

## 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 SOC's 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 / Centre 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 SOC's 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 SOC's and work towards ZERO preventable harm by year 2022.

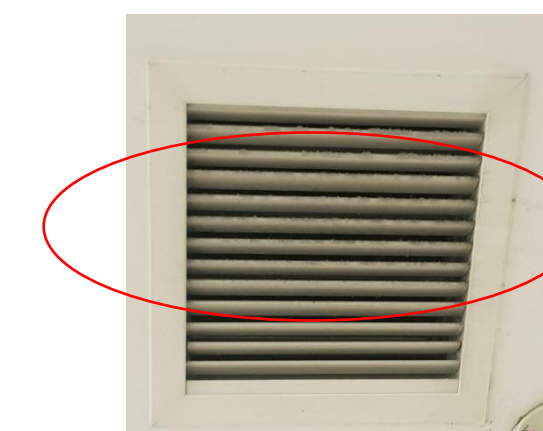
## Future Works

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



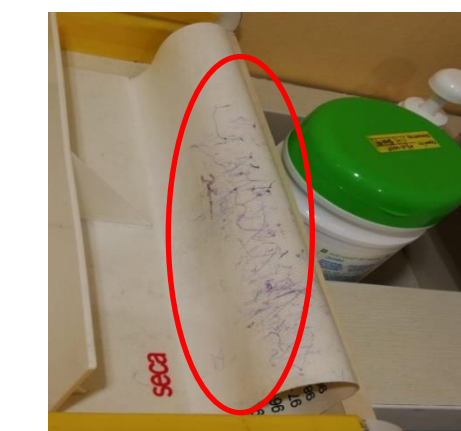
Rubbish found at gap of patient's couch removed



Wobbly chair condemned



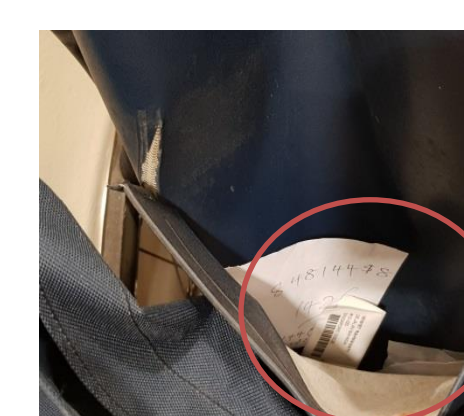
Stained mirror in toilet replaced



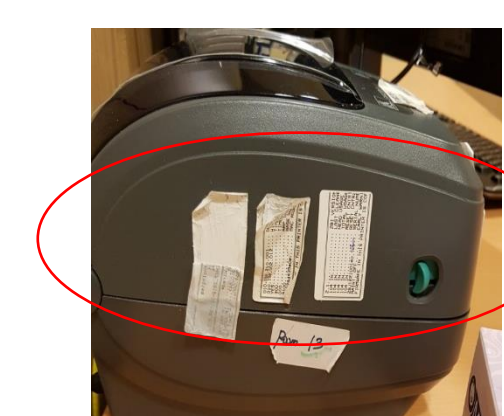
Ink marks on canvas removed



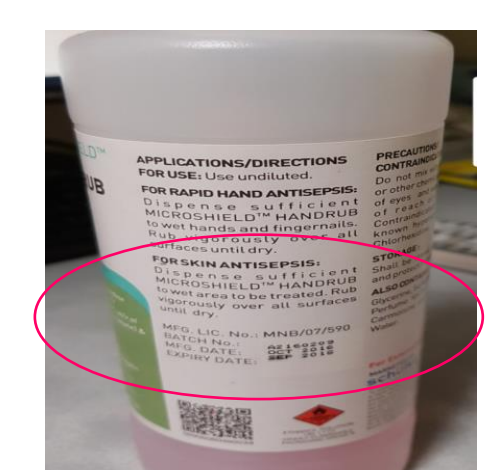
Over stocking of supplies adjusted



Patient's label found in the pocket behind wheel chair removed.



Unkempt stickers on CPOE printer removed



Disposed and replaced with a new bottle

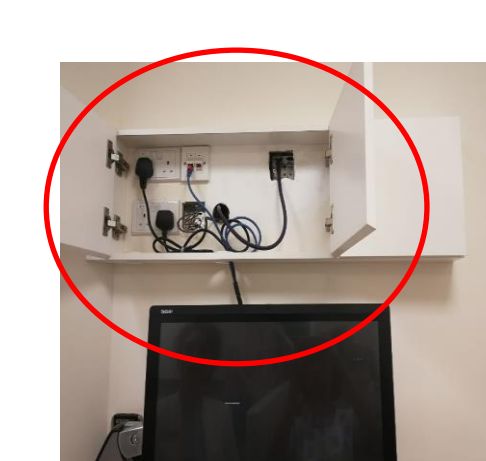
## Good Practices



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