



Singapore Healthcare Management 2016

A proactive approach in enhancing patient safety in the clinic setting



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Aims

- ❖ To ensure a safe patient environment throughout
- ❖ To provide accountability for patient safety

Methodology

- ❖ Safety Champions conduct Patients' Safety Walkabout to audit the clinic environment to identify and mitigate potential risks to enhance patient safety
- ❖ Embark on areas for improvement by incorporating patient safety initiatives into all services based on the feedback from Safety Champions
- ❖ Educate staff to identifying potential risk to safeguard patient from preventable harm through reporting and sharing of patient safety issues
- ❖ Share best practices across the clinics to promote learning to enhance patient safety

Conclusion

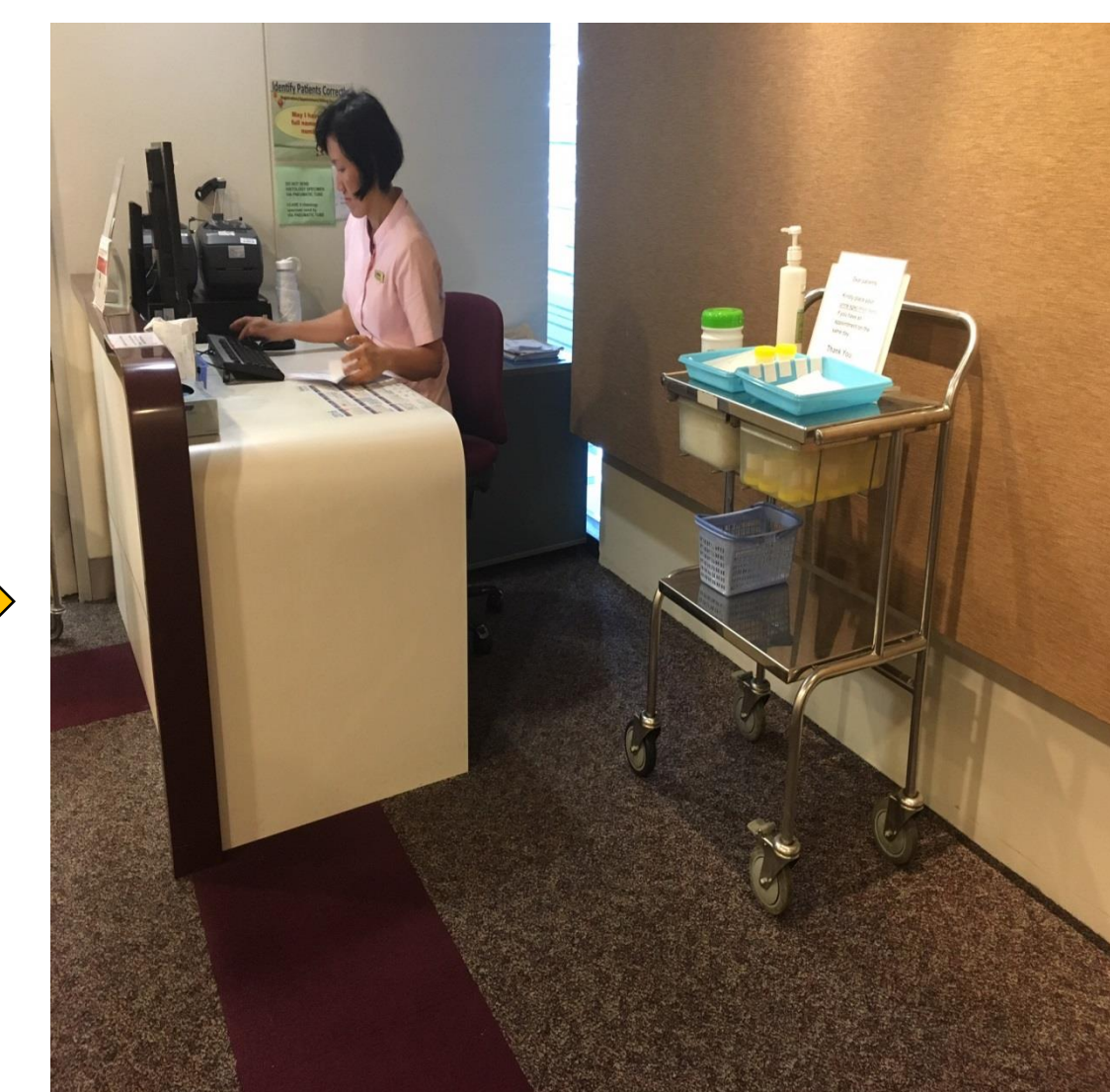
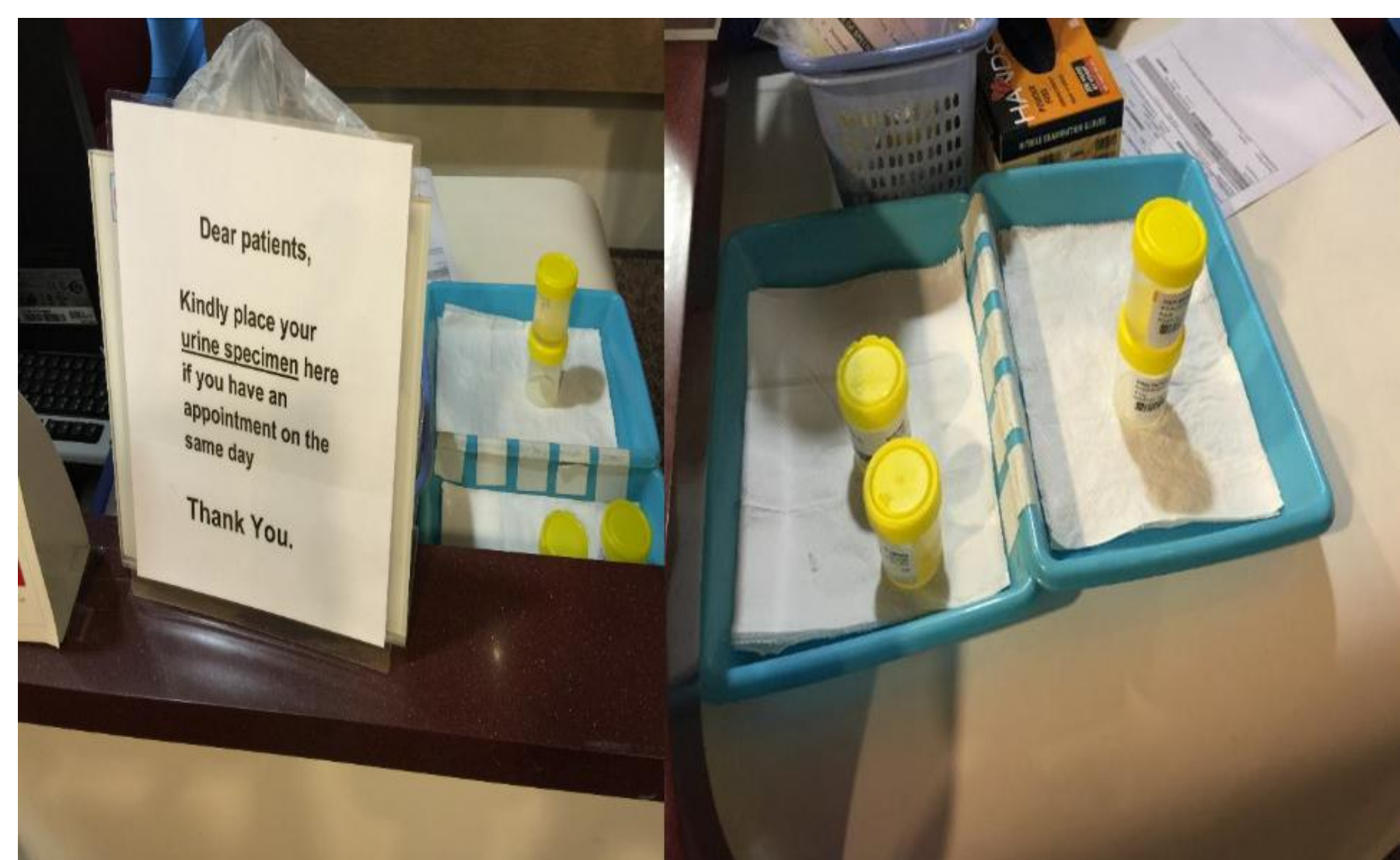
The team felt that the Patients' Safety Walkabout by Safety Champions has effectively eliminated potential risks through improving the processes

The walkabout also helped to promote and spread the safety culture by creating awareness among healthcare providers. This made them realised that many of the potential risks were actually preventable

This is also aligned to our SingHealth's objective of



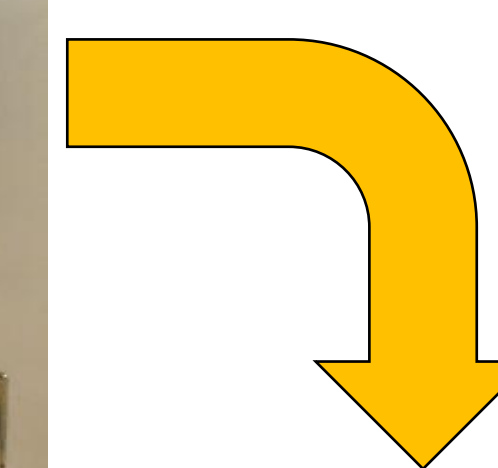
Result



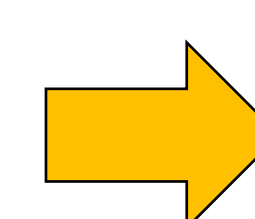
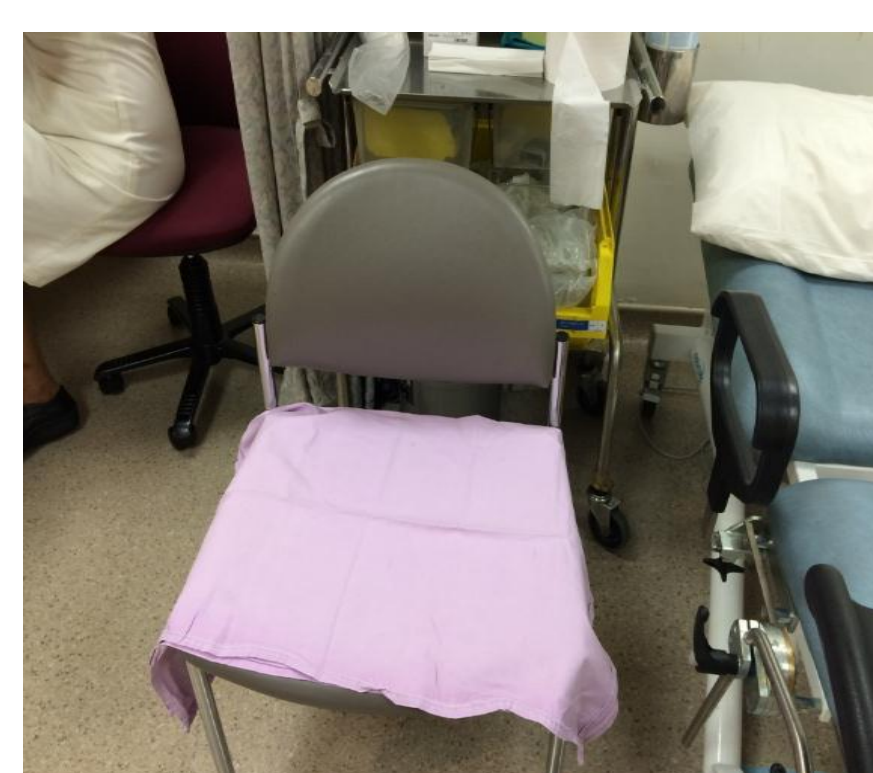
Eliminate risk of cross infection or contamination as the urine samples have been placed away from work station area and personal protective equipment are readily available at designated place



Staff work station has been ergonomically improved and organised, resulting in a more conducive environment for staff to work in. Productivity was also enhanced as a result.



To eliminate the over-inventory waste which can lead to reduction in disposition of expired consumables, creating more space for other items.



Use of correct resources for the clinical procedures to minimize cross infection