Service Priorities and Programmes

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A CQI program on Reducing Injury-On-Duty (IOD) of Manual Handling Operations (MHO) in the Accident & Emergency Department (AED) of Tuen Mun Hospital (TMH)

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Introduction

Manual handling operation (MHO) is a day in day out process. However, the Injury-On-Duty (IOD) incidents of MHO remains high in the past resulted in loss of manpower on duty and lower staff morale inevitably. Even though target on decreasing IOD rate always makes a headache to manager, it is the time to confront this problem. Therefore, a CQI project on reducing IOD of MHO was set up by a multidisciplinary team including AED, hospital administration and physiotherapy department to promote workplace safety on MHO in AED of TMH.

Objectives

1. To decrease the rate of IOD on MHO by 10% 2. To increase the awareness of workplace safety on MHO in AED of TMH

Methodology

By adopting the Focus, Analyse, Develop and Execute (FADE) cycle, the team identified the problems and solutions as followings: 1. Invited different ranks of staffs to be the Occupational Safety and Health (OSH) ambassadors to promote workplace safety e.g. performing skill demonstration and return demonstration 2. Performed MHO training and Quiz every 18 months 3. Developed an in house assessment checklist on MHO to evaluate staff's performance and skill on MHO 4. Organized OSH slogan competition in February 2014 to raise staff's awareness on OSH among different ranks 5. Designed posters to remind staff on proper gesture of manual handling and utilization of tools when lifting heavy objects 6. Performed environmental

safety round to eliminate the hazards associated with MHO yearly

Result

The number of IOD cases related to MHO and environment-related injuries per 100 full-time equivalents (FTE) was 7.3 and 6.3 in 2013 and 2014 respectively. The overall IOD reduction rate on MHO and environment-related injuries was 15.9% in 2014 compared with 2013. It can be concluded that the CQI project was succeeded in terms of decreased IOD rates and promoted a safe culture in AED of TMH. It does enhance the alertness on how to safely perform MHO among staff and how to prevent of environment-related injuries. In the long run, the safe culture should be upkeep and further identified continuous quality improvement areas to ensure staff safety in our department.