



Service Priorities and Programmes
Electronic Presentations

Convention ID: 492

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A Continuous Quality Improvement on the Management of Emergency Delivery in Accident and Emergency Department

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Keywords:

emergency delivery

imminent labor

continuous quality improvement

emergency department

Introduction

In Hong Kong, due to the government policy on maternal service, the prevalence of birth rates (birth on arrival / birth before arrival) in Accident and Emergency Department (AED) has been raised recently. Each unexpected episode imposes a great challenge on emergency staffs, especially on the preparation of emergency delivery material, knowledge and skills of maternal and newborn care, and documentation.

Objectives

The aim of continuous quality improvement (CQI) program is to consolidate a safety practice in managing imminent labor in AED, focus on maternal care, neonatal resuscitation and nursing documentation.

Methodology

Phase 1: we identified and analyzed the problems by using a fishbone diagram. Phase 2: we have developed a number of strategies to tackle the problems. Phase 3: we executed the program by staff motivation, mandatory training and clinical supervision on the compliance with checklist. Phase 4: we evaluated the effectiveness of CQI program by staff feedback, periodical auditing on the compliance rate with checklist and completeness of Emergency Delivery Form.

Result

By using the cause-effect (fishbone) diagram, we found that staffs were not familiar with the emergency delivery procedure, with respect to the necessary equipment, dosage of uterotonic drugs, neonatal resuscitation and incompleteness of documentation on Emergency Delivery Form. In response to these problems, four strategies were implemented – 1) conduct a structured in-house training on the emergency management of imminent labor; 2) brief on the implementation of Emergency Delivery Form; 3) compile a flowchart and checklist for the management of emergency delivery; 4) assemble emergency delivery trolley and neonatal resuscitation trolley. Majority of staff ascertain that this in-house training, the

Emergency Delivery Form and checklist were useful and practical to escalate their confidence and skills in managing imminent labor. The compliance rate with checklist was raised from 77% (pre-training) to 90% (post-training).