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Improving Clinical Workplace and Cultivating Safety Culture with Adoption of 5S Management

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Introduction

A tidy and clean working environment is considered as an essential for improving safety and health in workplace. However, an untidy and unorganized working environment, obstructed exit access and passageways were found in the “Dirty Corridor” of Operating Room (OR). All of these pose an increased risk of occupational safety.

Objectives

- To achieve quality workplace through implementation of 5S.
- To foster and cultivate safety culture development.

Methodology

A working group was formed. 5S (Seiri, Seiton, Seiso, Seiketsu and Shitsuke) management principle was adopted to guide the project. Pre-intervention assessment using the 5S checklist was performed and initiatives under each of the “S” were implemented afterward. To ensure persistence on 5S and foster safety culture, relevant working guidelines were reviewed. Series of training programs including lecture, poster and handbook were provided in order to allay staff’s level of distress and unify the practice. Besides, multi-level of audit system including worker-led and team-led using checklist was integrated into practices help to evaluate how the 5S system worked and to rectify if indicated. Finally, “5S Question and Answer” competition and department executive safety walkround were implemented to cultivate an atmosphere striving for safety target ways and to refine the 5S system.

Result

Outcomes measurement using audit, questionnaire and data on injury-on-duty were collected. Total number of non-compliance using 5S checklist was recorded in January 2016 decreased comparing with pre-intervention assessment was collected in January 2015 (21 versus 4). The response rate in the survey was 96%. Most of respondents felt the project do helpful or very helpful on their daily work. Rated 6 and above was 77% out of a score of 0-10. When asked about “Safety”, all

respondents reported they would implement duty according to the guidelines. The adoption of 5S increased their sense of belonging, communication and linkage to supervisors. All of respondents reported that they would report to their supervisor for any risks. This project increased their level of awareness on occupational safety. Rated 6 and above was 91% out of a score of 0-10. The number of injury-on-duty cases due to slips, trips and falls decreased from 2 in December 2013 to 0 in December 2015.