



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

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**A CQI program with risk reduction strategies which effectively decreased the occurrence of “change of patient condition during treatment in Physiotherapy Department”**

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**Introduction**

There has been an increase in frequency of sudden changes of patient conditions during treatment in physiotherapy (PT) department of Shatin Hospital. The possible reason was that the conditions of our patients became more acute and frail due to their earlier transfer from Acute Hospital.

**Objectives**

This CQI program was (1) to ensure patient safety when receiving treatment in PT department, and (2) to decrease the “occurrence of change of patient condition during treatment in PT department”.

**Methodology**

Baseline data of “change of patient conditions in PT department” was collected from July to December 2011. 17 patients out of 16,089 patient attendances (0.106%) in PT gymnasium were reported to have change of condition. After conducting Root Cause Analysis, three risk areas were identified. These were (1) patient condition: postural hypotension (8 patients, 47%), (2) patients type: Cardiovascular Accident (CVA) (4 patients, 24%), (3) type of treatment: standing exercise (5 patients, 29%). Several risk reduction measures were implemented.

**Result**

After implementation of the risk reduction measures, such as use of an “updated checklist for screening patient”, “patient labeling” and “routine of checking postural blood pressure for patient with first standing exercise”, only 4 patients out of 9,007 patient attendances (0.044%) in PT gymnasium were reported to have change of condition from April to June 2012. The occurrence rate of “change of patient condition during treatment in PT department” decreased by 58%. Staff opinion survey on this CQI program showed that 71% of the staff agreed or strongly agreed that the program had achieved the prime objectives. This CQI program was effective in decreasing the “occurrence of change of patient condition during treatment in PT department”.