

# “Enhance Safety Culture by Walking Around” - Integrated Safety Round in General Out-patient Clinics of Hong Kong East Cluster

P.H. CHEUNG<sup>1</sup>, S.Y. HUNG<sup>1</sup>, Kathy Y.H. CHEUNG<sup>1</sup>, Stephanie S.N. WONG<sup>3</sup>, Katherine K.W. NGAI<sup>1</sup>, Yvette W.M. LAI<sup>2</sup>, Carol S.Y. Fan<sup>4</sup>, Wanmie W.M. LEUNG<sup>1</sup>, Marcus M.S. WONG<sup>1</sup>, Michelle M.Y. WONG<sup>1</sup>

1. Department of Family Medicine & Primary Health Care, Hong Kong East Cluster, Hospital Authority
2. Department of Infection Control, Hong Kong East Cluster, Hospital Authority, Hong Kong
3. Department of Facility Management, Hong Kong East Cluster, Hospital Authority, Hong Kong
4. Department of Pharmacy, Hong Kong East Cluster, Hospital Authority, Hong Kong

## Introduction

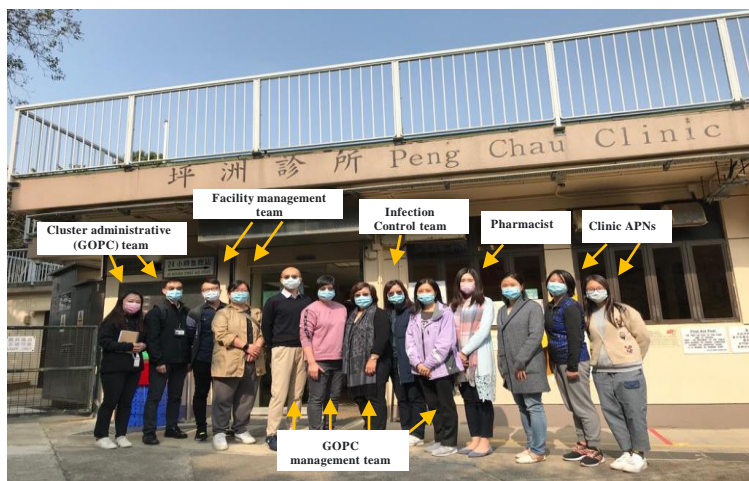
In order to increase the staff awareness on workplace safety and health as well as develop safety culture, the Quality & Safety Committee of Department of FM&PHC /HKEC initiated to conduct Integrated Safety Round (ISR) in 10 General Out-patient Clinics (GOPCs) since 2017.

## Objective

- Ensure a healthy workplace for employees, reduce the likelihood of injury and accidents
- Promote staff awareness of OSH

## Methodology

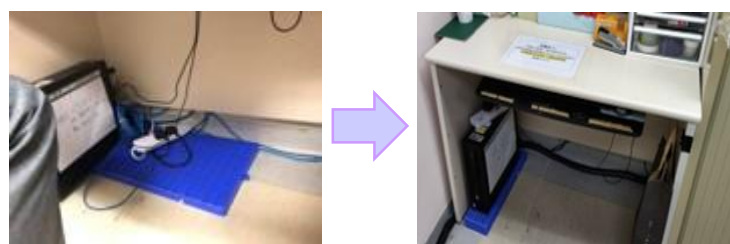
A team of multidisciplinary staff, including doctors, nurses, hospital administrator, Infection Control nurse, Facility Management staff visited 1-2 clinics every 2 months according to pre-set schedule of Integrated Safety Round (ISR) and followed up the improvement measures. Integrated round reports with photos were shared in clinic meetings, Q&S Committee and Department Operational Team meetings to share and align practice in all GOPCs. Patient fall, Injury on duty rate, staff and patients' feedback were closely monitored and reviewed in department meetings.



A team of multidisciplinary staff to conduct the ISR



Team members assessed and identified any risks in clinics - checking the weight labelling in Pharmacy



Risk identified (untidy and dangling cables) with improvement after ISR



Good Practice was shared in department meeting: OSH & ICN folders with eye catching colour-coding for quick identification and increased the work efficiencies.

## Result

1. Risks areas were identified and rectified timely; reports and improvement measures were shared in department meetings
2. Clinic staff actively participated in the safety round, provided feedback and shared good practice among GOPCs
3. Decreased patient fall rate by 47% and IOD rate by 36% from 2016-2021

## Conclusion

Regular multidisciplinary team integrated safety round was very effective to engage frontline staff in promotion of safety culture in workplace. The approach also allowed direct communication and collaboration between frontline and management team for continuous quality improvement. Cross clinic visits would be introduced in 2022 as a tool for staff training and development.