KPJ KLANG SPECIALIST HOSPITAL

PATIENT'S SAFETY

PREVENTION OF HOT / COLD PACK BURN INCIDENCES

Main Author : Neelavani Munianday, B.Sc. (Hons.) of Nursing at University of Hertfordshire
Co- Author : Ivanna Izzati Mohamad Derapi, Diploma in Nursing at KPJ University College

ABSTRACT

- Hot or Cold pack therapy has becomes an essential treatment in the healthcare industry.
- To prevent the incidences of Hot / Cold Burn among inpatients who use hot/cold pack as a part of treatment.
- Lack of knowledge on the proper usage of hot/cold pack can harm patients thus increase the risk of potential medico legal and damage the reputation of the hospital.

INTRODUCTION

- Heat therapy works by dilating blood vessels and increasing blood flow which can help with pain management, muscle and joint stiffness.
- Cold therapy numbs affected area such as injury or inflammation, such as tendonitis and it can reduce pain, swelling, inflammation and tenderness.
- Both hot and cold pack will cause harm to patient, if was used directly to skin without a proper explanation and awareness to patient

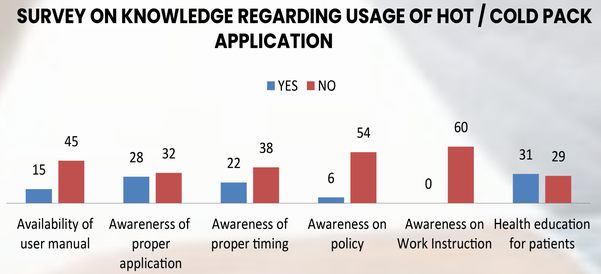
METHODS AND MATERIAL

- The online Incident Reporting System (Q-Radar) is used for reporting of hot/ cold burn incidences.
- The tools such as Root Cause Analysis (RCA), Ishikawa Diagram, matrix parameter and Questionnaire on the proper usage of hot/ cold packs were used. The correction and corrective action were done based on the findings.
- Survey done to check on the knowledge of nurses on the proper usage of hot/ cold pack. Out of 60 staff surveyed, less than 50% of staff aware on the user manual provided by hot/ cold pack supplier.

CONTACT

- **Name**: Mohammad Firdaus Badrul Hisham
- **Company**: KPJ Klang Specialist Hospital
- **Email**: firdausbh@kpjklang.com
- **Phone**: 014-324 9140
- **Website**: https://kpjhealth.com.my/klang

GRAPHS AND TABLES



RESULTS

The main contributing factors identified

- Lack of awareness and knowledge on the proper usage of hot/ cold packs.
- Not aware of the User Manual.
- Direct application to patient's skin awareness.
- Wrong storage of cold compress in freezer.
- Not aware of the proper hot/ cold pack application.
- No health education was given to the patient.
- No policy, guidelines or work instructions.

DISCUSSION

Development of new policy & work instruction should be delivered to all staff by proper awareness and training.

CONCLUSIONS

- New policy and work instruction developed, single use of hot/ cold pack.
- New checklist developed. Purchase of hot/ cold pack including cover (to prevent direct contact to skin).
- Stopwatch will be used to monitor the timing of hot/ cold application as per user manual.
- Continuous nursing education for all nurses on new policy, work instruction & checklist.
- Awareness on proper application of hot/ cold pack and importance of user manual, given to 100% of staff involvement of physiotherapist in giving awareness.
- Continuous monitoring and audit will be done by UM & Clinical Survey Officer from time to time to prevent any hot/ cold pack incidences.

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