



Service Priorities and Programmes Electronic Presentations

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Patients Journey in Queen Mary Hospital – Innovation for Better Wet Floor Management

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Introduction

Hazards of wet floor with the consequence of falls and injuries are one of the challenges faced by hospitals. Different measures to eliminate the risk of slip and fall, especially during wet and rainy season, in the public areas of a hospital have been explored and implemented with variable outcomes. With the collaboration of different disciplines, including Patient Journey Work Group, Occupational Safety and Health Team, Administrative Services Department of Queen Mary Hospital, a standard protocol of wet floor management was implemented aiming at keeping the floor dry in all seasons, and the innovative control measures of application of newly introduced anti-slip material and spotlighting warning signage were adopted.

Objectives

To enhance, from a patient journey angle, the safety of patients, visitors and staff by minimizing the slips, trip and fall hazards related to wet floor of the Hospital.

Methodology

Standard protocol of wet floor management

Floor mats, umbrella stands with umbrella sheaths, blowers were placed in the main hospital entrances. Standard protocol with written guidelines and photographs of the locations were prepared to facilitate the setting up by supporting staff.

Increasing the friction of wet floor

The friction of the floor, reflected by the Coefficient of Friction (COF), was measured by American Slip Meter 825A in designated QMH entrance halls and corridors since April 2016. The COF of both the dry and wet floor were measured before and after the application of the anti-slip material, which was selected according to the criteria of safety to use in hospital setting and durability of the anti-slip effect.

Newly added warning signage with spotlight projection
In view of the suboptimal functionality of the traditional warning signage, a spotlight projection with the message “Beware of Slip” was installed at one of the main entrances of QMH for trial.

Result

After the application of the anti-slip material, the COF of the wet floor improved over 100% while that of the dry floor remained unchanged. The treated floor surface would be qualified as “High-Traction” and present the least fall risk. The overall feedback was positive from the hospital staff. Good comments were received from the officers from the Labour Department and ACHS surveyors.

Conclusion

With the concerted effort from different teams, a safer patient journey and a safer work environment for staff was achieved.