INTRODUCTION
KKH provides services to a diverse population of patients ranging from Neonates to Adult (women). There was no standard practice in the administration of intramuscular (IM) injection. This resulted in different practices that could have compromised patient safety and may have an adverse outcome. A review was done to ensure nurses had a better understanding and a standard protocol to follow in both Women and Children services for the administration of an IM injection after patient's feedback on the difference in practices by nurses.

AIMS
1. Improve the understanding and process by the nurses for the Administration of an IM Injection for the woman services
2. Align the KKH Policy and Procedure (PnP) for Women and Children 'Administration of IM Injection'
3. Develop an educational brochure for nurses to provide a standardized education for all patients and their caregivers.
4. Improve overall patient experience and safety

METHODOLOGY
Based on patient’s feedback, a workgroup was formed. It consisted of one nurse representative each from Pediatrics, Obstetrics, Gynae Oncology, Urgent O&G Clinic and Nurses Development Unit. From the period July 2018 to January 2019, the workgroup members discussed on how to improve and standardize the practice and developed and tested the IM Competency Checklist (Figure 1) and educational brochure for nurses (Figure 2).

Figure 1. IM Competency Checklist

Figure 2. Educational Brochure

FINDINGS
QUESTIONNAIRE
The questionnaire findings; nurses are confident in administering IM injection (Table 1) however they have no standard advice to patients on coping with side-effects and preferred an education leaflet to provide for patients/caregiver.

EDUCATIONAL BROCHURES
After reading the educational brochure, 90% agreed that it was useful and it provided knowledge of practicing a standardized way of Administering IM Injection (Table 2).

RESULTS
Narrative feedback were also obtained from the nurses (Table 3). The information brochure allowed nurses to provide a systematic and standardized education to patients and their caregivers.

Table 3 Narrative Feedback from Staff

“"The pamphlet is helpful and contains essential information for us nurses”.

“The pamphlet provides clear instructions, is informative and short and simple to understand”.

“Its a visual guide on administering an IM injection and also allows us to give proper education to the patients”.

“The pamphlet provides us with the management of side effects, which are well explained with relevant information”.

CONCLUSION
This project has empowered nurses to provide a safe and standard quality care to all patients requiring IM injection, which aligns with our hospital’s target zero preventable harm by 2022. It also helps to build a close collaboration between the nurses from different disciplines to strive toward providing better quality, safe and holistic patient care.