



Service Priorities and Programmes
Electronic Presentations

Convention ID: 340

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Post title: Other(Please specify):, Queen Elizabeth Hospital, KCC

Clinical Incident Management (CIM) Learning Series – Managing adverse events in KCC

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Keywords:

Managing Adverse Events

Continuous learning culture

Education in Quality & Safety

Introduction

Adverse events not only cause physical and psychological harm to patients, but also pose severe stress to healthcare front-line staff. Researchers have indicated the importance of alleviating and releasing the respective stress by equipping them with appropriate knowledge and skills. Since May 2011, the 'Clinical Incident Management Learning Series' in KCC has brought 'light and salt' to our staff who are able to learn from the subject experts in an accessible means.

Objectives

(1)Educate front-line staff with a diversified series of CIM topics through easy-to-reach platforms and (2)equip front-line staff with proper mind/skill sets in managing adverse events.

Methodology

(1)Use of external clinicians, professors, community leaders and internal Head Office and KCC CIM subject experts as CIM speakers, covering conflict resolution, managing patients'/families' expectations, disclosure, media handling skills, human factors, medication safety and etc.. (2)Use of short and customized sessions(around 1.5 hours each) for sharing CIM concepts and their applications. (3)Use of blended training methodologies and multi-media approaches including story telling, incident sharing, group discussion, simulation role plays and interactive question and answer sessions.

Result

(1)Cultivate a continuous learning culture on CIM subjects in our cluster hospitals with positive employee feedbacks. The sharing forums were rated with an average 4.02 score along the 5-point program evaluation scale with 5 rated as the most satisfied. (2)Overcome the accessibility barrier for attending training sessions: since May 2011, 4 learning forums and 1 training workshop have been conducted. A record of over 700 times of attendance (clinical/professional ranks) was reported for 4 sharing forums. (3)Provide a common platform for the HA and non-HA experts to address the CIM

issues together. The expert speakers included university professors, private hospital clinicians, community leaders, HA CCE, HCE, CM, SM and SHM, sharing debatable issues, recommended actions and the way forward. Overall, with enhancing our clinical and professional workforce in mind, the CIM Learning Series turns out to become a driving engine for engaging our speakers and employees in managing adverse events in the workplace together. The former shares their expert knowledge and personal experiences, contributing to the patient safety. The latter cuts short of their learning paths and takes up the challenges of managing adverse events with faith and ease.