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Effective Doctors Response Time Enhancing Safe Clinical Practice

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Introduction

The doctor's response time is often described as the service standard to make health care more efficient. Delays in the response time to calls may cause aggravation to the patient comfort and care. Many circumstances may influence the response time to a call, including heavy workload, individual characteristics of the doctors and nurses, or misinterpretation in the call system. Identification of which factors alter the response time to calls could lead to improvements in the communication system between doctors and nurses.

Objectives

A study was to evaluate doctors' response time from receipt of the first call from nurse regarding patient emergency admission, clinical condition deterioration, violet complaint and jump call system in Department of Surgery. It aimed to ensure safety call system and to alert the risk strategy.

Methodology

The study lasting 2 weeks was conducted in Department yearly from 2013 to 2015. All calls for emergency admission, clinical condition deterioration, violet complaint and jump call were recruited. Modified Early Warning Score (MEWS) was used as the measurement tool to assess doctors' response time according to patient condition. Standard of doctors' response time within surgical department was as follows: (1) less than 60 minutes for emergency admission or violet complaint; (2) less than 30 minutes for MEWS 4 or 5, condition deterioration or jump call; (3) less than 15 minutes for MEWS 6 or above

Result

There were total of 640 clinical observations involved 31 doctors from October 2013 to November 2015. The overall compliance rate for doctors' response call was improved from 89.3% (2013) to 92% (2015). Doctors' response for repeat call compliance rate was enhanced from 82.4% (2013) to 100% (2015). Besides, the ratio of call before midnight (0800 to 23:59) with compliance rate achieved from 87.3% (2013) to 92% (2015). The ratio of call after midnight (00:00 to 07:59) was improved from 91.7% (2013) to 94% (2015). The Chi-square statistic was 0.08. This result

showed doctors response call was not significant different between before midnight and after midnight. Outcome: The call system is effective in department with good communication. Nurses' clear reports are essential to alert doctors' awareness and good response. Besides, it is necessary to emphasize the importance of repeat call and jump call to provide a safety network.