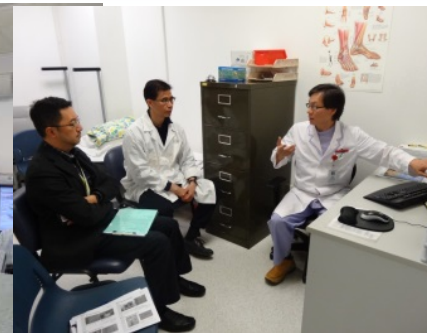


Enhancement of Patient Safety Walk Rounds (PSWRs) in New Territories West Cluster (NTWC)



HA Convention 2018
8 May 2018



Andy KWOK

Manager (Quality & Safety)
Quality & Safety Division
New Territories West Cluster
Hospital Authority, HK





NTWC Patient Safety Walk Rounds (since 2009)



1

Discuss with ward/unit managers



2

Walk around the ward/unit



3

Compile walk round report

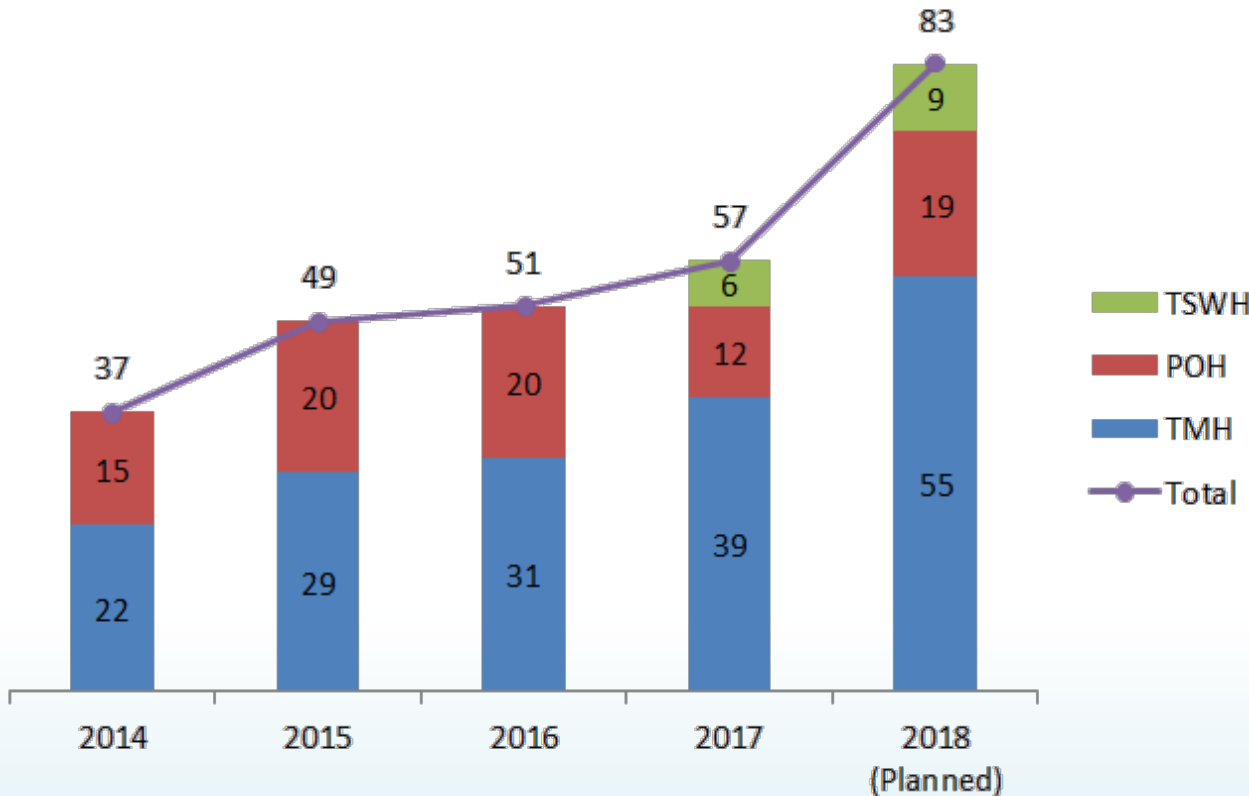
**We continuously strive to improve
the PSWR programme**

A review was conducted in 2016



Revised visiting frequency & locations

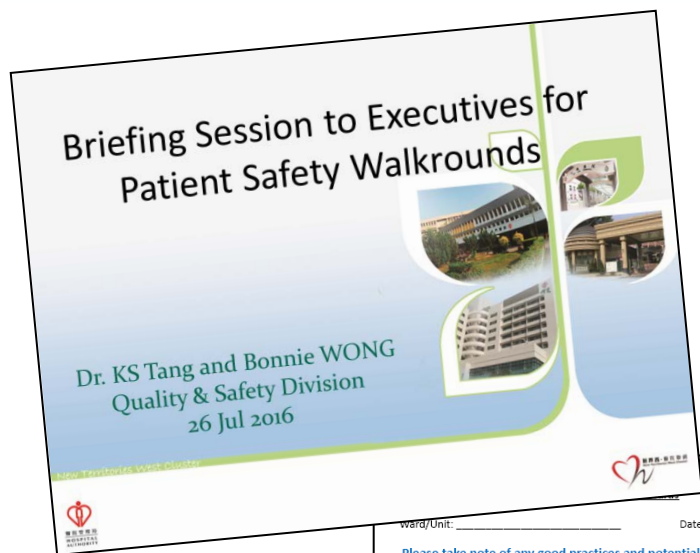
No. of Patient Safety Walkrounds Conducted (2014 - 2018)



Date	Hosp	Departments & Areas
03-Jan-18	Wed	TMH P&AM D7 + D5
05-Jan-18	Fri	POH OT D7 (F) - JN
10-Jan-18	Wed	TMH OT OT2 + OT5
12-Jan-18	Fri	POH Admin NEATS + Waste Management + Foreman Office + LER(LG1)
17-Jan-18	Wed	TMH M&G Rehab R9A + R9B + R9C
19-Jan-18	Fri	TMH Surg/Rehab #7B A&E #2
24-Jan-18	Wed	TMH ONC RT OPD (B/F) + A9 + F4 Day Chemo
26-Jan-18	Fri	POH AH Occup + Pod + Medical Social Work
31-Jan-18	Wed	TMH Pharm RB Pharmacy Store + ACC G/F
02-Feb-18	Fri	POH PATH Lab + Morgue CSSD CSSD
07-Feb-18	Wed	
09-Feb-18	Fri	TSWH M&G Renal Dialysis HIRO Store + Adm/Reg + DDO
14-Feb-18	Wed	
16-Feb-18	Fri	
21-Feb-18	Wed	CNY
23-Feb-18	Fri	
28-Feb-18	Wed	TMH GOPC TMC + TM WNC
02-Mar-18	Fri	TMH Surg Rehab R7B A&E B7
07-Mar-18	Wed	TMH Surg E3 EDU/CEC + F3 DW + F3B
09-Mar-18	Fri	TMH Admin Admissions Offices (MB G/F + RB 2/F + A&E) + DDO (RB 3/F)
14-Mar-18	Wed	TMH Surg M&G Rehab R9A - R9B + R9C
16-Mar-18	Fri	TSWH DR DR (G/F) & Workshop
21-Mar-18	Wed	TMH WPTD IBA (RB 7/F - 11/F) P&O Podiatry RB 7/F
23-Mar-18	Fri	POH HIRO HIRO + DDO + Admission Office (A&E) - Registration Office
28-Mar-18	Wed	TMH A&E A&E (G/F MB) + EMW (Ward C2)
30-Mar-18	Fri	
04-Apr-18	Wed	Easter
06-Apr-18	Fri	
11-Apr-18	Wed	TMH Surg B4 + C4
13-Apr-18	Fri	TMH M&G D10 + T10 + D1
18-Apr-18	Wed	TMH Admin NEATS + Potering Center + Foreman Office + Waste Disposal Area
20-Apr-18	Fri	TMH Speech ACC 7/F + RB 4/F
25-Apr-18	Wed	TMH ACC 3/F (O&G) + 7/F (ENT) + 8/F (SURG)
27-Apr-18	Fri	POH ICU/CCU/NDU 2C ASC EDU
02-May-18	Wed	TMH P&AM C5 + A6 + D6
04-May-18	Fri	TMH DR&NM DR (MB G/F + RB 3/F)
09-May-18	Wed	TMH Admin greencleaning room (WB 4/F) + DR (MB G/F + RB 3/F) CSC
11-May-18	Fri	POH MSW/Surg 35 + 45 + 6C
16-May-18	Wed	TMH DR&NM NM (MB 8/F) + ACC (4/F)
18-May-18	Fri	TSWH Admin NEATS + Waste + Foreman Office + Baby Care Room G/F
23-May-18	Wed	TMH ICH TB ACC 9/F (Staff & FM Clinic)
25-May-18	Fri	POH Infirmery TRP E4+E2+E3
30-May-18	Wed	TMH M&G Rehab R10A + R10B + R10C
01-Jun-18	Fri	TMH Pharm MB (G/F + 9/F Satellite) + SB 4/F
06-Jun-18	Wed	TMH ONC H1 + Hospice Day (MB G/F)
08-Jun-18	Fri	POH M&G (Conv) 7N + 8N M&G 4N
13-Jun-18	Wed	TMH Diet RB 2/F + NFSC (MB 1/F + SB 2/F)
15-Jun-18	Fri	POH AH Physio + #64 + PT/OT Satellite Gym + Hydropool
20-Jun-18	Wed	TMH O&G T7 + C7 + A7
22-Jun-18	Fri	TSWH A&E A&E
27-Jun-18	Wed	TMH Surg A4 + D4
29-Jun-18	Fri	POH M&G 85 + GDH (1/F) Speech Speech Therapy (1/F)
04-Jul-18	Wed	TMH Path Blood Bank + Lab + Mortuary (MB 1/F + SB 2/F)
06-Jul-18	Fri	TSWH SOPD SOPD (1/F) + FMSOC Finance Account Office (1/F)
11-Jul-18	Wed	POH CSTC CSTC SOPD (S) Breast Centre + ENT + EYE (M/F)
11-Jul-18	Wed	TMH M&G (Rehab) R10A + R10B + R10C
13-Jul-18	Fri	TMH PSU E1 PSU ACC 2/F (Blood Taking Centre)
18-Jul-18	Wed	TMH O&T Rehab R11A + R11B + R11C
20-Jul-18	Fri	TSWH AH Physio + Occup + P&O + Medical Social Work
25-Jul-18	Wed	TMH OPH TMEC OC CNS Main Centre (TMEC (S/F))
27-Jul-18	Fri	TMH O&T AS + D3
01-Aug-18	Wed	TMH ACC 9/F (G/F) + 3/F (Rehab) + 4/F (Preventive Screen and Oncology Clinic) + 5/F (M&G (Rehab) + Acc (Lab))
02-Aug-18	Fri	
08-Aug-18	Wed	TMH Surg B2 + C1 CLUVU Supplier + store (Luz) + store
10-Aug-18	Fri	POH Admin FM + EMSD
15-Aug-18	Wed	TMH M&G C9 + D9 + B6
17-Aug-18	Fri	TSWH Path Lab + Mortuary
22-Aug-18	Wed	TMH GOPC YO GOPC + TM CCC DR DR (in GOPC)
24-Aug-18	Fri	POH Pharm Pharm (M/F) Finance Sheriff (M/F)
29-Aug-18	Wed	TMH OT OT3 + D14
31-Aug-18	Fri	POH M&G 5C + 5N
05-Sep-18	Wed	TMH O&T A3 + C3
07-Sep-18	Fri	TMH Finance Shroff (MB G/F + RB 2/F) P&O RB 3/F
12-Sep-18	Wed	TMH M&G DM Centre (RB 7/F) M&G Rehab ERC (RB 3/F) + R7C
14-Sep-18	Fri	TSWH Pharm Pharm (1/F) CSSD CSSD*
19-Sep-18	Wed	
21-Sep-18	Fri	POH DR DR (G/F) + Workshop (LG1) P&O P&O
26-Sep-18	Wed	TMH Occup SB G/F + SB 1/F + RB G/F
28-Sep-18	Fri	POH MSW 3C DW + 2/F DW
03-Oct-18	Wed	TMH Clin Psy Healthly Life Center (SB 4/F) Psy (CAP) E2
05-Oct-18	Fri	POH MSW/O&T DR + G5
10-Oct-18	Wed	TMH GOPC KTC + Y&CC + NFSC + Y&CC
12-Oct-18	Fri	TMH M&G AS + F1 + F2
17-Oct-18	Wed	
19-Oct-18	Fri	POH SOPD (N) FMB/PHC (M/F) SOPD (N) Surg/ Med/ O&T
24-Oct-18	Wed	TMH Admin Linen + Butterfly Bay Laundry
26-Oct-18	Fri	TSWH AH Diet + NFSC + Speech Admin Kitchen
31-Oct-18	Wed	TMH Physio MB G/F + SB G/F + RB 4/F
02-Nov-18	Fri	TMH M&G D10 + R10 + C10
07-Nov-18	Wed	TMH Admin CDC (MB 8/F + RB G/F)
09-Nov-18	Fri	POH M&G 8C + 5S
14-Nov-18	Wed	TMH CC R2 GDH + Home Support + IDSP + CNS Liaison Office (MB G/F)
16-Nov-18	Fri	POH Diet Diet + FNSC Admin Canteen + Kitchen
21-Nov-18	Wed	TMH CSSD CSSD OPH/ENT A2
23-Nov-18	Fri	POH A&E A&E EMW GBWW + 7S
28-Nov-18	Wed	TMH Neuro D2 ICU 8B + 8B
30-Nov-18	Fri	
05-Dec-18	Wed	TMH O&G CS + E1 O&G (SB 1/F)
07-Dec-18	Fri	TMH GOPC TSW CHC + TSW HC
12-Dec-18	Wed	TMH Admin Health Information & Records Admin Kitchen
14-Dec-18	Fri	
19-Dec-18	Wed	
21-Dec-18	Fri	
26-Dec-18	Wed	
28-Dec-18	Fri	

2

Invited middle management to join as walk round executives



> 110 walk round executives (as at 31 Dec 2017)

ward/Unit: _____ Date: _____

Please take note of any good practices and potential risk involved.

- 1. Patient Records / Charts** (2 samples)
 - Fall Assessment (MFS appropriateness) / Nutrition Assessment / Body weight
 - Informed Consent – Abbreviation, fact sheet
- 2. Medication**
 - MAR – Dr’s Code / Drug Allergy labelling
 - Drug Storage (check expiry date of all drugs)
 - Safe Medication Administration
- 3. Handover** –
- 4. Laboratory**
- 5. Physical Restraint** – Application/ observation charting
- 6. Fire safety** – Training Record / Fire Kit/ Backdoor contingency exit / alarm
- 7. Suicide risk** – Bathroom
 - Any cross rails for shower partitions? Are they collapsible type?
 - Any bath tubs? Any ligature-free shower hose?

Suicide risk – Wards

- Are curtain tracks collapsible? Are window blinds operable by rod?
- Are openable windows <10cm?

General Wards

NTWC Patient Safety Walkround
Focus Areas for Out-patient Settings

Clinics: _____ Date: _____

Please take note of any good practices and potential risk involved.

- 1. Patient identification process** – registration
- 2. Care of patient during waiting** – High risk patient identification/ Body weight/ queue system/ Crowd control
- 3. Infection Control** – Fever cohort management, flow of gown up & de-gown
- 4. Cold Chain**
- 5. Medication**
 - Drug storage – fridge (temp. checking record, alarm) + vaccine
- 6. Specimen Handling** – Patient identification, Record, checking of received by lab
- 7. Investigation Reports** – Lab result screening, checking, filing + Print queue arrangement/ Call back system
- 8. Emergency medical assistance (EMA)** – equipment + drills

Out-patient Settings

NTWC Patient Safety Walkrounds
Focus Areas for Non-clinical Areas

Area: _____ Date: _____

Please take note of any good practices and potential risk involved.

- OSH, IOD & workplace violence
- Staff training & education
- Infection control – clean / dirty zone segregation
- Contaminated waste management
- Data management
- Records management
- Access control & security – In & out control
- Fire safety – Training Record / Fire Kit/ Backdoor contingency exit / alarm
- Others (as appropriate to the unit)

Non-clinical Areas

3

Adopted new report template to facilitate discussion

Patient Safety Walk Rounds

Hospital:	TMH
Department(s):	Department of Speech Therapy
Visiting Area(s):	ACC 7/F + RB 4/F
Round Date:	20 April 2018

Executive(s):	<ul style="list-style-type: none"> Mr. Andy KWOK, NTWC M(Q&S) Dr. K M SIN, TMH CON(M&G)
Observer(s):	<ul style="list-style-type: none"> Mr. Kenny LI, NTWC HRM(OSH)
Facilitator(s):	<ul style="list-style-type: none"> Ms. Quinnie LEE, NTWC Officer(Q&S)

Incidents/Near Misses of Past 1 Year (Follow-up)

- Speech Therapy Department staff (both ACC & RB) are regularly reinforced on the workflow of handling patient requiring emergency medical.

Follow-up on Last Walk Round's Recommendations

RB
4/F

Observation:	Photocopies of patient charter were found on the rack.
Recommendation:	Replace the photocopies of patient charter with the ones sent by Q&S.

Up

Good Practices

Observation:	A reminder was posted to remind patients to present the receipt to Speech Therapist to enhance patient identification.
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Areas for Improvement

Observation:	Old version of Patient Charter was displayed.
Recommendation:	Replace the old version Patient Charter with new version.



4

Conducted monthly PSWR meetings and reported to Hospital Management Committees (HMCs) quarterly

Quarterly Report of TMH, POH & TSWH Patient Safety Walk Rounds (PSWRs) (Jan – Apr 2018)

Q&S Division, NTWC

TMH Hospital Management Committee Meeting
26 Apr 2018

TMH (2018 01 24)

Observation:	Baskets with patient notes were hanged in the corridor. <ul style="list-style-type: none">• <u>Security risk</u>: Patients/visitors might get the patient records without permission.• <u>Fall risk</u>: Patients with fall risk could not reach the handrail when walking along the corridor.
Recommendation:	Remove the baskets from the handrail and place the patient note in patient record trolley / nurse station.
Update by NSD:	PO raised for new patient record trolleys and pending delivery. The baskets will be removed once the trolleys are available.





Thank You!

