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An innovative program to reduce needle stick injuries in a GOPD setting – Work Safe Behaviour program

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Introduction

Over the past decade, despite ongoing technologic advances in medical devices engineered to reduce risk, there continued to be a large number of occupational needle-stick injuries (NSI) within the healthcare sector in Hong Kong. There were many contributing factors to NSIs such as lack of safety devices, heavy workload & unsafe work practice. An innovative program - work safe behavior (WSB) program was jointly organized by the cluster ergonomics consultation team and a GOPC setting in Kowloon West Cluster, aim at minimizing the risk of NSIs. In addition to the traditional safety inspection, WSB focuses on behavioral analysis of at-risk behaviors during the vene-puncture procedure. By applying different strategies, e.g. three “No”s approach, peer monitoring, targets-setting, continue to correct at-risk behavior and nurture safe work practice.

Objectives

(1)To develop work safe behavior in vene-puncture procedures; (2)To prevent NSIs.

Methodology

From 1 May & 30 Nov 2015, 17 staff (12 Nurses & 5 PCAs) was recruited in Lady Trench GOPC with mean working experiences (7.0+4.0 years). All involved staff was offered safe work practice training in vene-punctures. After the training program, clinic supervisors would provide on-site monitoring to staff so as to provide ongoing feedback on critical at-risk work behavior and practicable solution to correct the unsafe work practice throughout the process. The data using a WSB checklist with clear definition of safety and at-risk behavioral terms was collected between the period of 1 May & 30 Nov 2015 for baseline and until the safety performance in vene-punctures (mean percentage score >90%) was achieved in routine practice.

Result

There was a significant improvement in the safety performance score. The mean baseline score of 64.9% (range 22%-92%) at one-month period before the

commencement of WSB program increased to mean score of 93.5% (range 90%-100%) at six-month time. Moreover the NSIs were reduced from 3 incidents (1-year before the pilot program) to 0 (9-month after the WSB coaching). By adopting a participative approach, the program involved frontlines' participation and immediate feedback & behavioral coaching could be provided timely by supervisors to allow the staff to track the progress against the safety targets regularly, thus, increases the compliance to the recommendation. The result indicated that the program was effective in continuous improvement of the frontlines' safety performance and significantly declined the NSI rate, and hence improving the safety climate of the setting.