



## Service Priorities and Programmes

### Electronic Presentations

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#### **Fall Prevention Program in a busy outpatient clinic**

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#### **Keywords:**

Fall Prevention

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Fall injury

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Fall intervention

#### **Introduction**

Fall incident in YCH OPD increased in 3Q and 4Q 2016 and majority of Fall incidents are avoidable.

#### **Objectives**

Eliminate falls injuries; Improve patient safety while staying in OPD; Reinforcing current practice of preventive measures in OPD; and enhancing staff awareness, knowledge and skill of patient fall prevention.

#### **Methodology**

Individual case analysis identified the risks as follow: Infrequent environment checking at bottle neck period, insufficient caring knowledge of caregivers, unfitted footwear, over-crowded waiting lobby, underuse of wheelchair and transportation bed, obstacle and unused equipment , leaking disposable umbrella covers. Therefore, series of interventions are scheduled and conducted which include. (A) New activities: 5S environment safety round; Post-fall incident evaluation and case sharing; Fall prevention slogan competition; Disposal of unused surplus and defaulted equipment, (B) Staff education: Fall prevention workshop by APN and experienced staff; Spot checking on staff performance; Nurse attending e- learning and ISS staff workshop training; Provision of fall prevention workshop and hand-on skill to HCA and PCA, (C) Environment: Evaluate and re-modify environment checking list; HESD perform public toilets and waiting area environment maintenance as soon as possible, (D) Patient Education : Reinforce the knowledge on fall prevention to public through announcement; Education pamphlets & video display screen, (E) Staff Responsibilities: Perform accurate high risk group identification; Internal safety round; Scheduled public toilet checking by APN; Scheduled OPD environment checking by HCA/PCA

#### **Result**

The Fall Rate was 'ZERO' from the period of 1Q to 3Q 2017. Fall prevention certificate reward was obtained from hospital on August 2017. Moreover, patient caring culture has been promoted gradually in OPD. Finally, evaluation form completed by staff

showing that ongoing scheduled fall prevention CQI Program is necessary