PATIENT SAFETY IS A SHARED RESPONSIBILITY

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ABSTRACT

Patient safety is a fundamental aspect of healthcare, and involving patients in their care is increasingly recognized as a critical component of achieving optimal safety outcomes. In today's complex healthcare landscape, patients must be informed advocates for their well-being at every stage of care and procedures that patient went through, therefore KPJ Pahang initiated the empowering patient initiatives which support this view, which aim to facilitate patient involvement in their care.

There are currently 4 initiatives have been selected and implemented:

1) Tag Remove before Home; place the indicator tag on patient's hand whenever the patient has put in any gauze or packing in their body.
2) Site Marking for surgery patient
3) Let's practice 3P's toward zero incidents of phlebitis
4) Ask the health care provider to wash their hands before touching the patient.

The effects of the practices were a measure of the pilot study from Jan 2018 till December 2018 of the patients involved in any two of the patients for patient safety initiatives. Further monitoring data of the related incident resulting from the noncompliance of the 4 initiatives was collected monthly from 2019 to 2022

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INTRODUCTION

Empowering patients to take an active role in their own health care has been nationally and internationally identified as a key factor in the drive to improve health services for the patient.1, 2.Patients can play an important role in the reduction of patient safety incidents. At most stages of care, there is the opportunity for the patient to contribute, for example, helping avoid medication errors and the monitoring of adverse events.3, 4. In KPJ Pahang with our Vision of to be preferred health care provider and mission, to give the quality of care to the customer, we put safety is our first priority core value, so the practices of the patient for patient safety is significantly good strategies to ensure patient safety and enhance customer satisfaction.

METHODS AND MATERIALS

There are currently numbers of initiatives KPJ Pahang initiated which support this view, which aim to facilitate patient involvement in their care. We selected the area of consent that patient engagement may affect the good outcome and clinically practical can contribute to their own safety. We comprehensively reviewed four initiatives that created thru the incident report. The initiatives were consistently established in our nursing policies and procedures.

Tag Remove before Home:- indicator tag placed on patient's hand whenever the patient has put in any gauze or packing in their body; wound after the procedure. Involvement of patient happened during their discharge from the ward, which both patient and staff will remember that there was a pack inserted the patient's body that need to be removed before going home.

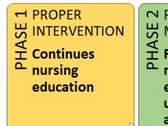






Site Marking:- adopted by KPJ Pahang from International patient safety Goal (IPSG). Basically, the patient is also responsible to ensure the surgeon marks the side and site of surgery that will take place before being called into Operation Theatre. This practice give the best result in avoiding wrong-site surgery and increase the confidence level of the patient towards their surgeon.

Let's practice 3P's toward zero incident of phlebitis. It is about toward zero incidences of intravenous cannula complication among patient by practicing; Proper prevention, Proper Monitoring, Patient involvement. The patient involvement by endorsing the nurse's practices thru proper education by nurses increase their awareness on important to take care of the intravenous canulation during hospitalization.





Ask the health care provider to wash their hands before touching the patient is a significant role for patient to ensure that they are protected from the infection spread by the health care practitioners. With "Clean Care is Safer Care" as a prime agenda of the global initiative of WHO on patient safety programs, it is a great effort that KPJ Pahang encourages their patient to actively support the program of "It's OK to ask any of our hospital staff whether their hands are clean".

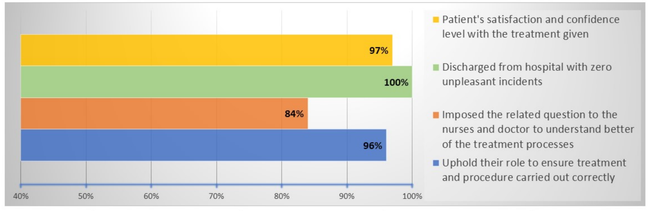
RESULTS

These surveys have been carried out from Jun to December 2018 and a total of 400 patients involved in any two of the patients for patient safety practices analysed. The study found that 96% of the patient and patients relative is uphold of their role to ensure treatment and the procedure is carried out correctly to them/patients and 84% were imposed, the related question to the nurses and doctor to understand better of the treatment processes . 100% of the 400 patients is discharged from hospital with zero unpleasant incidents. Furthermore, from the survey and evaluation conducted showed 97% patient's confidence level and satisfaction with the treatment given during hospitalization. Therefore, engaging patients in the 4 initiatives is an effective process not only enhances patient satisfaction but also contributes to a safer and more patient-centered care.

The monitoring of the incidents related to the cases of retained packing in patient, wrong site surgery , not more than 0.5% for phlebitis score of 3 and above that need intervention and hospital acquired infection were recorded monthly since 2019.

During the 4 years (2019-2022) of monitoring, we recorded zero (0) cases of retain packing in the patient's body from the total 768 patients. Zero (0) cases of wrong site surgery from total 4760 of surgery that requires site marking. Noted that in 2019 only 3 cases phlebitis score of 3 reported out of 6,831 cases. This translates into 0.04% and not exceeding the 0.5% target. The root cause analysis is done in the 3 cases. The subsequent years starting from 2020 until 2022 there were zero (0) cases reported out of 5,816, 4624 and 6,447 cases under study respectively. Also recorded zero (0) cases of hospital acquired infection.

GRAPHS AND TABLES



Description	Year	Case	Incident	Percentage
Retain packing in the patient's body	2019	312	0	0%
	2020	120	0	0%
	2021	120	0	0%
	2022	216	0	0%
Wrong site surgery	2019	1009	0	0%
	2020	1107	0	0%
	2021	1181	0	0%
	2022	1463	0	0%
Phlebitis score of 3 and above	2019	6831	3	0.04%
	2020	5816	0	0%
	2021	4624	0	0%
	2022	6447	0	0%
Hospital acquired infection case	2019	8700	0	0%
	2020	7112	0	0%
	2021	5551	0	0%
	2022	7368	0	0%

DISCUSSION

The study analyses the result after implementation of the 4 initiatives. The population of the pilot study is involved in patient admission that went thru the any 2 of the initiatives, however the further monthly monitoring from 2019 to 2022 is to all hospital admissions regardless of how many initiatives they went thru. Ultimately, patient involvement is a cornerstone of patient safety, empowering individuals to take an active role in their own well-being and promoting a culture of safety within healthcare organizations. Ensuring patient safety is a shared responsibility, and this resource empowers patients to contribute to safer healthcare experiences. The finding from the study is also allowing us to further investigate the root cause of any incident happen to come out with a risk reduction plan for improvement.

CONCLUSIONS

It is concluded that the engaging patient to patient safety practice is significantly increasing the level of patient knowledge and benefit to the staff in their routine task that directly much-involved understanding of patients and relatives. The safety of its patients is of paramount importance and KPJ believes in building a culture of safety by continuously reviewing and improving all aspects of care that directly affects safety and risk to patients. On the other hand, it will also prevent the organization bearing the cost and consequence of events in terms of morbidity resulted from incident happen.

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