topics of 'featured quality and safety topics', incident and near miss sharing, clinical problem case sharing, as well as promotion of committees work and risk registers update.

**Result**

As at 29 Jan 2018, 2 issues of NTWC Safe Practice Bulletins (October 2017 and January 2018), each with eight A4 pages, were issued. The 'featured quality and

safety topics' included overriding drug allergy and the new Apology Ordinance. Other topics included refreshment of Sentinel and Serious Untoward Events Policy, handling of data privacy incidents, promotion of CQSC and NTWC risk registers and case sharing on proper and safe clinical practice. The Bulletins were distributed to all clinical and non-clinical areas in the NTWC and they were also uploaded to the Intranet. QR codes were also available on each issue to facilitate staff to read the publications on their mobile phones. Staff were also welcomed to comment and propose suggested topics through the 'To editor' column in the Bulletin.