



KOWLOON WEST CLUSTER



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Quality safety health facilities assessment initiatives

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Introduction

Indisputably, hospitals should be places of safety, not only for patients but also for the staff and for the general public. Quality and safety facilities are vital components of any well-ordered in hospitals. However, traditional risk assessment methodologies may not always provide the best blueprint for ensuring safety in a hospital as many potential hazards and risks are environmental specific and vary from setting to setting. How can hospitals identify hazards in the workplace and remove them before they affect patients and staff effectively, strategic facilities assessment is one recognized mean by which this can be achieved.

Objective

The purpose of the assessment is to ensure that patients, employees, and visitors are safe in a dynamic environment with its own unique risks. With the self-assessment and external peer assessment, hospitals can accurately assess the level of performance in relation to established standards and to implement ways for continuously improvement.

Methodology

Critically, strategic facilities assessment is not just about standard-setting but comprises of vulnerability analysis, strategic resource allocation and self-improvement dimensions to the process.



risk-diagram

Result

(A) Vulnerability analysis

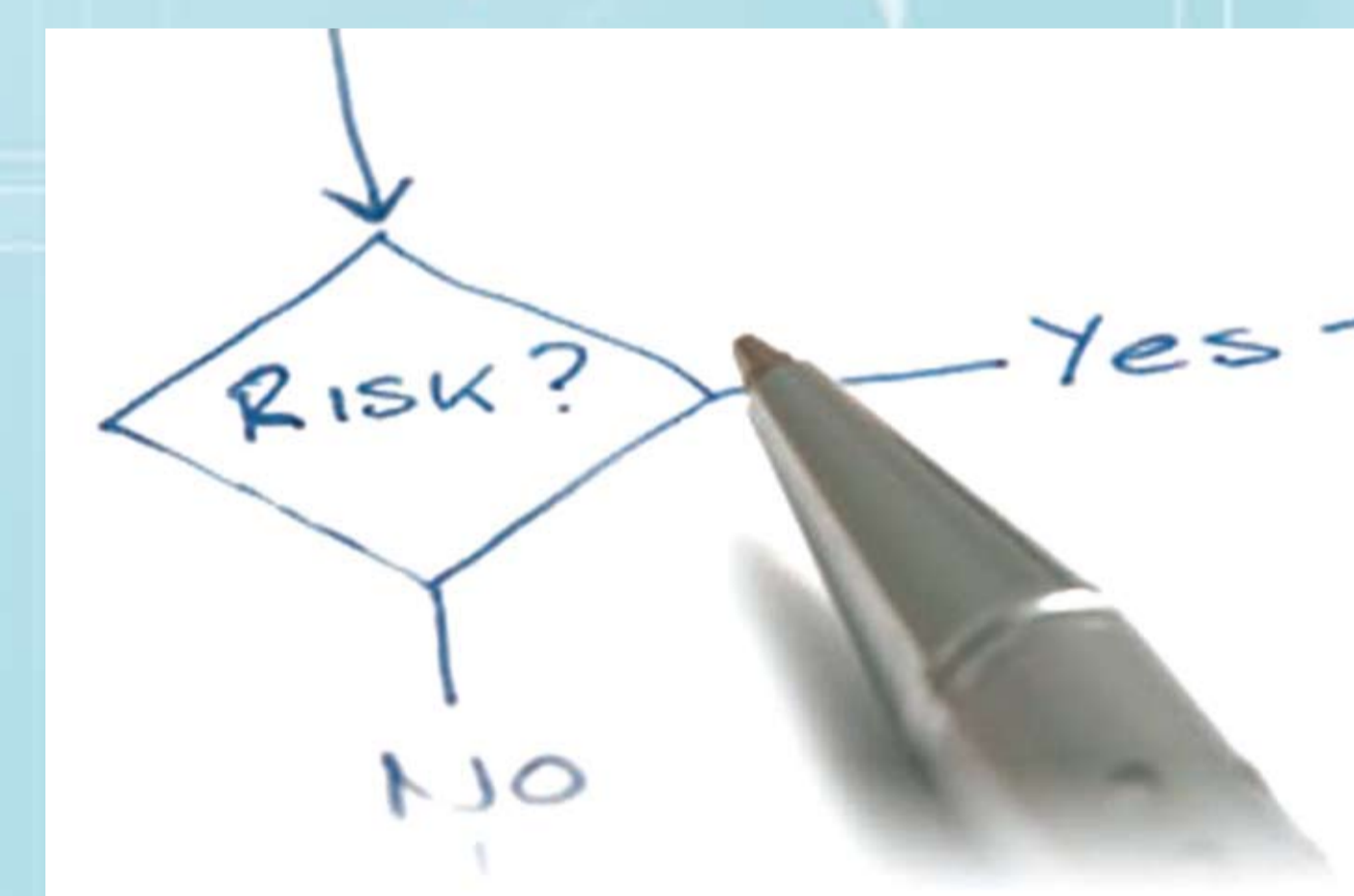
With analysis and interpretation to either direct observations during environmental rounds, compliance inspection, adverse event reports, employee injuries, sentinel event alerts, or indirectly through patient satisfaction feedback, comments from staff at departmental meetings and media broadcasting, planned maintenance and inspection programs can be derived for targeting potential hazards.

(B) Strategic resource allocation

Resource allocation is closely linked between seriousness and importance of the identified risks. With focused vulnerability analysis, proper resources including manpower and financial support can be allocated to high risk areas including accident and emergency department, outpatient building with frequent visiting to minimize the potential hazards incurred.

(C) Self-improvement dimensions

In order to acquire continual improvement for environment and facilities safety, users are encouraged to share changes with other departments that might share similar risk points in multi-departmental meetings. By applying the process consistently across settings, hospitals have a greater chance of safeguarding patients.



Conclusion – A New Way Forward

Facing the increased demand in healthcare services, challenges to hospital facilities and environment becomes a high risk factors for management. Through a strategic facilities assessment, managers can either document the systems already in place to prevent adverse events, or explains how the hospital plans to respond if current mechanisms fail. Besides, prevention, mitigation, response and education to clinical departments are also essential in protecting patient and staff of any potential hazards in hospitals by enhancing the internal capability.



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