



Service Priorities and Programmes
Electronic Presentations

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Enhancing communication on risk alertness within psychiatric department of PWH/SH

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Introduction

Risk is found elsewhere in clinical settings, nevertheless affecting patient or not. It was relied on nursing supervisors to deliver information and necessary awareness to frontline staff previously but more means of information delivery seemed to further enhance communication and discussion on the risk alertness among staff. iSMART of NTEC is so prepared for sharing with all staff on the important learning points on different alerts, but special risks and hot topics in operational guidelines with special learning points can be found in psychiatric settings. Psy Risk Alert is so proposed since 2011.

Objectives

To refresh key issues of hot topics in operational guidelines in psychiatric unit. To alert the learning points from potential risk issues or incidents reported locally or elsewhere.

Methodology

By quarterly published the Psy Risk Alert which endorsed by Q&RM team of psychiatric department, PWH/SH through hard copy and posted onto iHospital with both Chinese and English version, information delivery was believed to be enhanced among staff, including nursing and supporting staff. A survey related to the acknowledgement of the Psy Risk Alert has been done in Jan, 2013 for service evaluation and improvement.

Result

In the survey, we have noticed that over 80% of the nursing staff and supporting staff acknowledged the presence of Psy Risk Alert and they commented that those are all related to their recent risks and operational guidelines in psychiatric department. Moreover, nearly all of the nursing staff noticed the delivery mode of Psy Risk Alert. As it is included both Chinese and English version, all supporting staff appreciated on the understanding on the risk alertness.