EARLY WARNING SIGNS: IMPROVES PATIENT SAFETY AND HEALTHCARE OUTCOMES IN KPJ RAWANG SPECIALIST HOSPITAL

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ABSTRACT

BACKGROUND: Recognizing the contribution that patients and families make to their safety is currently a growing priority.

OBJECTIVE: To determine patient and family knowledge of early warning signs (EWS) and appropriate care seeking behaviors of patient and family self-efficacy. To assess the effects of interventions designed to increase patient and family involvement in escalation of care in identifying EWS.

SEARCH METHODS: Searched (Medline, WHO, PubMed, JCI) EWS from 21 August 2023 to 06 September 2023. We included Simple Random Sampling.

SELECTION CRITERIA: Inclusion: Inpatient from General, Medical and Surgical ward. Exclusion from ED, O&G, Pediatric, OT and Dialysis Department.

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INTRODUCTION

Patient safety is a paramount concern in healthcare, and one crucial aspect of ensuring it is early detection and response to warning signs of health issues. Therefore, it is compulsory upon healthcare providers and institutions to actively involve and engage patients in their care, as it not only empowers them but also acts as a safeguard against errors and oversights. Based on the fact that severe adverse event such as cardiac arrest and death, are often heralded by abnormal vital signs hours before the event (Bedoya et al., 2019).

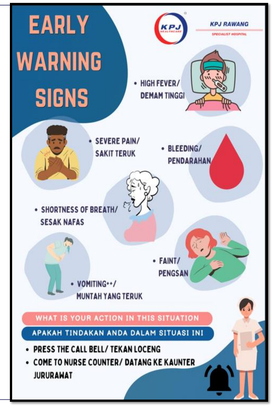
From January 2022 to August 2023 KRSH had experienced a total number of 45 inpatient Code Blue announcement. Therefore, extensive root cause analysis was performed and led the hospitals HODs to request implementation of an organized approach of Early Warning Sign to subtle changes in a patient condition, in an effort to improve patient outcome. EWS poster was selected based on a review literature with regards of empower patient and families to be actively involved in their own improvement of safety healthcare. The implementation of EWS was actively executed by both patients and their families to know which danger signs to look for, and to know the right action to take during emergency situation. In this study, we share our experience and the impact of EWS Poster implementation on patient and caregivers at KPJ Rawang.

METHODS AND MATERIALS

STUDY DESIGN: Simple Random Sampling by using patient and caregiver admitted within inclusion criteria using QR code on awareness of EWS. Data was retrieved via email. Inpatient from General, Medical and Surgical ward

SAMPLE & SAMPLING: Pre150 Inpatient/ Post 150 Inpatient.

Materials: At KRSH EWS poster was developed and approved by quality Committee.



RESULTS

Based on our study, the result shows only 88.6% respondents get the explanation from the nurses, while 11.4% respondents are missed before poster intervention implement. However, with intervention we were able to give the proper explanation to all our 150 respondents by using the EWS poster during the post survey. Explanations of EWS with poster help the patient and caregivers to understand the emergency warning signs and the urgency to call the nurses immediately in an emergency situation. After poster intervention, the results shows 100% (150 Respondents) for immediate calls compared to the pre questionnaires without poster which only 44.6% (67 respondents).

GRAPHS AND TABLES

CHART 1 : TOTAL SCORE OF PATIENT AND CAREGIVER TOWARDS EWS PRE QUESTIONNAIRE NO 1 TO NO 3

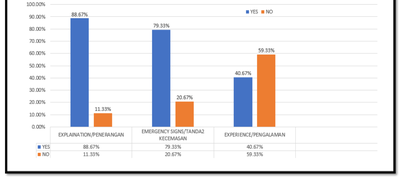


CHART 2: TOTAL SCORE OF PATIENT AND CAREGIVER TOWARDS EWS PRE QUESTIONNAIRE NO 4

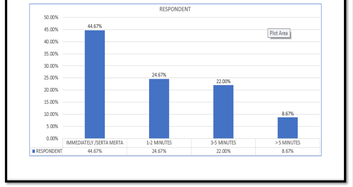


CHART 3: TOTAL SCORE OF PATIENT AND CAREGIVER TOWARDS EWS POST QUESTIONNAIRE NO 1 TO NO 3 WITH POSTER

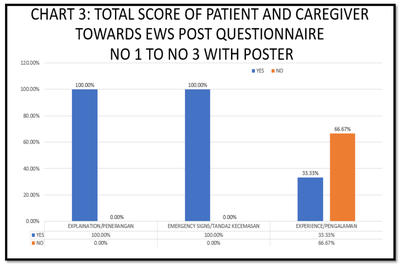
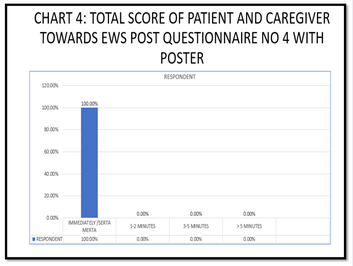


CHART 4: TOTAL SCORE OF PATIENT AND CAREGIVER TOWARDS EWS POST QUESTIONNAIRE NO 4 WITH POSTER



DISCUSSION

Promoting patient engagement in recognizing early warning signs and raising awareness about them is crucial for improving patient safety and healthcare outcomes. Patient-friendly materials and resources explaining common early warning signs related to their conditions increase awareness of EWS among patient and caregivers who admitted in KRSH. Moreover, educate healthcare professionals on the importance of involving patients in early warning sign recognition and train them to communicate effectively with patients and encourage them to report any concerning symptoms promptly. Thus, it encourage shared decision-making between patients and healthcare providers regarding their care plans.

CONCLUSIONS

Promoting patient engagement towards early warning signs awareness is a critical step in enhancing patient safety. It empowers patients, improves communication, and contributes to better healthcare outcomes. Thus, promoting patient engagement in recognizing early warning signs is a multifaceted effort that involves education, communication, technology, and cultural sensitivity. By implementing these strategies, healthcare systems can empower patients to be proactive in their care, ultimately leading to improve patient safety and better healthcare outcomes.

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