



A Collaborative Approach to Achieve Zero Preventable Harms for Our Patients

Singapore Healthcare Management 2017

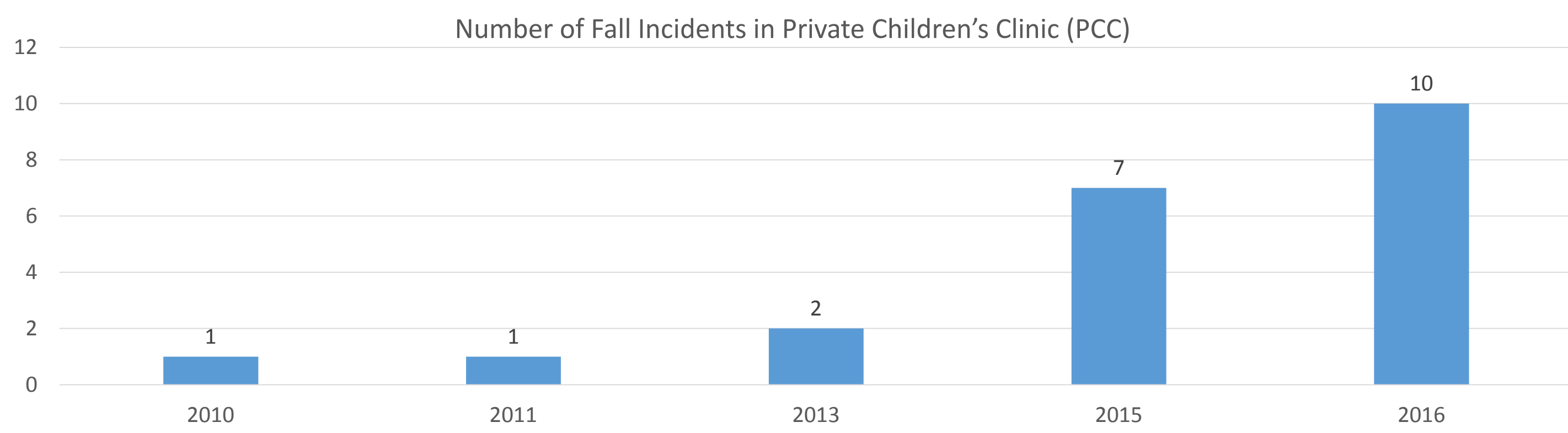
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Introduction:

Private Children's Clinic (PCC) comprises of six paediatric sub-specialities which serve patients from neonatal to children below 16 years old. Toddlers at the age of 2 to 5 years old are observed to be more prone to fall as they started learning to walk and exploring new things. Parents are often seen to be on their mobile phones and do not pay attention to their child which most of the time resulting in fall with injuries such as bumps, bruise, cuts and etc.

Falls with injuries in an ambulatory setting is of great concern to the hospital. Despite existing assessment of children for falls risk at registration counter, there is an increase of fall incidents in children below 5 years old who are accompanied by parents at the Private Children's Clinic.

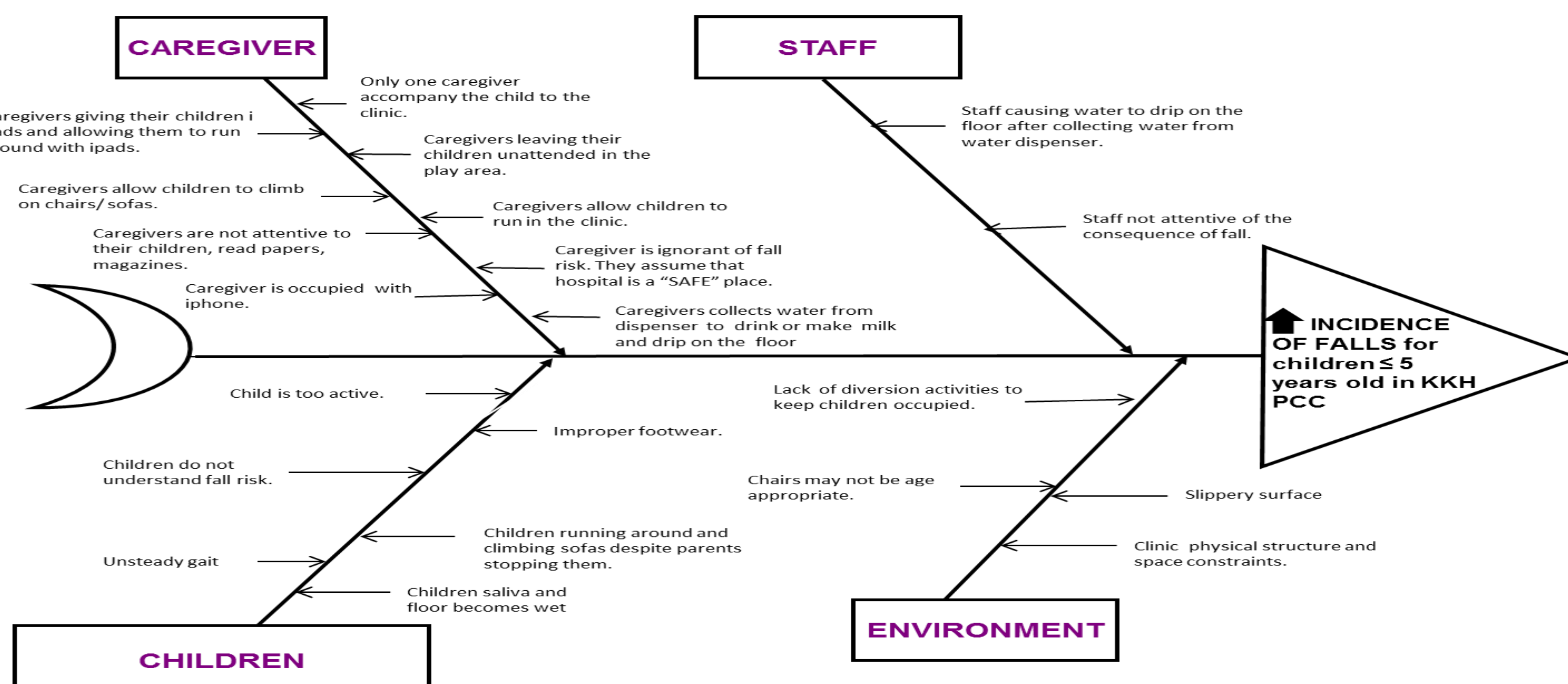


Aims:

This project aim to achieve ZERO fall incident for children below 5 years old in Private Children's Clinic in KKH within 6 months, this is also align with KKH target to achieve Zero Harm goal by year 2023.

Analysis:

Cause and Effect Diagram was used to look at areas that could potentially lead to patients' falls, in the aspects of caregivers, staff, patient and environment. Our team further analyze the root causes identified with the actual incident reported in our Risk Management System (RMS) to validate the common type of falls, location of falls and plot into a Pareto Chart to tackle the vital few.



Methodologies:

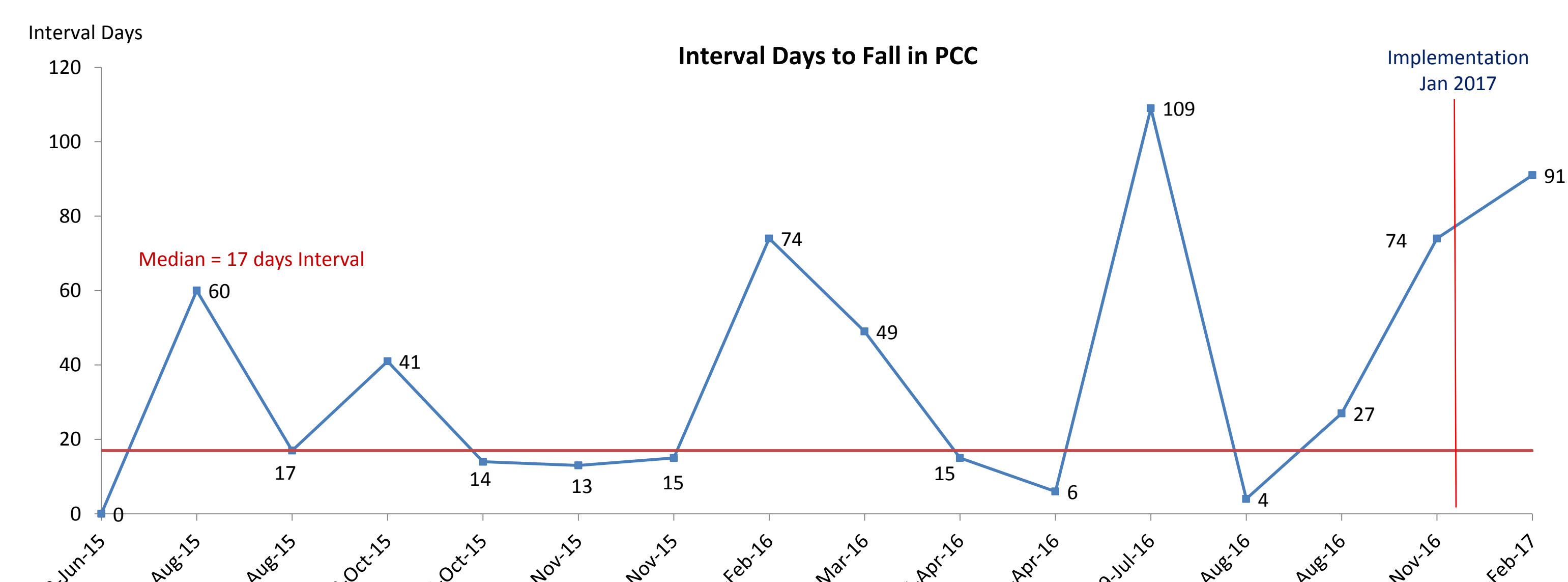
As the data has suggested that the main contributing factors of fall are children running around and parent's ignorance, hence our team has decided to make fall risk reminder slip by including a picture with short note to alert parents/caregivers on fall risk as well as educate clinic staff on the awareness and communicate the slip reminder intervention.

The friendly reminder slips were printed and counter staff were briefed to screen children for risk of fall and issue the reminder slip to each child's parent upon registration at the counter and provide explanation on the purpose of the slip.

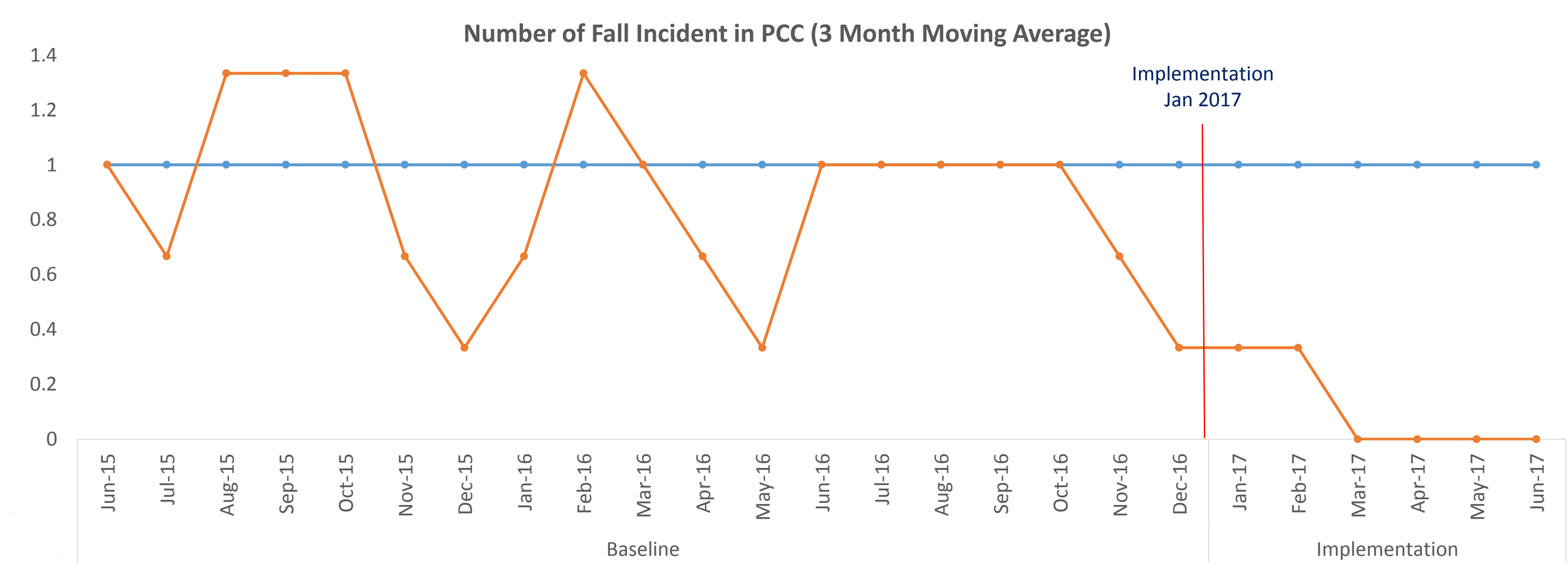
In order to find out the effectiveness of the slip, we also conducted interviews with 13 parents. 9 parents who received the reminder slip, 8 of them said that the reminders slips were effective and only 1 parent said that it's not effective as she would know how to care for her child. 4 parents said that reminders slips were not given but when we explained about the purpose of the reminder slips, they agree that it would be helpful. Counter staff were reinforced again on the new practice to provide and explain about the reminder slip.

Results:

We have tracked the interval Days to Fall in PCC from 2015 and the baseline for fall interval is 17 days. After implementation in January 2017 and there was 91 days with no fall reported. However on 10 Feb 17 there was a reported fall incident. We had made a courtesy call to parent of this child and found out that the reminder slip was given together with other information slips, but counter staff didn't explain to the parent on the purpose. Staff feedback that during peak hours when the registration counter was busy, they might have missed communicate the reminder message to parents. Team stressed the importance of explaining the purpose of the message on the reminder slip to counter staff and also decided to print reminder slips on yellow-coloured paper to attract parents'/caregivers' attention.



Till June 2017, there is no fall incident reported for 136 days interval from the last incident, the 3 month moving average has also shown a significant reduction from average of 1 fall incident to 0 thus far. However, our team understands that it's not an easy task to sustain zero incident as some of the falls are often associated with parents' carelessness which is not preventable by the staff and patient.

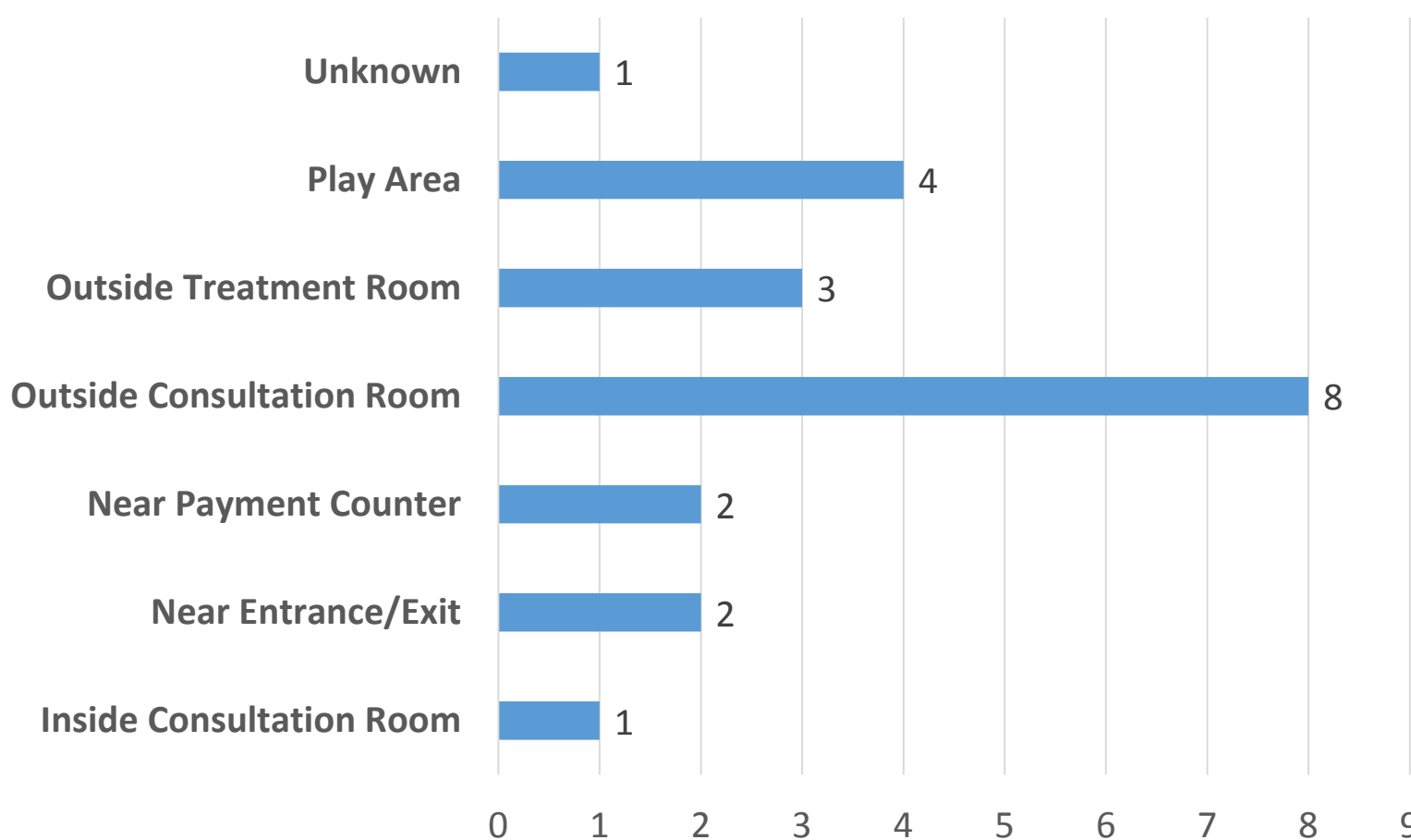


Conclusion:

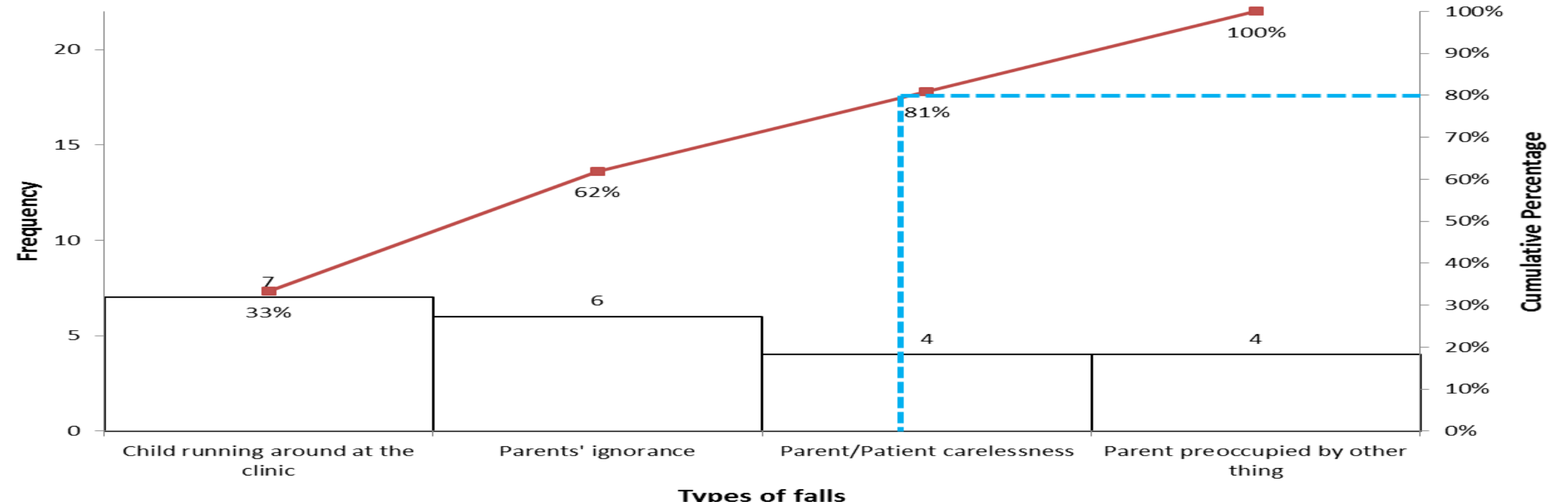
The reminder slip is a simple solution but the initiation of this project strengthen the teamwork of all staff in the clinic and the collaboration with all the stakeholders is key to succeed in preventing fall. Everyone needs to play a role in speaking up for patient safety diligently as well as constantly identifying and mitigate potential risk to achieve Zero preventable harm.

Regardless how safe we make our clinic environment, the activity level of children may still be the contributing factors for fall incidences. Thus, it is important to engage and partner our patients and caregivers in our project to build a safety culture.

Number of Falls by Location in the Clinic



Pareto Chart - Type of falls in Risk Management System (RMS)



To find out if the clinic setting is the contributing factors that lead to children falls, our team conducted a survey to 8 caregivers to seek for their inputs, however all of them responded that the clinic environment is generally safe and they do not think that there is any area in the clinic that is prone to fall.

Researches were also done by inviting one of KKH paediatric clinic who had successfully reduced falls significantly to share with us on the solutions they have implemented, as well as research on other organisations of the same context to look for best solutions that we could adopt to resolve the issues.

4 years old.

We are conducting a short survey to find out if there are any areas in our clinic environment that we can further improve/enhance in order to provide a safer and better place for all our little patients.

Registration/payment ctr area	1	2	3	4	5
Kids Friendliness (Activities that can occupy children while waiting)	1	2	3	4	5
Safety (Slips, Trips and Falls)	1	2	3	4	5
Any suggestion on how we can further improve on the above?					
Are there any activities / areas that currently we have are child friendly and you wish to see more?					
↑ applies to areas. TO give sweets					
Outside consultation room	1	2	3	4	5
Kids Friendliness (Activities that can occupy children while waiting)	1	2	3	4	5
Safety (Slips, Trips and Falls)	1	2	3	4	5
Any suggestion on how we can further improve on the above?					
Books with pages (not torn off)					
Are there any activities / areas that currently we have are child friendly and you wish to see more?					
Happy with current situation					