



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Ms Teresa Lai Fong LEUNG

Post title: Occupational Therapist I, Prince of Wales Hospital, NTEC

Continuous Quality Improvement on Patient Workshop Safety in Occupational Therapy

Leung LFT 1, Leung MYV 1, Au LYF

1 Occupational Therapy Department, Prince of Wales Hospital

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Introduction

The Occupational Therapy Department in PWH has been relocated on 18th January, 2012 to a new location. Uncertainties arise on the risk management policy required to promote the safety of staff, patients and other visitors in our new department.

Objectives

The CQI project is aiming at collecting data for potential hazards in workshop area, formulate solutions for the risks identified, and to alert staff on the risk level of different workshop areas. Overall aim is to increase the awareness of staff in risk reduction and prevention, and to reduce the chance for potential risks from occurring in the treatment area for both our staff and patients.

Methodology

A CQI committee was set up aiming at a continuous quality improvement in our service and safety. The workshop safety as one of major aspects for risk management, with the application of the CQI model, the risk factors are being studied especially those relating to in operational procedures and environmental issues that arise in our day to day practice. Data on potential risk and hazards is collected through a survey conducted to 10 supporting staff including OT assistants, PCA II and Workman. Moreover, 50 patients are randomly selected and their opinions in workshop safety are collected through 5 leading questions, and also to 50 patients randomly selected. Besides the survey, the CQI committee also performed a safety inspection to review the data collected in the survey.

Result

After analysis of the data collected by the survey, stratified Risk Areas are identified in Occupational Therapy treatment area as an important indication for different risk level due to the different treatment implemented. Emergency call bell is installed for patient seeking for help; mirrors are installed to enhance patient supervision in blind spot areas behind the pillars. Escort alert identified for patients with cognitive impairment to prevent patients get lost after treatment. Patient safety reminder posted in cognitive rehabilitation room to enhance safety of elderly patients with cognitive impairment.

Training was also provided to staff to increase their alertness in risk management and patient safety. Overall Staff showed increased in awareness in workshop safety, and alertness to maintain supervision for patients' safety in treatment area is greatly improved.