



## Service Priorities and Programmes Electronic Presentations

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### **Communication of Product Safety: in the form they need and when they need**

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#### **Keywords:**

Product Safety

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#### **Introduction**

“Do No Harm To Patients” always comes first to healthcare professionals. But are we aware of the risks of our equipment, tools and materials being used that may cause harm to our patients? “Equipment / Product Safety Alert” for designated officers is a long established mechanism of the HA. But how effective can these messages reach the target users and be effectively implemented in the hospital when affected users and quality team in hospital receive tons of emails including safety notice/advice/alerts of medical and other general products for their necessary arrangement? This paper summaries the enhancement that has been implemented in KWH and WTSH to improve the effectiveness of such risk communication by posting on intranet and setting up of archive with search engine for all the important information designated for clinical use.

#### **Objectives**

Risk communication refers to the exchange of information and establishment of effective dialogue among those assessing, regulating and minimizing risk and those may be affected by the outcome of the risks. It should be available in the form they need and when they need. The effective risk communication would facilitate those affected making right decision. Safety message may focus on the risk of particular brand or model of product, yet such risk could be contributed by factors of product itself or user factors which can be generalized to products of other brand/model or even similar products. Thus, users who are not using the affected product should be informed of the safety messages. It can facilitate them in make right decision, such as review the procedure, enhance the maintenance or include safety feature requirements in equipment replacement. Thus, the safety message was shared and archived on hospital intranet: To assess if the user would have similar risk for immediate attention; To make reference of risks when plan for maintenance or purchase

#### **Methodology**

In the past, Supplies Unit would forward the safety message on to affected users.

Other users who are using other similar products may not receive such message in such a direct way. From September 2015, apart from sending the email to affected user, the message would also be shared on the hospital intranet homepage to catch attention of all potential users. Starting from November 2015, the product safety messages would be archived on the intranet homepage of Supplies Unit.

### **Result**

Posting the product safety messages on intranet, could catch attention of potential users without receiving too much message and making them become insensitive to the safety message. Archiving of the safety message could facilitate the user in better retrieval and enquiry for equipment, product and material purchase planning.

Positive feedbacks from users were received. Risk communication, as part of the corrective and preventive measures to eliminate and reduce patient safety risk, refers to the exchange of information and establishment of effective dialogue among those assessing, regulating and minimizing risk and those may be affected by the outcome of the risks. It should be available in the form they need and when they need. The current enhancement is not yet perfect, we shall keep track of the progress to ensure the overall risk management system in equipment/product safety be regularly reviewed, revised and revived.