

Engaging and encouraging staff for Incident Reporting: Leading towards improved patient and workplace safety

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ABOUT EVERCARE HOSPITAL LAHORE

- Started Journey in November 2019.
- First LEED (Leadership Energy and Environmental Design) Certified Hospital in Pakistan
- Evolved into a 124 Specialty Tertiary Care Hospital.
- 600+ Employees including Doctors, Nurses, and other healthcare staff.
- Touched thousands of lives since its inception.

1. INTRODUCTION AND BACKGROUND

Efficient discharge processes are crucial for hospital operations and patient satisfaction. At Evercare Hospital Lahore, discharge procedures were delayed, averaging over 150 minutes per patient. These delays were caused by of following inefficiencies.

1. Manual orders for initiation of discharge by doctors.
2. Time-consuming manual clearances from various departments Including Nursing, Pharmacy, Operating rooms, Blood bank, and Food Services.
3. Delays due to the unavailability of porters.
4. Lengthy manual billing processes.
5. Resulting low patient satisfaction due to prolonged waiting times.

This project examines the above-mentioned bottlenecks to identify trends and propose solutions for streamlining discharge processes, aiming to enhance efficiency and better

2. METHODOLOGY

Plan: Assessment of staff knowledge, Scheduling Staff awareness sessions and designing of flyers in both Urdu (Local language) and English languages, formation of Incident Review Committee, engaging IT team to digitize incident reporting system.

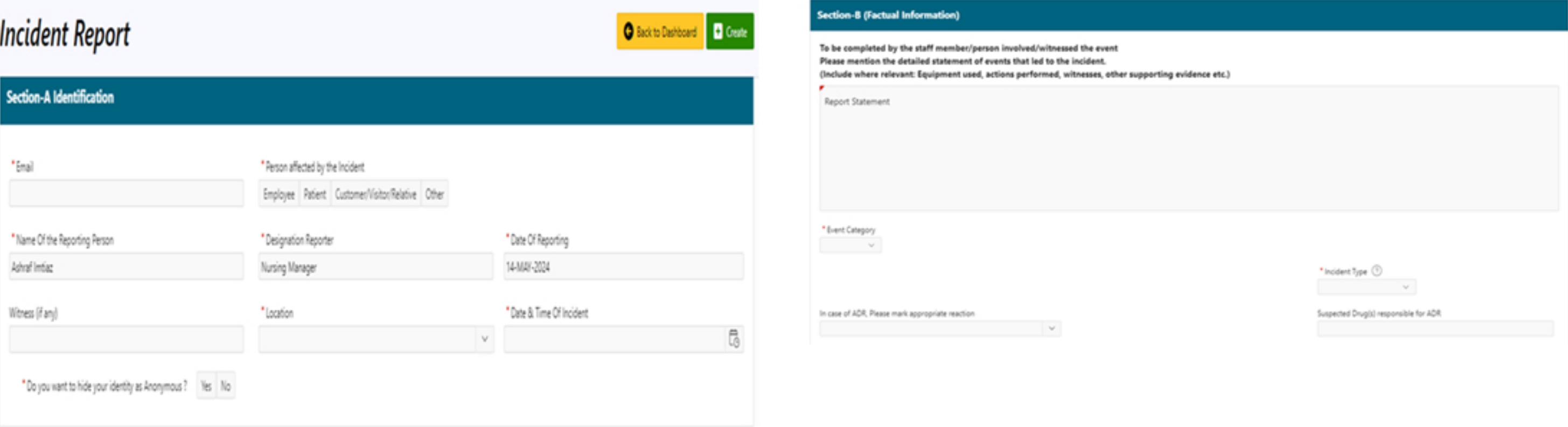
Do: Developed an online portal, conducted staff awareness sessions on the importance of reporting and the non-punitive approach, activated the Incident Review Committee, distributed incident reporting flyers, and launched an advanced incident reporting module in HIMS from April 2024.

Study: Despite launching the online portal, initial incident reports were low. Frequency analysis and staff interviews revealed many employees, particularly new hires, were unaware of the reporting process. Additionally, a persistent fear of reporting incidents needed to be addressed.

Act: Staff training was formalized and reinforced by Area Leads. Key steps included daily briefings, increased training frequency, updated informational flyers, clear communication on the importance of reporting without blame, and the automation of the incident management system in HIMS.

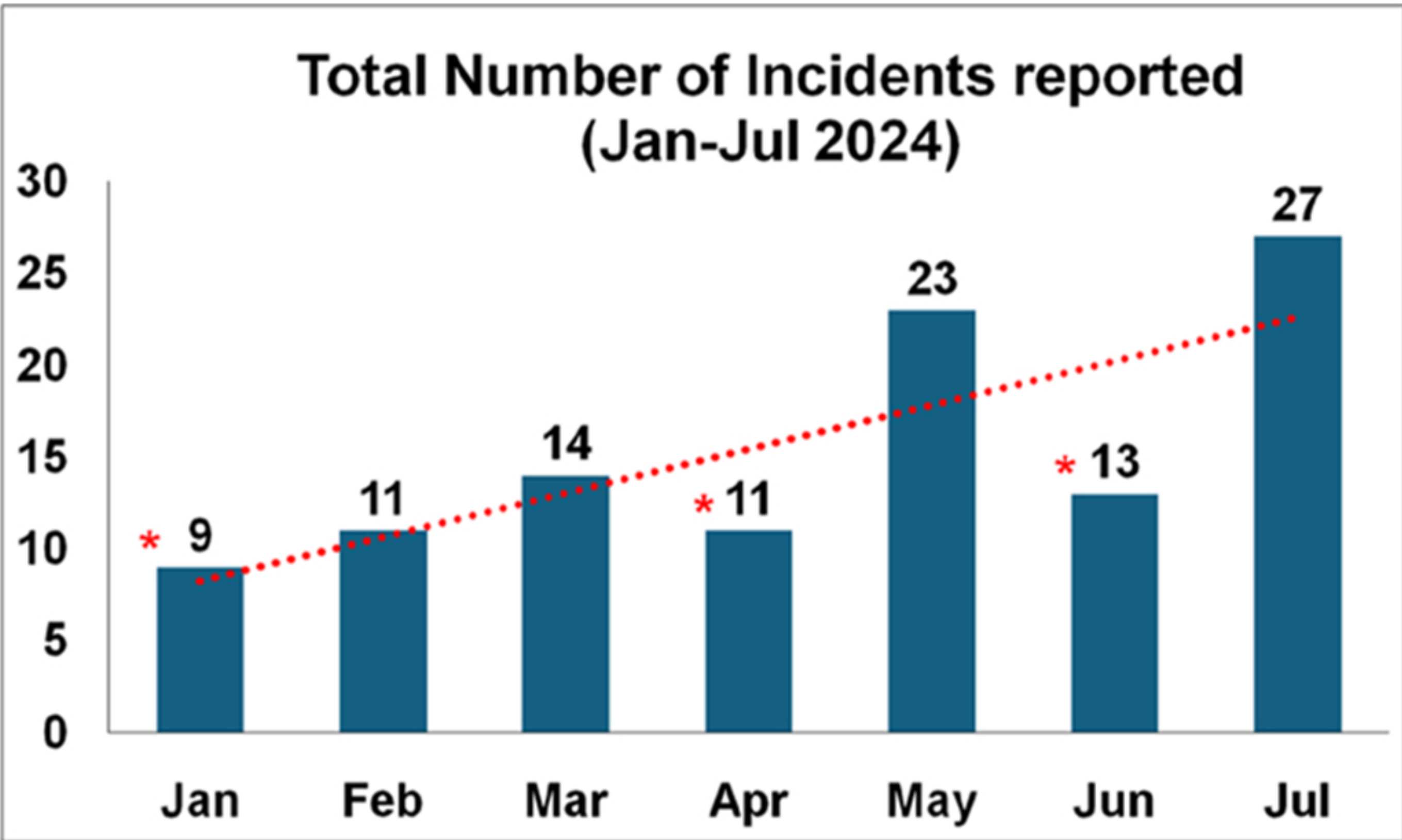
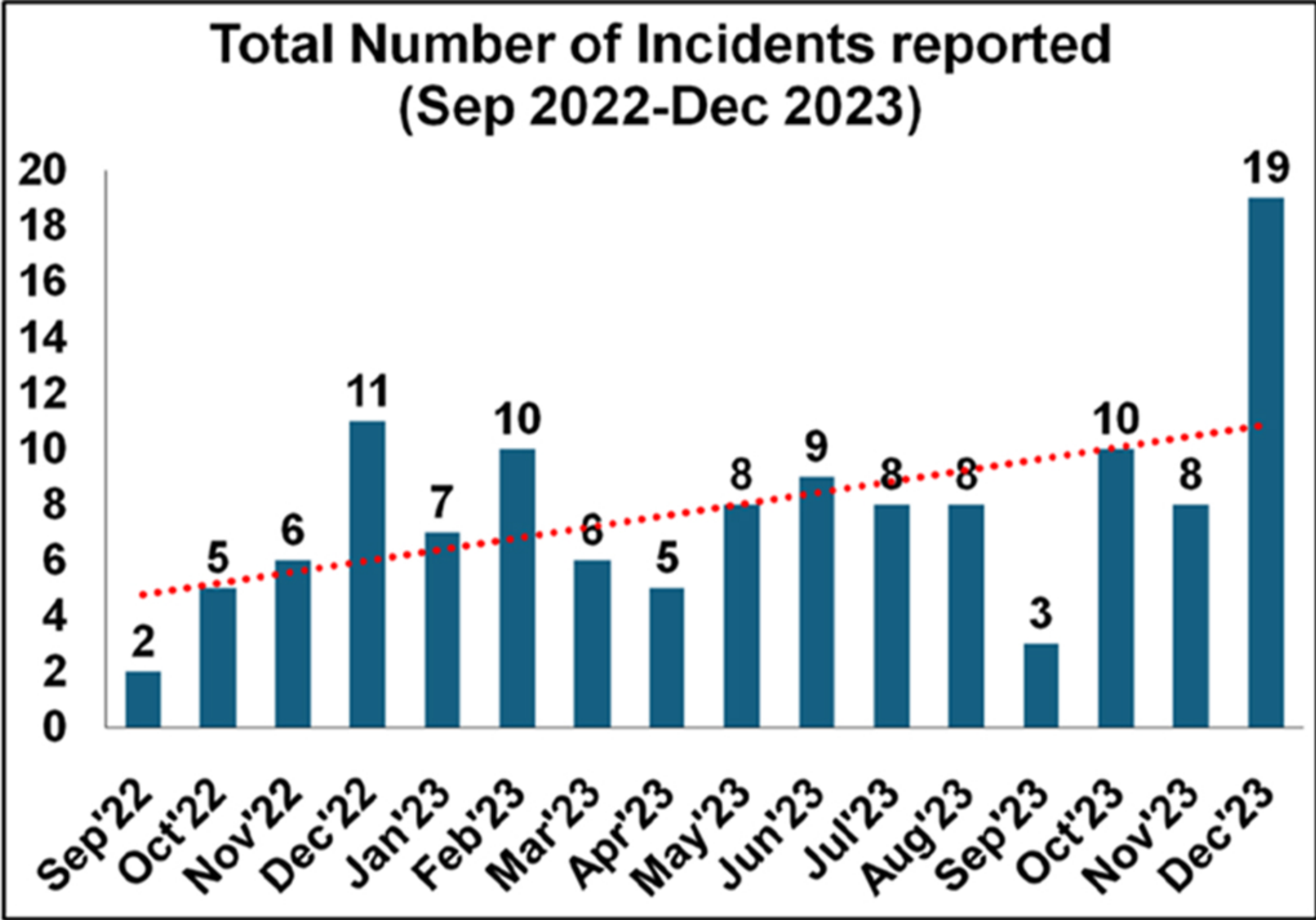


Staff Awareness Sessions on Importance and means of reporting incidents”



Incident Management Module in HIMS

3. RESULTS



*Lower incident numbers in January and June were due to reduced patient volumes. The dip in April reflects staff adjusting to the newly launched Incident Reporting Module in HIMS.

4. Conclusion

Our project highlights the importance of incident reporting and the staff’s understanding of how reporting can lead to prevention of serious safety events from occurring in future.

It is clearly indicated that the interventions and efforts to encourage staff proved to be fruitful with the highest number of incidents reported in the month of July-2024.

Acknowledgements

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