

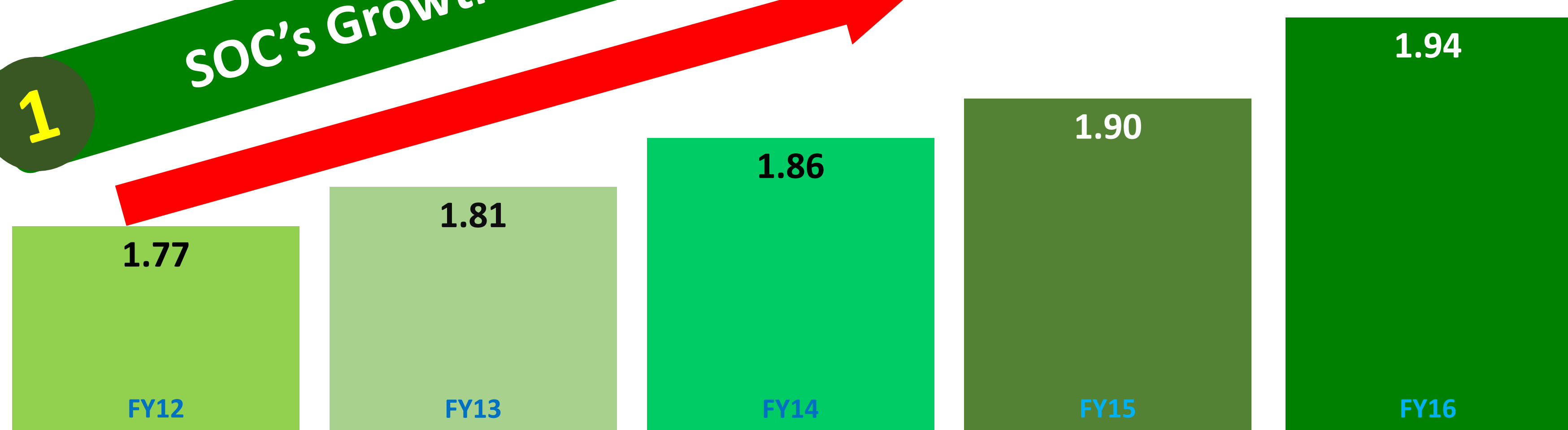


**Singapore Healthcare Management 2017**

Charina Khoo, Singapore General Hospital, Specialist Outpatient Clinics

## Fire Safety – Your Efforts & Mine, Making Patient Safety A Daily Episode

### 1 SOC's Growth with Challenge



In April 2015, SingHealth Specialist Outpatient Clinic (SOC) Task Force, conducted a patient survey concurrent with staff and it highlighted key concerns by staff amidst growing SOC Attendances.

The survey reflected **SOC Attendances** (in millions) increasing an average of about 4-5 per cent annually. This steered a sense of being overwhelmed, purported pressurized ground resources; and challenged facilitation of deliveries. Staff's learning curve and execution duties and responsibilities in a confident and strategic manner are also challenged by the amount of information that they need to configure; and collate at any one time; coupled too, with rising Patients' expectations.



Government agencies have also warned and recognised the multi-dimension threats our shores faces today. As such, the burden of having public servants ready for expected civil emergencies is crucial.

### 2 Voices from the Heart

- In these last 2 years, SOC clinics and centres have been undergoing refurbishment and renovations
- One of the key expressed Staff reservation is difficulty in remembering where to access the many emergencies workflows for the different Emergency Preparedness situations Expressed Reservations :

- ✓ Who is expecting me to share this information?
- ✓ What information must I know?
- ✓ Where can I get the information from?
- ✓ How can I ensure that the information I have is relevant and accurate?
- ✓ When will be an appropriate time to reference it?
- ✓ Why is it important to have it right?

- SOC staff are frequently rotated for clinic /centre operations coverage.
- Operationally, Fire Safety Management and Fire Evacuation are core knowledge that staff are expected to be proficient in. Information includes evacuation routes, roles & responsibilities, assembly areas, equipment stations; reports and Clinic Grab Bag maintenance.



### 3 Methods of Old



- Isolated files of information locked away on someone's isolated desktop
- Frequent additional changes to workflow due to situational evolution
- Struggle to remember the frequent change of personnel due to staff turn-over.
- Responsible staff struggle to remember the many different aspects of information to collate and facilitate.

### 4 Access with Confidence

- Design and conceptualized specific Fire Safety Management workbook featuring specific information and operations to address fire outbreaks.
- The workbook configures different elements of resources and workflows, including work-areas and action sought of each activity.
- Information is shared in a clear and simple language; but also kept comprehensive to **prioritise efforts, and focus the respective roles** of each participant.
- It executes the role of a **silent motivator** to everyone involved and becomes a transparent of armour of confidence to staff and to patients as they witness the smooth execution of roles undertaken by each staff.
- This online version of a workbook is a simple, and cost-effective tool that pools critical details and resources to a glance; augments content to a convenient reference tool in critical times.



## Conclusion

- Express confident actions provide an all-encompassing effort that exhilarates and motivates everyone to command the right attitude in Fire Safety Management and this is especially important as it reduces panic around, there-by reducing the possibility of casualties in public setting.
- Staff confidence of directing patients in such challenging circumstances is evident such materials for training is easily available without time and access limitation.
- Patients also become tolerant to unforeseen short-comings and inadvertently become more accommodative and more attune to taking instructions from unknown authorities.
- Staff confidence is boosted with the above mentioned and engagement is more focus with execution of high level patient safety delivered.