

Applying Team Resource Management to improve work efficiency and patients safety

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Introduction

When patients are transferred within the hospital to other departments for examination or treatment, it is necessary to complete the handover procedures and identify the patient’s identity, maintain the patient’s safety, and receive medical treatment on time, which is one of the hospital’s patient safety goals. The business of transferring patients is mostly mobile and time-limited. Negligence and delay during the transfer process may cause harm to the patient. Therefore, improving work efficiency and patient transportation safety are important management issues.

Methods

In March 2022, we will use Team Resource Management (TRM) and cooperate with its tools and strategies to improve work efficiency and promote patient safety. Through the collection of clinical observation, interviews, questionnaires, and other data, the value convergence method was used to identify problems.

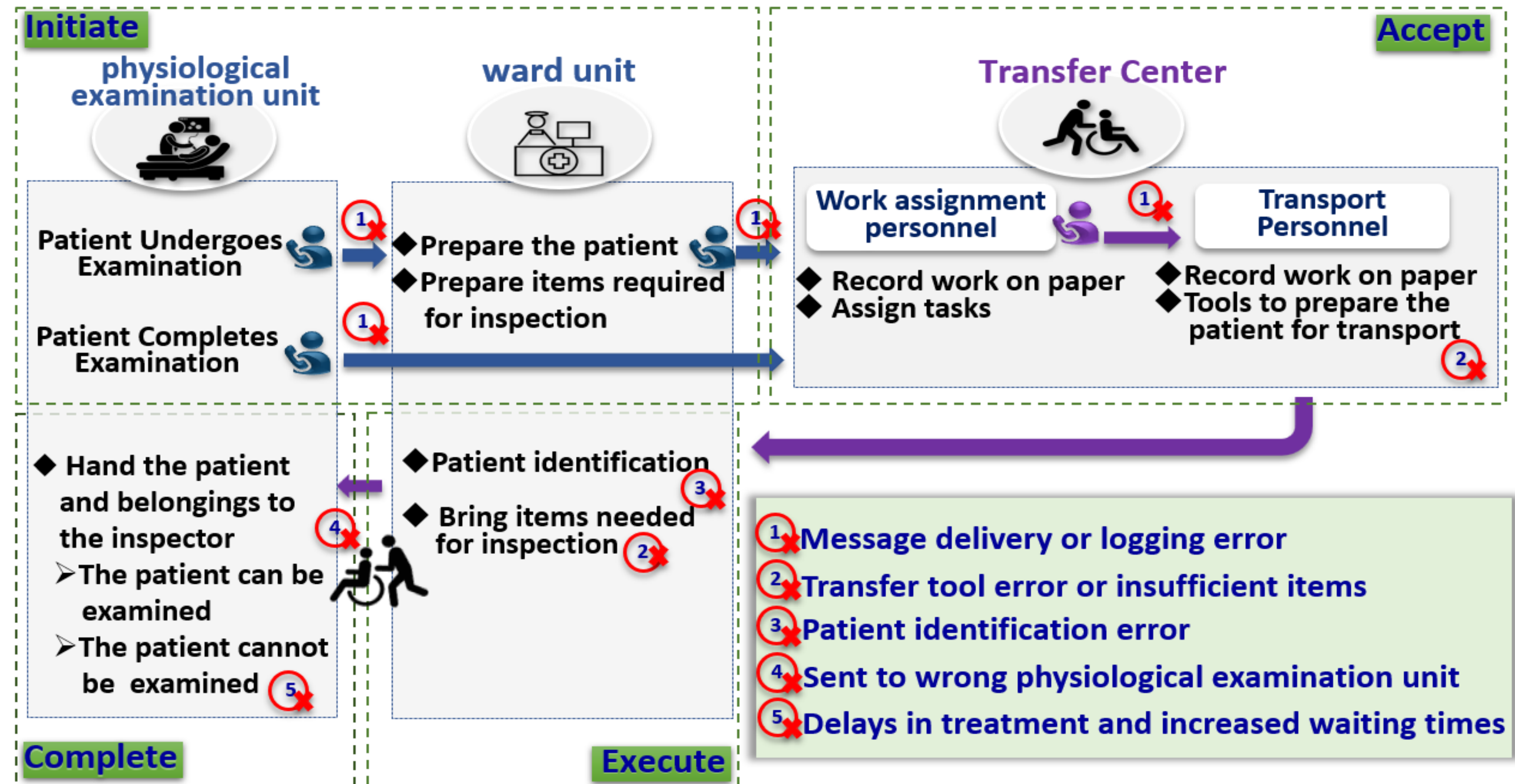


Figure 1 Transfer process analysis and problem identification

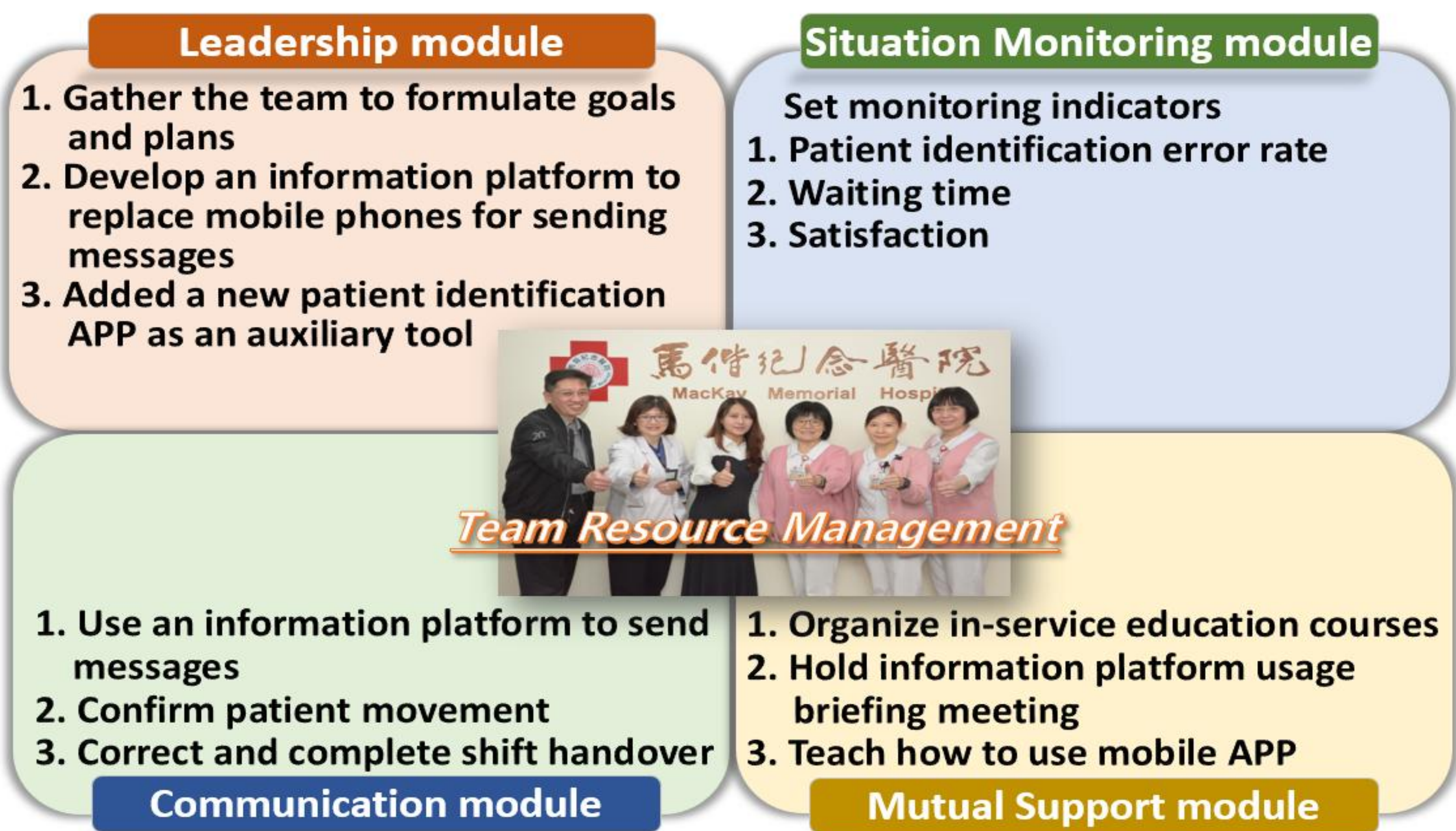
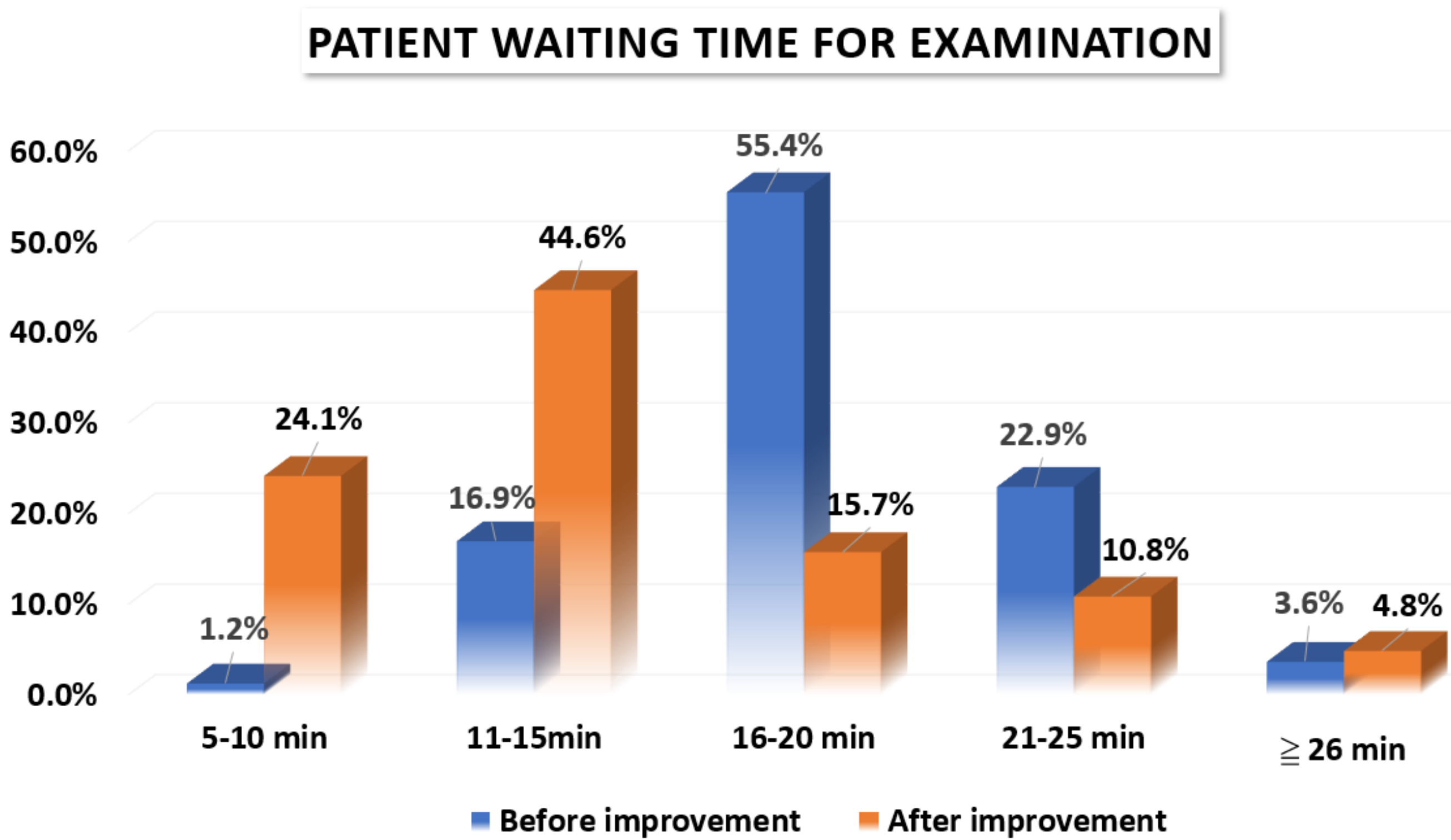


Figure 2 Apply the TRM tool module to summarize strategies and execute them

Results

After strategy promotion and execution, evaluation will be conducted in October 2023

- ◆ Patient safety
 - ✓ Patient identification error rate dropped from 0.98% to 0%。
- ◆ Transfer efficiency
 - ✓ The average time patients wait for examinations dropped from 18.5 minutes to 14.3 minutes.
 - ✓ Waiting more than 15 minutes dropped from 81.9% to 31.3%.
 - ✓ Waiting time satisfaction increased from 34.7% to 64.9%.
 - ✓ The level of distress experienced by staff when transferring patients dropped from 85.3% to 72.0%.
- ◆ Additional benefits
 - ✓ Improve the integrity of shift handovers between units.
 - ✓ Reduce the time it takes for staff to prepare items for transfer and the physical consumption of walking back and forth.



Conclusion

Apply TRM, cross-disciplinary teamwork, form a team, implement improvements through brainstorming, mutual assistance, and cooperation, use information technology to assist, improve the transfer of information, improve work efficiency, and use patient identification APP auxiliary tools to enhance patient safety.

Achieve the goals and objectives set for this activity. This project has been promoted and implemented throughout the hospital, and we hope to share it with other medical institutions to jointly maintain the safety of patient transfers and the quality of care.

