



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Driving a safe journey - Safety culture of NTEC NEATS and reduction of IOD over the years**

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**Introduction**

Remarking zero IOD incidents in the NTEC NEATS team of over 70 staff for 10 months since April 2013, a review identifying the contributing factors for reducing IOD is conducted. It is noted that continuous efforts in structured training, environmental risk identification, equipment upgrade and staff engagement lead to the positive results that the safety concept is not only delivered in practice but also ingrained as a culture treasured by staff.

**Objectives**

To remark contributors accounted for reducing IOD in NEATS team and measures for sustaining the safety culture.

**Methodology**

For NEATS operation, IOD are mostly MHO-related. Notably starting 2012, HAHO arranged structure training for NEATS staff. Operational procedures and use of equipment were remarked in details and according training tailored, supplementing the corporate mandatory MHO training. The 3-man team structure starting 2011 was reinforced in 2012 and 2013. Pre-work exercise was further promoted in 2012 with video shows near NEATS depot. Equipment upgrade and reinforcement of using proper tools are important measures to minimize MHO risks exposure. Since 2011, installation of automatic stretcher lifts, increase in use of stair climbers, and reinforcement of using PATSLIDE by fuller provision on vehicles and in handover lobbies enhanced tool application. Preventing driving and portering dangers in rural areas, assessments starting 2012 identified environmental risks of frequented destinations are followed by briefings to alert staff. Staff engagement in safety awareness and practice is promoted as OSH messages and IOD data shared in Team Building Workshops, Staff Forum and NEATS Sub-Committee meetings, where appreciation for staff's efforts was conveyed, with morale continuously built and safety culture treasured. Provision of new jackets for protecting staff in inclement weather during outdoor work in 2012 and 2013 not only builds an image of professionalism but also enhances team solidarity.

**Result**

Even with staff number increased in 2008-2013, IOD rate dropped significantly from 10 % to 3%. In 2013, the average number of IOD sick leave days dropped to 0.15 with no MHO-related cases. For 10 months since April 2013, zero IOD incidents were recorded. Staff shares the pride of clean record while maintaining safety awareness in operation. Continuing the discussed measures, future efforts would include advanced trainings and assessments for MHO, environment and driving techniques for sustaining and furthering the safety culture and practice in the team.