



Patient Safety & Quality Symposium (PSQS)

Promoting a strong safety and quality improvement culture through increasing staff participation in patient safety and quality activities in KKH

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Introduction

Prior to 2014, a 5 day Quality Fest (QF) was organized annually to allow our staff to learn the state-of-the-art knowledge, transfer experiences and exchange practices that relates to Patient Safety and Quality Improvement in Healthcare.

Problems

As the different activities in the event were organised by various committee on different days, we faced the following challenges:

- Low clinician participation
- Lack of awareness/ activities to draw crowd
- Irrelevancy of topics
- Wastage of resources in repetitive daily manning of event

Patient Safety & Quality Symposium

A multi-disciplinary team was formed to organize KKH 1st Patient Safety and Quality Symposium (PSQS) on 15 August 2014.

External speakers were invited to speak on topics surrounding the theme- 'Fostering Partnership in Enhancing Patient Safety'. It includes:

- Leadership towards patient safety
- Relationship between litigation and interpersonal skills
- Human factors in healthcare settings

Aims of the event:

- Increase clinicians' participation by seeking buy-ins from Senior Management and Medical HODs
- Increase overall participation by engaging staff in pre-event and onsite activities
- Build a network of collaboration for the working committee to ensure relevancy of the topics
- Reducing the unnecessary resources wastage, lower operational costs
- To create a platform for internal stakeholders – Nursing and Residents to share and showcase their innovative project and journey on patient safety

Methodology

The multidisciplinary project team members were strategically chosen, and it includes:

1. Medical Affairs Executives
2. Patient Safety Officers
3. The Joint Commission International (JCI) Executives
4. Risk Management Executives
5. Quality Improvement Executive
6. KKH Campus Director of Patient Safety & Clinical Quality department (PSCQ), former Division Chairman of O&G
7. Deputy Campus Director PSCQ, former Deputy Director in Nursing



The event targeted at a wide variety of speciality areas ranging from Obstetrics & Gynaecology, Paediatrics and their subspecialties, Clinical Support Services and Allied Health Services. To further encourage participation, the committee has also planned a series of activities before and during the event, such as:

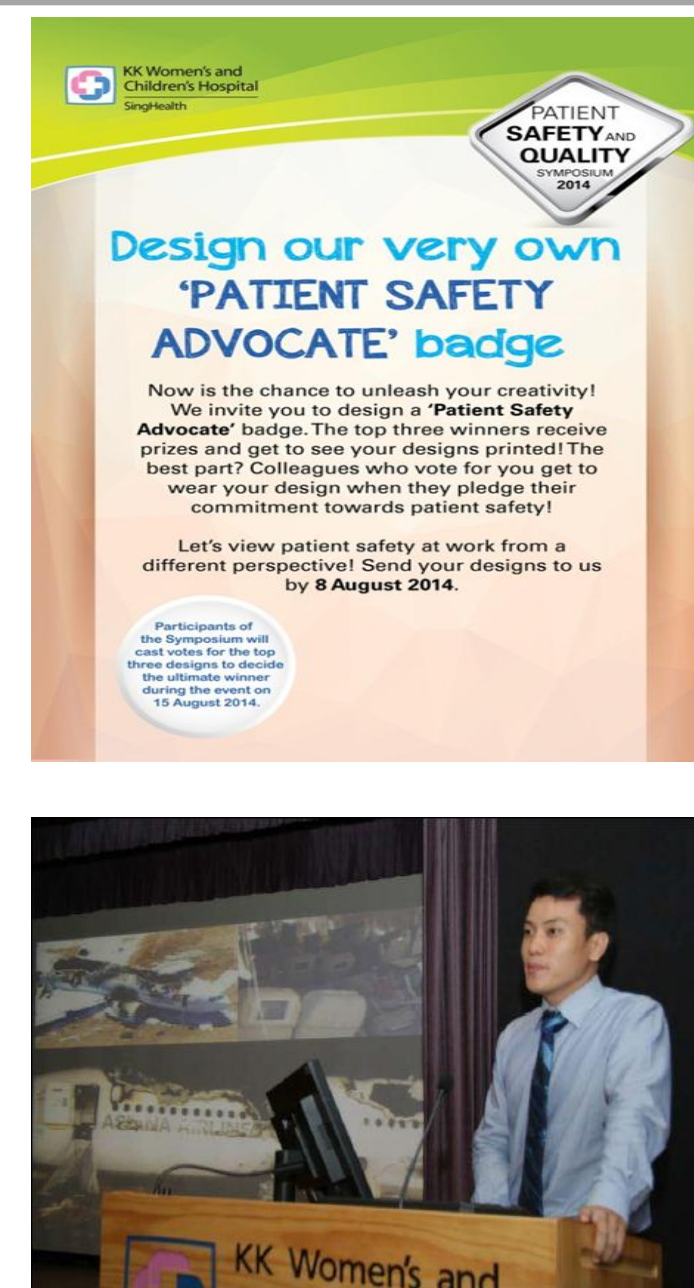
- Poster competition – To encourage all Singhealth to attend and showcase their patient safety-related initiatives and share the best practices
- "Design our very own Patient Safety Advocate badge" contest – To create awareness of the event by engaging staff to take part in the fun activities.
- Pledging Booth for 'Patient Safety Advocate' – To garner more patient safety champions and at the same time giving them the privilege to vote and wear the best designed badge
- Oral presentation for poster winners



Event Posters, Call for abstracts, Panel Discussion, Poster Competition Display

The Chairman of Medical Board was in full support of this event, and had given the directive to close the elective theatres and clinic, so as to encourage the clinicians' attendance.

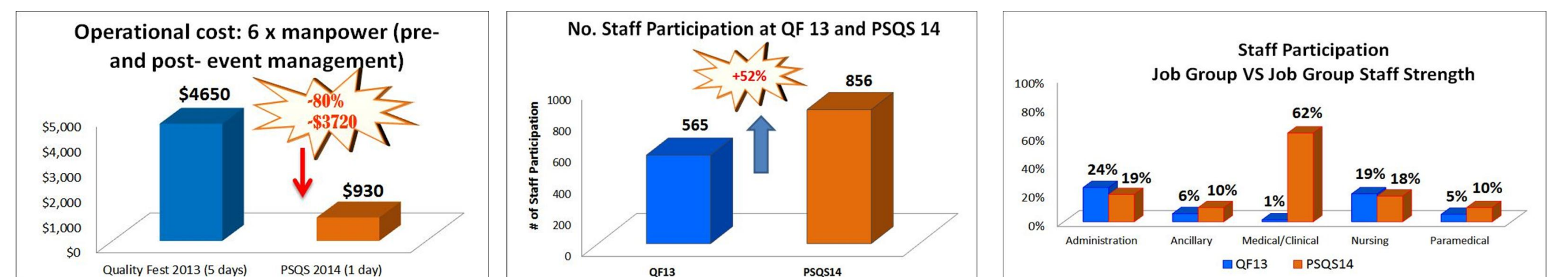
The team has also worked closely with the Division Chairmen and managers, and shared the program at the various meeting platform such as Executive Committee (EXCO), Medical Board, CEO-CMB Forum and Divisional Meetings to encourage staff participation.



Event Programme, Patient Advocate Badge Competition, Presentation on Human Factors in Healthcare Setting, Patient Safety Pledge Booth

Results

The project has achieved an 80% cost saving on operational cost as the short sessions throughout the 5 days has been combined into 1 full day event.



Results on operational cost savings, and staff participation

There was an increase of about 45 folds of clinician's participation (QF13=6 → PSQS=274 participants) and 52% of overall participation as compared to Quality Fest in 2013.

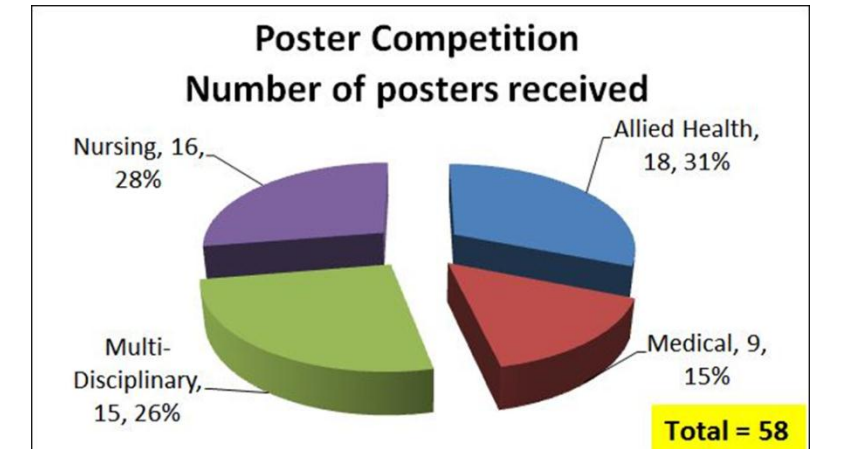
KKH Patient Safety & Quality Symposium 2014										
Evaluation Report for (AM) Session										
Date: 15 August 2014										
Section 1: The presentation has provided me with up-to-date methodologies in professional engagement which I can use in the course of my daily work.										
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree					
	(1)	(2)	(3)	(4)	(5)	Total	Mean			
a) Professionalism for the 21 st Century - embracing the science of reliability (Dr Mien, Clinical Medical Director, Cognitive Institute)	0	2	6	30	25	63	4.24			
b) Risk Management: Relationship between Litigation and Interpersonal Skills (Ms Kuan Boon Theng, Director, Legal Clinic LLC)	0	1	3	30	32	66	4.41			
c) Panel Discussion & FAQ - Fostering Partnership & Empowering Individual	0	1	7	30	27	65	4.28			
Effectiveness of the presentation	86.2%					4.31				
Section 2: The symposium provided an effective platform:										
a) To understand the importance of improving the quality of patient's care	1	1	3	39	29	73	4.29			
b) To identify the risks that may occur in your daily work	1	1	2	40	29	73	4.30			
Effectiveness of the symposium	85.8%					4.29				

KKH Patient Safety & Quality Symposium 2014										
Evaluation Report for (PM) Session										
Date: 15 August 2014										
Section 1: The presentation has given me a clearer understanding on patient safety, and identifying possible gaps for improvement in my daily work.										
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree					
	(1)	(2)	(3)	(4)	(5)	Total	Mean			
a) Identifying Core Blood Identification (Benevise, Director, Tan Li-Ching, Nurse, Delivery Suite)	0	0	1	23	3	27	4.07			
b) Hand Hygiene in a Multi-Disciplinary Paediatric Ward Setting (Benevise, Manager, Theatre (theatre, Ward 50))	0	0	4	21	3	28	3.96			
c) Human Factors in Healthcare - Background, Foreground & Foreseeable Future (Dr Henry Loo Kai Choo & Dr Ng Zheng Yuan, Residents)	0	1	0	26	12	39	4.26			
d) How does IPSC relate to Residents? (Dr Henry Loo Kai Choo & Dr Ng Zheng Yuan, Residents)	0	1	3	19	6	27	4.11			
e) Outcome in the Context: Diffusion of Individual Quality & Safety Innovations in Hospital (Dr Chai Fong Chee, Deputy Director, Health Innovation, Academic Clinical Program, IMBC)	0	1	1	22	6	30	4.10			
Effectiveness of the presentation	82.0%					4.10				
Section 2: The symposium provided an effective platform:										
a) To understand the importance of interventional Patient Safety Goals	1	0	5	23	6	35	3.94			
b) To identify the risks that may occur in your daily work	1	0	4	27	4	36	3.92			
Effectiveness of the symposium	78.4%					3.93				

Survey Results

From the collected survey results, the symposium has achieved more than 83% rating on relevancy and effectiveness of the presentation.

58 posters were received for the poster competition, in which 2 entries were received from Singhealth Polyclinic (1 – Allied Health, 1 – Nursing).



As 'KKH Patient Safety Advocate' is an ongoing campaign in the hospital, there are more than 2400 staff who signed up and committed be to an advocate till date. This group of individual are actively engaged in hospital patient safety activities and play a part in championing patient safety in their own department.

Conclusion

There was a huge turnout and positive feedbacks were received from the event. Moving forward, PSQS will be a biennial event and Patient Safety and Quality topics will be included as part of the Annual Scientific Meeting program.

This project not only helped us to strengthen the culture of Patient Safety and Quality but it has also fostered a greater sense of camaraderie within the stakeholders and strived towards KKH FY14 Strategic Objectives - Promoting Learning & Growth among our staff and enhancing Patient Safety.

During JCI recertification in October 2014, the surveyors have commended on our efforts in driving and promoting the culture of safety and quality improvement in our hospital.

KKH and Cognitive Institute are currently in collaboration to work on strong establishment and commitment to Safety and Reliability. This will enable the Hospital to work together with healthcare organizations across the Asia Pacific - sharing resources and best practices across the sector, which helps KKH drive a higher quantum leap in delivery of safer and reliable healthcare.



Collaboration between KKH and Cognitive Institute, Winner of KKH 'Patient Safety Advocate' Design Competition, Patient Safety Pledge

Most of all, we hope that this biennial event will aid our staff to improve their knowledge, skills, and abilities in enhancing patient care and experience because we put "Patient At the Heart of All We Do."