



Service Priorities and Programmes
Electronic Presentations

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Enhancement program: “Nursing Quality and Risk Management Committee” in Department of Clinical Oncology

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Introduction

Launched from July 2013, the departmental “Nursing Quality and Risk Management Committee” is organized and shared the “CQI /Kaizen Projects, KPI, AIRS and Near Miss Events” quarterly. It focuses on sharing the learning points and raise alertness to the staff within department. The workgroup will issues the meeting minute as “Bulletin” periodically, and distributes to individual area and uploaded to the departmental website for sharing.

Objectives

1. To promote the good practice /projects. 2. To engineer a “Safety Culture with NO blame culture”. 3. To monitor, share the learning points and raise alertness from the “KPI, AIRS and Near Miss Events”.

Methodology

1) Organize the workgroup: - A workgroup is organized and the representatives are coming from different area (includes Day Chemo. Combine Centre, Day Hospice Centre, Oncology ward, Outpatient Clinic, Palliative and Hospice ward) within the department, WMs and DOM as Advisors. 2) Report “CQI /Kaizen Projects, KPI, AIRS and Near Miss Events” quarterly in meeting by individual area: - To share the good practice by “CQI /Kaizen Projects”. - To share the “KPI, AIRS and Near Miss Events”. - To proceed the root causes analysis /share the learning points from “KPI, AIRS and Near Miss Events”. 3) Issue “Bulletin” as meeting minutes: - Prepare and issue the bulletin quarterly as meeting minutes. - To print out as “A3 size” like a poster to draw the attention from the staff, and distribute to individual area for reference. - Upload to departmental website as electronic journal for quick reference.

Result

1) 3 numbers of “Bulletins” has issued after implementation. 2) Some area has changed their KPI after discussion in the meeting, since it is not significant. Also, the

good practice in "Prevention of Pressure Ulcer" has shared among the hospice ward and oncology ward for the quality improvement. 3) Majority of nurses' feedback that they have saw the "Bulletin" thro' hard copies /departmental website. Conclusions: The workgroup is proven effectively in sharing the "Good practice" or "Learning points from the KPI /AIRS and Near Miss Events", majority of nurses responded that they have enhanced the alertness and recognition in clinical practice among department.