Aim(s)
To identify potential risks and/or risks at Specialist Outpatient Clinics / Centres (SOCs) to prevent harm to patients, caregivers, visitors and staff.

Methodology
Representatives from various Specialist Outpatient Clinics / Centres were nominated and form the Risk Management Team. Monthly, the Risk Management Team conducts Safety Rounds at SOCs to observe and identify risks that may disadvantage patients and stakeholders as well as to look out for improvement opportunities and refinement.

At these safety rounds, the Risk Management Team observes and highlights the best practices and gaps identified to the audited areas for corrective and preventive actions.

Nurse Manager in-charge from the audited area will then share and work with her staff to close the identified gaps. The Risk Management Team will be updated with the actions taken at the respective areas.

Result
Both team members and clinic staffs have benefited from the Safety Rounds:

1. With the Safety Rounds, staffs are more cognisant of the do's and don'ts in processes.
2. Best practices are commended and shared amongst other clinics.
3. Ownership for the actions taken.
4. Teamwork amongst staff.

Conclusion
Specialist Outpatient Clinics / Centres are areas where patients spend most of time waiting to consult doctors and have their routine investigations done. Sometimes minor surgical procedures are being carried out at the consultation or treatment rooms. We are committed to provide safe environment at all times for both our patients and staff.

As such, it is both beneficial and essential to have a team from various areas to assess SOCs to provide feedback from an ‘outsider’s perspective’ and identify ‘blind spots’ objectively.

Together with the hospital, the Risk Management Team will work closely with the stakeholders to review and improve our SOCs and work towards ZERO preventable harm by year 2022.

Future Works
The Safety Rounds will go on.

Improvement Opportunities
- Brown stains removed from ceiling walls
- Ventilator dusty – attended by Facilities
- Cracked light fixture attended by Facilities
- Dust trapped in pamphlet holder cleaned by housekeeper
- Rubbish found at gap of patient’s couch removed
- Wobbly chair condemned
- Stained mirror in toilet replaced
- Ink marks on canvas removed
- Over stocking of supplies adjusted
- Patient’s label found in the pocket behind wheelchair removed.
- Unkempt stickers on CPOE printer removed
- Disposed and replaced with a new bottle

Good Practices
- Good practice of a neat pantry cupboard
- Good practice of a special holder for daily cleaning tools
- Good practice of a practical design and utilizing of space to conceal wires
- Instruments are packed and sterilized individually
- Date is indicated on gauze that covers over oxygen outlet and suction inlet