Call for e-Posters

ASQua plans to conduct a one-hour webinar to commemorate the World Patient Safety Day (WPSD) on 26th September 2023 at 6:00pm MYT. We encourage you to share your achievements and contribute to the celebration with your work and ideas to celebrate together. Please submit your poster in one or both of the topics below:-

Topic 1: Posters on Overcoming Barriers and Promoting Facilitators on Improving Patient Engagement towards Patient Safety.

Topic 2: Share what you or your organisation(s) have learned through the course of your project in patient and family engagement by presenting the results as a poster.


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Topic 2

Completed Projects

on Engaging Patients for Patient Safety

To reduce call bell complaints to improve patient satisfaction

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ABSTRACT

Call-bells are often taken-for-granted systems to heighten safety. In joint discussions with other stake holder Doctor, Paramedics, Care Coordinators and Administrative staff to attend/ address call bell to reduce TAT and No. of complaints in (Apollo Proton Cancer Centre) CRM portal. In this article, we explore that addressing call bell is not sole responsibility of Nurses, patients raise call bells even for Non-clinical issues.

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INTRODUCTION

The most basic system has a single button near the patient's bedside, which they can push to call for assistance. When the button is pressed, usually nursing staff is alerted by a light and/or an audible sound at the nurse's station. This can only be turned off from the patient's bedside, thereby compelling staff to respond to the patient.

This study used a co relational design to examine results from a patient satisfaction survey administered at discharge in relation to the number of call bell requests from the patient's room and call bell response time.

FOCUS-PDSA model adapted for this Quality improvement project.

METHODS AND MATERIALS

FOCUS-PDSA model adapted for this Quality improvement project.

No.of complaints raised by patient on CRM (Customer Relation Management).

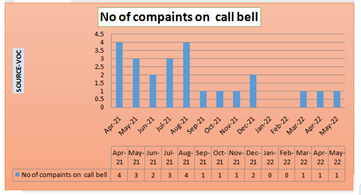
RESULTS

Top Customer care Complaints in 2022-2023: -Delay in attending the call bell.

Root cause analysis:- Reason from delay from Nursing

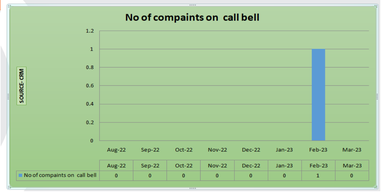
- The staff are engaged with other patient care like : Consultant rounds , wound Dressing, Mobilizing the patient to various procedure/surgeries.
- In adequate Nurse- patient ratio
- Inappropriate planning and Poor time management
- External disturbance (quires from patient relatives, Phone call, New Admission, Receiving the patient from other unit)
- Poor staff responsiveness due to lack of awareness regarding the importance of call bell
- Lack of awareness among other stakeholders towards call bell.
- Communication gaps due to Language Barrier

GRAPHS AND TABLES



Data trend April-21 to May-22

Data trend August -22 to Mar-23



DISCUSSION

Call bell are raised not only for clinical issues, but also for any of their needs when they are in hospitals.. To reduce TAT as well as CRM complaints all health care personal can address call bell to promote patient safety. Awareness increased among the all health care personal e.g. Nurses, Doctors, Hospital management, Technical management and administrative staff Enforcement training given to Paramedical and other coworkers on responding the call bell and this decreases anxiety levels from patient and relatives, eliminates misunderstandings, builds the Team work Improves patient and family satisfaction levels and hopefully improves the patient's outcome and improves patient safety and quality of patient care.

CONCLUSIONS

Call bell is the primary key in the hospital to communicate the patient need to the health care professionals. To attend the call bell in minimum time reflects the patient satisfaction and improve the patient outcome. The call generated from the patient room and responded by nurse and other Health care personnel's TAT time is monitored from call bell system monitoring. Attending the patient call bell in minimum time duration remains our primary goal to promote patient safety.

REFERENCES

1. **Call bell requests, call bell response time, and patient satisfaction** Sheila Roszell [1], Cheryl B Jones, Mary R Lynn

2.A STUDY TO ASSESS NURSE CALL RESPONSE MONITORING – PROXIMITY A CONTRIBUTING FACTOR-**Pankaj Punjot**

3. The call-bell in residential care homes: Experiences of residents and staff Author links open overlay panel Anneli Stranz [a], Carol Tishelman [b c.]