



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

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**Application of Pointing & Calling (P &C) in clinical setting-A Pilot Program**

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**Introduction**

Medication incident is one of the most reported clinical incidents in health care settings. Human error occupies a large part of medication incident and the intravenous (IV) route of drug administration error results in the most serious outcomes. Pointing and calling (指差呼稱) is a proved safety method for reducing human errors by pointing at important indicators and calling out the status. It not only can raise nurses' alertness & concentration level but also increase mutual confirmation among health care professional to enhance patient safety. Moreover, literature showed that yielding colleagues' positive attitude was crucial for gaining their compliance and which would be the key for program success.

**Objectives**

1. To enhance medication safety by application of P&C in administration of medication via IV infusion
2. To gain the positive attitude of colleagues for application of P& C by the ease of application and its effectiveness.

**Methodology**

firstly, identify 7 "OK" elements which are important steps in IV infusion checking

- 1.Patient identity OK
- 2.Drug & indication OK
- 3.Infusion site OK
- 4.Infusion line OK
- 5.Rate / Frequency OK
- 6.Volume to be infuse OK
- 7.Start OK

Secondly, start staff training and education via training workshop with the aid of video. All colleagues were required to perform return demonstration. Pre and post survey on 7 "OK" would be obtained

Thirdly,design pocket size reminder cue card & eye catching design slogan for

keeping staff awareness

**Result**

- 1.Total 46 nursing staff from M&G and Neurosurgery were trained
- 2.All staff could clearly articulate the 7 “OK” elements after training & knew how to perform P&C in IV infusion
- 3.Over 85% trained nurses agreed that it was applicable in promoting patient safety & easy to apply in daily checking procedure
- 4.Around 78% nurse agreed that 7 “OK” elements were useful in conducting AOM procedures

Pointing & Calling is applicable in clinical setting and is an easy way to reduce human errors in administration of medication. The majority of colleagues displayed positive attitude towards its application in clinical setting. Hence, it can be fully implemented in hospital