

## A Patient Safety Enhancement - Tracking & Tracing Single Used Device

By **Working Group on SUD Tracking System** - Dr NC SIN (Chairman), Samuel LAW (Co-Chairman), SP LIM (Secretary), Marianne LUI (HKEC), KT CHAN (HKWC), SY KWAN (KCC), YH WONG (KEC), MC WONG (KWC), Alick CHIU (NTEC), CK LEE (NTWC), Dennis LEE (HAHO IT), Philip LI (HAHO IT), Ivan NG (HAHO IT) & Andrew CHAN (HAHO IT)

Single Used Devices (SUD) are disposable devices intended by the manufacturer to be used on a single patient for a single procedure. In 2004, the Hospital Authority (HA) established a governance structure to set direction and formulate policy to phase out the practice of reusing SUD.

The time frame for phasing out the reused SUD is financially dependent. In order to mitigate health risk and safeguard patient safety, it was necessary to develop an effective tracking and tracing system for reused SUD especially in the course of product recalls. This safety measure was also echoed in the reports of ACHS and Group Internal Audit.

Riding on the successful implementation of the Surgical Instrument Tracking System (SITS), a corporate electronic system which linked up the Operating Theatre Management System (OTMS) with patient information, a Working Group on SUD Tracking System, established under the Advisory Group for the Reuse of SUD, was tasked to explore the feasibility of extending the SITS technology to track and trace reused SUD.

HA Head Office IT team will implement and roll out a new SITS module to 42 departments in 18 hospitals by phases. It will support SUD registration, consumption monitoring and extended administration functions. Also, a mobile app will be developed for integrating reprocessing flow, tracking and tracing of reused SUD.

Pilot implementation in Tuen Mun Hospital has been progressing well, with the second phase of rolling out planned in Pamela Youde Nethersole Eastern Hospital, United Christian Hospital and Prince of Wales Hospital in 2018/19.

### In This Issue:

- A Patient Safety Enhancement - Tracking & Tracing Single Used Device
- Connecting with Community – Achieving Better Health and Wellbeing to Community
- Leadership in Patients and Community Participation
- HKWC Sharing: Strategy for Preventing In-patient Suicide in QMH



### Editorial Comments

*While waiting for the full scale adoption of SUD to all applicable clinical scenarios, the huge financial implication of such had prompted everyone to search for the best interim solution which can provide adequate monitoring on reused SUD to safeguard patient safety. This smart IT tracking system from HAHO should allow not just monitoring but also data capture at a mega scale, making scientific analysis and risk rating possible to determine the next step of action - e.g. the next SUD item to be truly not reprocessed.*

**Dr Michael Ho Yin CHEUNG**  
Coordinator (Clinical Services), North District Hospital

# Connecting with Community – Achieving Better Health and Wellbeing to Community

By **Ms Jenny TSOI** (CRO)<sup>1</sup>, **Ms Kathy CHOW** (RN)<sup>2</sup>, **Ms Chui Han YIU** (WM)<sup>3</sup>, **Mr Eric WONG** (Dep GM(N))<sup>2</sup>, **Dr Winnie CHAN** (AC)<sup>4</sup> and **Dr Tak Cheung WONG** (HCE)

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Our Lady of Maryknoll Hospital (OLMH) is a community hospital with mission to provide holistic care and commit to health promotion for the community. In the 1970s, OLMH established Health Education Department to promote health awareness and disease prevention to patients and their families as well as providing outreach programs in elderly centres and schools. To further strengthen the capacity in community health promotion, Community Health Centre (CHC) was set up in 2007, with physical fitness equipment and self-help health facilities for patients and the public, serving as a hub to communicate with community stakeholders and coordinate health promotion programs.

## Community Partnership Committee – Enhancing Communication & Collaboration

All along the years, OLMH maintains good relationship with community including District Council, Social Welfare Department, Primary School and Secondary School Heads Associations, Healthy and Safe City and various NGOs and welcomes collaboration to respond to community needs. Community Partnership Committee (CPC) was set up in 2013 to facilitate better communication and collaboration with community. It serves as a good platform to collect opinion and ideas of community needs from various parties as well. By extending member invitation, CPC is expected to become more representative in providing opinions for service enhancement and health promotion strategies.

## Signature Programs with Community Partners

One of our signature programs - Student Healthcare Experience Scheme, started since 2006, demonstrated the success of cross-sector collaboration with schools and government department. About 70 students were nominated by the school principals to join a 3-week program which allowed them to have a close-up view on hospital daily operation. The participants treasured the opportunities to broaden knowledge and plan their career paths. A tracking study in 2015 showed that more than 50% of participants pursued their studies in healthcare related subjects. Our effort was highly recognized by the encouraging results as well as positive feedbacks from the schools and participants.



In 2014, OLMH Centre for Diabetes Education and Management (CDEM) initiated a mega community promotion program “「攜手控糖 齊心護心」黃大仙健康嘉年華” with support from Wong Tai Sin District Healthy and Safe City, District Council and local community groups to raise the awareness of diabetes and cardiovascular risks. More than 800 participants received health assessment and counselling, and enjoyed education talk and game booth during the event. World record of “Most Waist Circumference Measurement taken in 12-hours” was also broken at the same occasion. Extensive media coverage was recorded with positive feedbacks from our community.

## Conclusion

We trust that “Success doesn’t come from what you do occasionally. It comes from what you do consistently.”. Thanks for our predecessors laying a good foundation as well as every devoted staff to contribute their valuable time and professional knowledge in every single program. OLMH will surely carry on the mission and closely connect with our community.



## Editorial Comments

*The community programme at the OLMH is deservedly successful for it seeks to listen to the opinions and ideas of the community. This is vital, for it is then responsive to the genuine needs of the community and effectively engages the stakeholders. Its promotion of disease prevention is commendable, since it tackles health issues at source, minimizing problems before they become more difficult to manage.*

**Hon. Assoc. Prof. William C M CHUI**  
Clinical Stream Coordinator (Pharmacy), HKWC

# Leadership in Patients and Community Participation

By **Ms May CHAN**, Department Operations Manager (Community Nursing Service & Community Health), KWC

## Our Values in Action

PRINCESS MARGARET HOSPITAL (PMH) highly values patients and community participation. The work environment geared around the motto “We Care We Share”. We take patients on the journey as the organization pursues growth, service model changes, and areas of innovation and service development.

## Our Exemplary Achievements

PMH Virtual Ward, Elderly PEACE Program and Hospital @Elderly Home were pioneering and award winning community-oriented projects involving patients, family and carers in the planning and care delivery process. These programs effectively reduced emergency hospital utilizations and improved quality of frail elderly patients after discharge.



PMH Virtual Ward won the **first Hong Kong Winner Award** in Asian Hospital Management Awards (AHMA) 2012

One-Estate-One-Nurse Program was a cross-sectoral collaboration to promote ageing in place. The Program became the first ever public organization receiving the Outstanding Partnership Award in Hong Kong. The service model was rolled out to other four hospitals and adopted by the Government as a Signature Project to enhance district-based community healthcare in Hong Kong.



The pioneered Hospital Play Service helps sick children coping more effectively with hospitalization and treatment since 1994. It was rolled out to three other clusters and the forthcoming Children’s Hospital in Hong Kong.

## Keys to Success

Patient focus is reflected by population-based needs assessments that drive service planning and the design to redesign internal processes to improve patient satisfaction and outcomes. Services demonstrated sensitivity and responsiveness to changing needs of the population, enduring the patient receives the right care at the right place at the right time. Evidence is building about the link between effective partnerships, good patient experience and high quality health care.

## Editorial Comments

*Patients and community participations embrace a philosophy of ‘working with’ rather than ‘doing to’ people. PMH showed her dedication to involve patients, carers and even the community in their programs for enabling quality care. Their outstanding achievements encourage a paradigm shift in the way of health care planning and delivery!*

**Ms Ka Po CHUNG**  
Manager (Nursing), HAHO



# Strategy for Preventing In-patient Suicide in Queen Mary Hospital

By **HKWC Occupational Safety & Health Team**



Anti-suicide garbage bags

The anti-suicide program in HKWC started with environmental scanning to rectify items that might pose a suicidal risk. This includes minimizing the patients' access to means for suicide attempts such as secure windows, proper storage of cleansing reagents and using biodegradable and breathable anti-suicide garbage bags, which are made of 40# wet strength water resistant paper with porous to eliminate suffocation risk in the psychiatric setting, etc.

However, it is well known that the areas with the greatest risk are those where patients are not observable by staff. The patient's bathroom is the area where a patient can be assured of some privacy for some time and its ligature attachment points pose a hanging risk from a sitting or kneeling position.

For this reason, the cluster OSH team looks further into this challenge and introduces the appropriate anti-suicide shower and bedside curtain tracks that comply with the Health Technical Memoranda (HTM)66 requirements and can fit into the existing tracks. These products also have a distinct design - the tracks will have different levels of deflection over a range of loads but are stable under normal use. Since 2016, all the patient shower curtain tracks and high risk bedside curtain tracks in Queen Mary Hospital (QMH) have been replaced with the anti-suicide types.

Although these new products do decrease the incidence of patient suicide, they should be supplemented with supportive and caring therapeutic interventions focusing on enhancing patients' self-esteem and reducing the sense of hopelessness.



Anti-suicide shower and bedside curtain tracks

## Editorial Comments

*Environmental scanning and facilities review can certainly reduce the risk of in-patient suicide by increasing the difficulties that suicide-attempt patients encounter. Removal of ligature attachment points is definitely helpful. Collapsible curtain tracks is a good provision if the installation and maintenance cost can be covered. Nevertheless, hardware provision, no matter how effective it is, cannot replace the important staff alertness and caring attitude.*

**Dr K Y PANG**

*Deputizing Service Director (Quality & Safety),  
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