



Preventing Falls and Injuries in the Specialist Outpatient Clinics

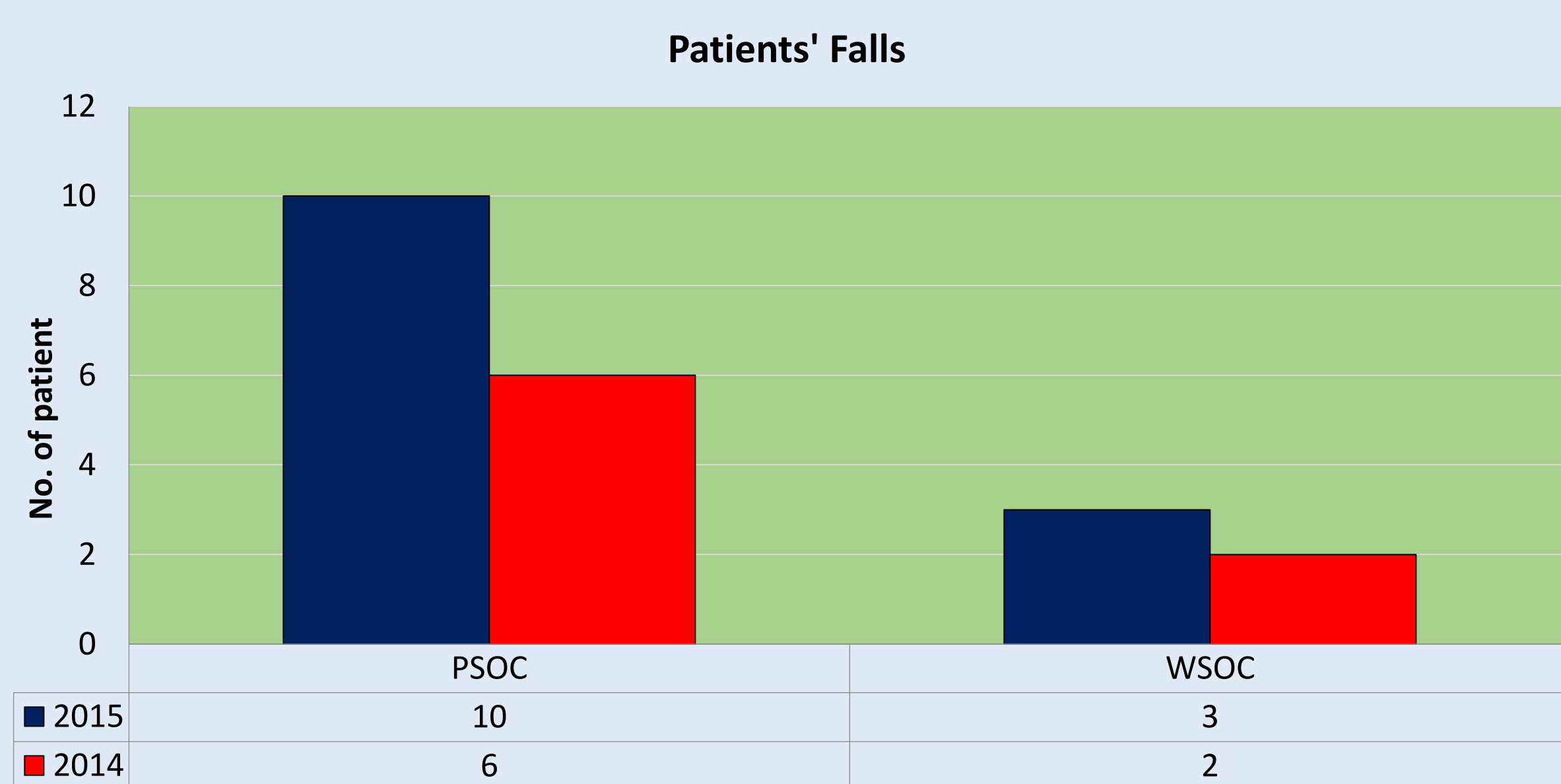


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Introduction

There was an upward trend of falls in the Specialist Outpatient Clinics (SOCs) from 8 cases in 2014 to 13 in 2015.

Root Cause Analysis was conducted for all the incidents. Most of the preventable falls were due to knowledge deficit of the patients and caregivers.



Aim

Patients and caregivers will have a safe and positive hospital experience in the SOC.

Methodology



Walk-about sessions to observe the potential risk for fall in all the clinics



Photographs of potential risk for fall were taken



Interview of staff

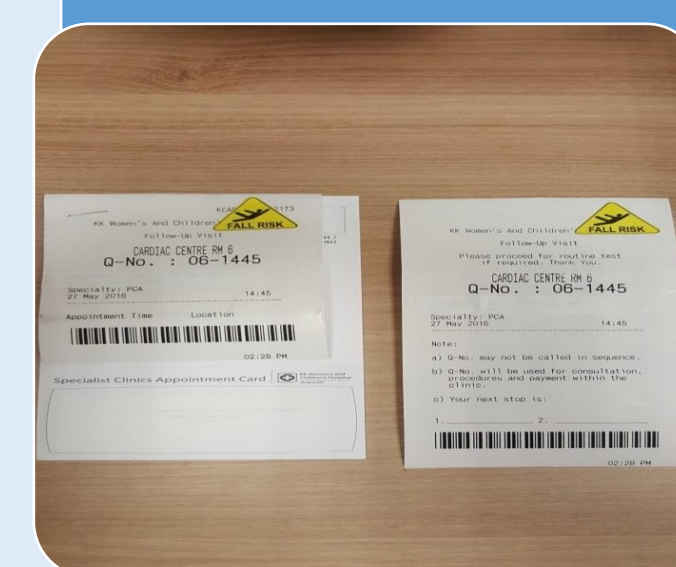
Implementation



1. Fall precaution pamphlet was developed.
2. Pamphlet was issued to all new/at risk patients at the registration counter.



1. Poster on Child Safety at the Clinic was designed.
2. Poster was placed at prominent areas to educate the patients and caregivers.



1. Fall Risk Sticker was designed.
2. Fall Risk Sticker was affixed on both the patient's and clinic's queue tickets
3. Patients and caregivers were alerted on the precaution required.
4. Doctor and team alerted and performed the necessary actions to expedite patient's visit in the clinic.

Post Implementation

Walk-about sessions were conducted to evaluate the effectiveness of the pamphlet and poster.

Caregivers and patients verbalised increased awareness of fall prevention.

Moving forward

Pamphlet will be issued to all new/at risk patients at the registration counter.

Conclusion

Preventing falls and injuries is a partnership between patient, caregiver and staff. The use of visual aids is a vital step in creating safety awareness.