



Service Priorities and Programmes
Electronic Presentations

Convention ID: 621

Submitting author: Ms Sharon Ka Lam LEE

Post title: Hospital Administrator II, Prince of Wales Hospital, NTEC

Staff Support as a Primary Focus in Handling of Serious Patient Safety Related Incidents

*Chow KM(1), Dai DLK(1), Wang JML(1), Lee SKL(1), Chan SNW(1), So HY(1)
(1)Patient Relations Service (PR&E), Prince of Wales Hospital, The Chinese University of Hong Kong, Shatin, Hong Kong*

Keywords:

staff support

Introduction

Staff support and handling have been advocated after patient safety incidents. Defining appropriate staff practices should incorporate evidence to balance risk and benefit.

Objectives

To explore feedback from the staff who have been involved in serious patient safety incidents.

Methodology

Hospital-based study with questionnaire survey. We identified 7 cases of serious untoward events (SUE) and 1 case of sentinel event (SE) during a two-year period (2011 to 2012). Staff involved in the incidents will be retrospectively invited for participation of survey. The response will take the form of five-point Likert-type scales.

Result

Items and resources considered to be important might not highly rated by staff actually involved in patient safety incidents. A recent cross-sectional survey in the English NHS Trust asked the patient safety managers to score the support practices for staff (BMJ Qual Saf 2012). The least highly rated forms of support were chaplaincy support, stress management services and personal legal advice, whereas guidance by clinical supervisors and peer support groups were highly rated but not always available. The current study will look at how healthcare professionals, instead of managers, rate the various forms of support (in terms of availability and importance). We believe that our results will help to define the best approach to provide relevant support for staff in the aftermath of serious patient safety incidents.