



Service Priorities and Programmes
Electronic Presentations

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**Interdisciplinary Commitment in Safeguarding Healthcare Resources in
Accident & Emergency Department (AED), KWH**

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Introduction

Wheelchair is one of the essential portering equipment to transport the patient in the hospital area. In KWH A&E, over 50% of patients would be portered by wheelchair or stretcher to attend consultation and x-ray, and even for admission to in-patient ward. Due to easy accessibility of KWH and limited storage space in A&E, unauthorized use of wheelchair becomes one of the distressing issues. From March 2016 to May 2017, a total of 17 nos. wheelchairs in A&E were reported lost. Wheelchairs were frequently reported missing in the hospital, and later found that the wheelchairs were unauthorized use by third party. It causes an impact to hospital on cost for searching and replacement, and such shrinkage of either equipment or manpower resources would jeopardized the operational efficiency of the Hospital.

Objectives

1. To ensure sufficient maneuvering of wheelchair in KWH A&E; 2. To sustain the efficient use of healthcare resources.

Methodology

Joint effort from various disciplines that included A&E nurses, Hospital security, Central Portering Team and Facility Management Department to prevent loss of wheelchair: 1. Label all wheelchairs in a conspicuous way to assure they are quickly identifiable, 2. Designated wheelchair parking area in A&E to facilitate inventory countercheck, 3. Daily tracking of wheelchairs by Hospital security and Central Portering Team, 4. Welding a non-retractable IV pole to each wheelchair. It serves in a multipurpose way to prevent any easy removal of wheelchair from A&E, 5. Anchoring of multipurpose signage cards to remind users to borrow the wheelchair by following proper on loan procedure, and aware A&E staff on the treatment stage that the patient on the wheelchair is going.

Result

Since the implementation of the above initiatives in August 2017, no further loss of wheelchair was reported. Wheelchairs are high value asset in patient care. Access block of patient admission in KWH and escalating patient's acuity resulted in inevitably increased demand in wheelchair assistance. The success of this project assured a good utilization of healthcare resources, also took into account the practicability of details in patient care. Such collaboration from different disciplines achieved committed teamwork in delivering people-centred healthcare services to public.