



Service Priorities and Programmes
Electronic Presentations

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Patient Safety Walk Round to Enhance Safety Attitude of Staff

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Introduction

Patient Safety Walk Rounds” are specifically designed to overcome the deficiencies of an incident, report-based detection system and also allows administrators to speak directly with staff members who deliver direct care to the patient. This process promotes a free exchange of thoughts and ideas while enhancing a blame-free environment within the organization. Such interaction is fundamental to change the culture of hospitals so that all employees truly believe that safety is a priority and a core institutional value. A Patient Safety Walk Round team was set up in Occupational Therapy Department, Shatin Hospital starting since July 2011. The membership of the walk round team includes representative staff from all different levels in a rotational basis. The walk round was conducted in bi-monthly basis and 7 Safety Walk Rounds and follow up were conducted till July 2012

Objectives

1. To demonstrate leaders commitment to patient safety 2. Identify procedures or processes that could put patients at risk 3. Identify opportunities to improve patient safety and reduce risk 4. Establish lines of communication about patient safety among frontline staff and managers

Methodology

To measure the safety attitude and safe culture change of staff in OT department after the implementation of Patient Safety Walk Round, a Chinese version of Safety Attitude Questionnaire (SAQ-C) was used to measure the teamwork climate, safety climate, job satisfaction, perception of management and working condition of all staff in OT department before the commence of Patient Safety Walk Round and one year after the program. Responses to all questions in SAQ-C were scored on a 5-point scale (1 = disagree strongly, 2 = disagree strongly, 3 = neutral, 4 = agree slightly, 5 = agree strongly). If a staff scored 4 or 5 in a question, he or she was counted to have positive attitude to this question.

Result

A total of 43 out of 46 questionnaires (response rate ~ 93.5%) were collected before Patient Safety Walk Round and a total of 48 out of 48 questionnaires (response rate = 100%) were collected one year after Patient Safety Walk Round. The percentage of

staff in Occupational Therapy Department holding positive attitude increased from 58% to 83% for teamwork climate, increased from 52% to 76% for safety climate, increased from 50% to 80% for job satisfaction, increased from 52% to 85% for perception of management, increased from 37% to 67% for working condition and increased from 50% to 78% for overall 5 SAQ-C dimensions.