

**Project Title**

Prevention of Falls at the Evaluation Room

**Project Lead and Members**

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**Organisation(s) Involved**

Singapore National Eye Centre

**Healthcare Family Group Involved in this Project**

Nursing

**Specialty or Discipline**

Ophthalmology

**Project Period**

Completed date: Sep-2020

**Aims**

To reduce the number of falls and near misses at Clinic F Evaluation Room

**Background**

See poster appended / below

**Methods**

See poster appended / below

**Results**

See poster appended / below

**Lessons Learnt**

See poster appended / below

**Conclusion**

See poster appended / below

**Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Risk Management Category)

**Project Category**

Care & Process Redesign, Value based Care, Risk Management, Preventive Approach, Adverse Outcome Reduction

**Keywords**

Plan-Do-Check-Act Framework, Arrangement, Revamping, Reconfiguration

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**Singapore Healthcare Management 2021**

# Prevention of Falls at the Evaluation Room



## Introduction

Between 2019 and 2020, there were a few falls and near misses at Clinic F Evaluation Room.

## Aim

To reduce the number of falls and near misses at Clinic F Evaluation Room

## Methodology

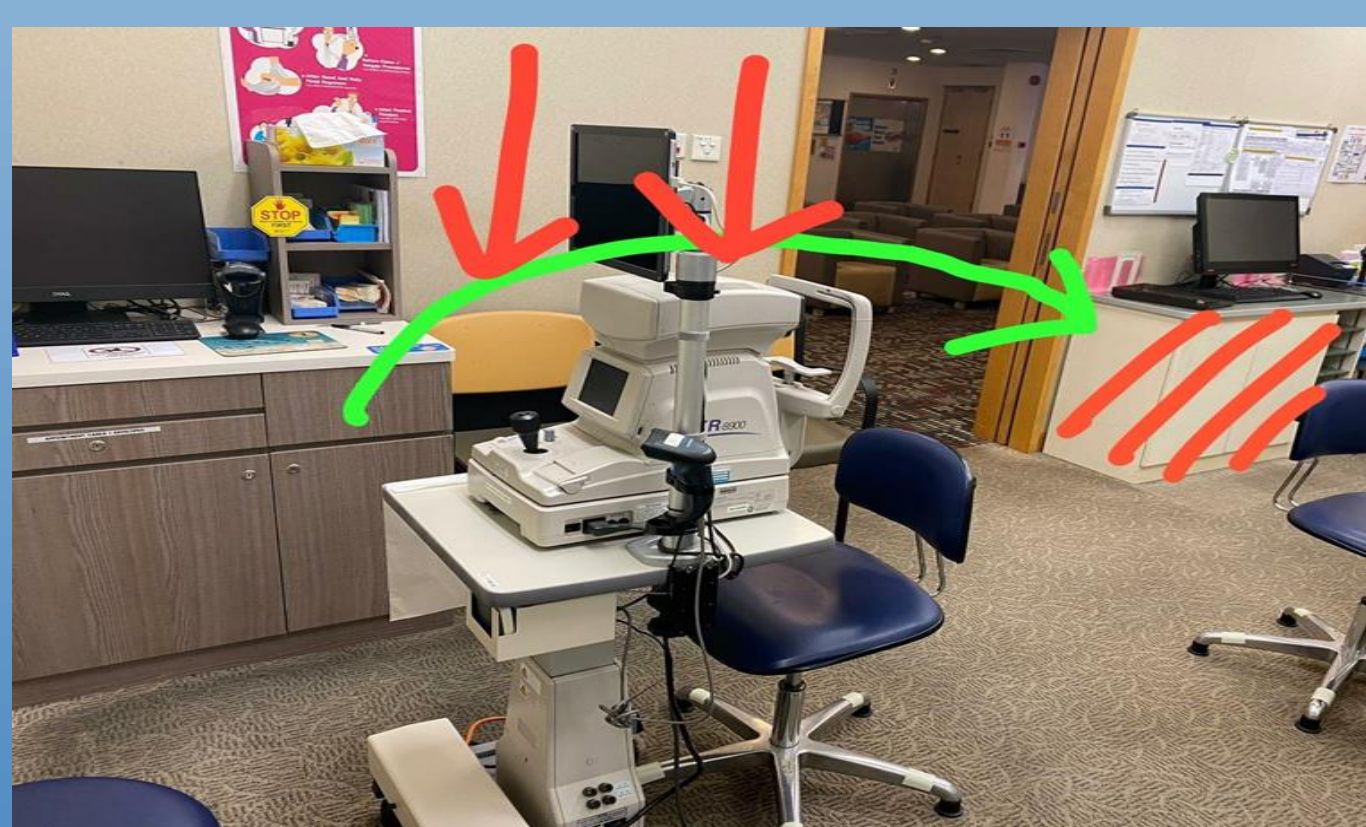
The “Plan-do-check-act” (PDCA) framework was adopted over a period of 6 months.

The team studied the arrangement of the equipment and furniture in the Evaluation Room.

As the room was congested, improvement was needed to enhance the patient flow.

Several drawings and footprints were drafted and tested at the end of the clinic session.

To maximise space, the team removed the beige storage cabinet next to the entrance and shifted the dark brown cabinet over to function as Nurses station and storage (refer to Picture 1).



Picture 1

After PDCA 1: The Team realised that further configuration of the room was required as there was still insufficient space to manoeuvre the wheelchair patients.

Staff satisfaction score was close to 30% (shown in figure 1).

Figure 1: Results from 17 staff who had participated in the staff satisfaction survey after the initial changes in Evaluation room.

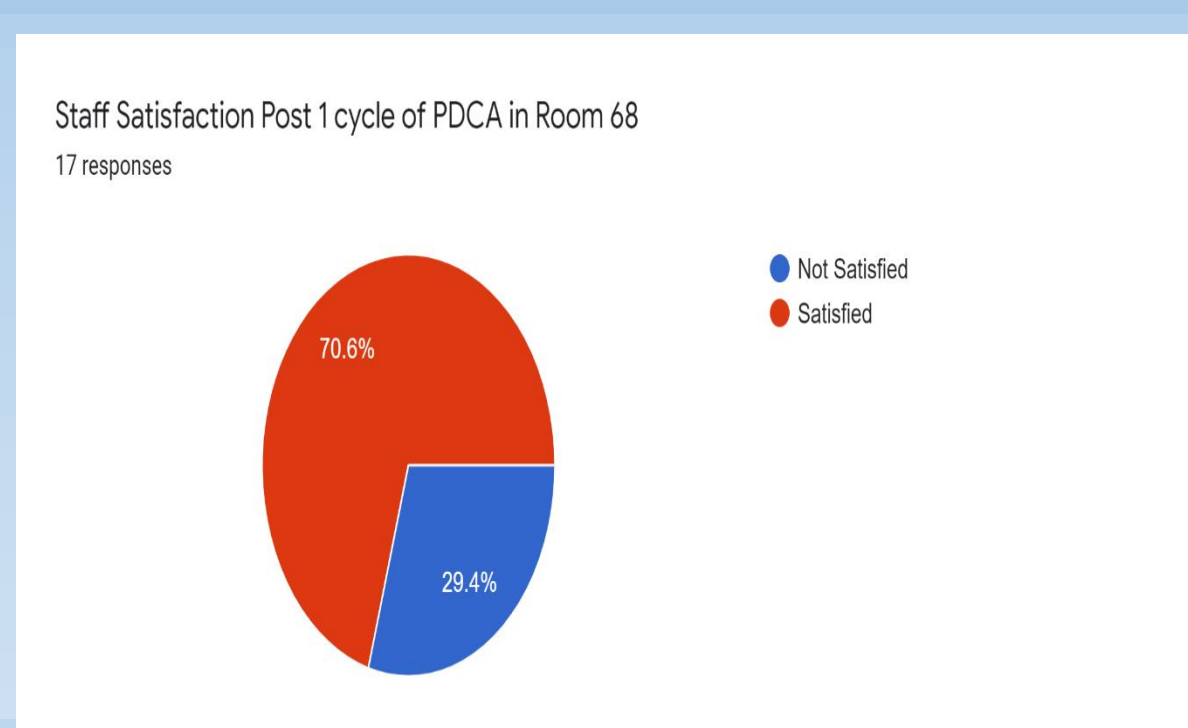


Figure 1

In PDCA 2: The Non-Contact Tonometer and Auto- Refraction machines were initially placed closed to each other in a row (refer to picture 2).



Picture 2

The reconfiguration of the machines optimises the space in the Evaluation Room and reduces the congestion. (refer to picture 3).



Picture 3

The team feedback that it was convenient to manoeuvre the wheelchair patients seamlessly in and out of the Evaluation Room.

Staff satisfaction score was 100% (shown in figure 2)

Figure 2: Results from 17 staff who had participated in the staff satisfaction survey after the final changes in Evaluation room.

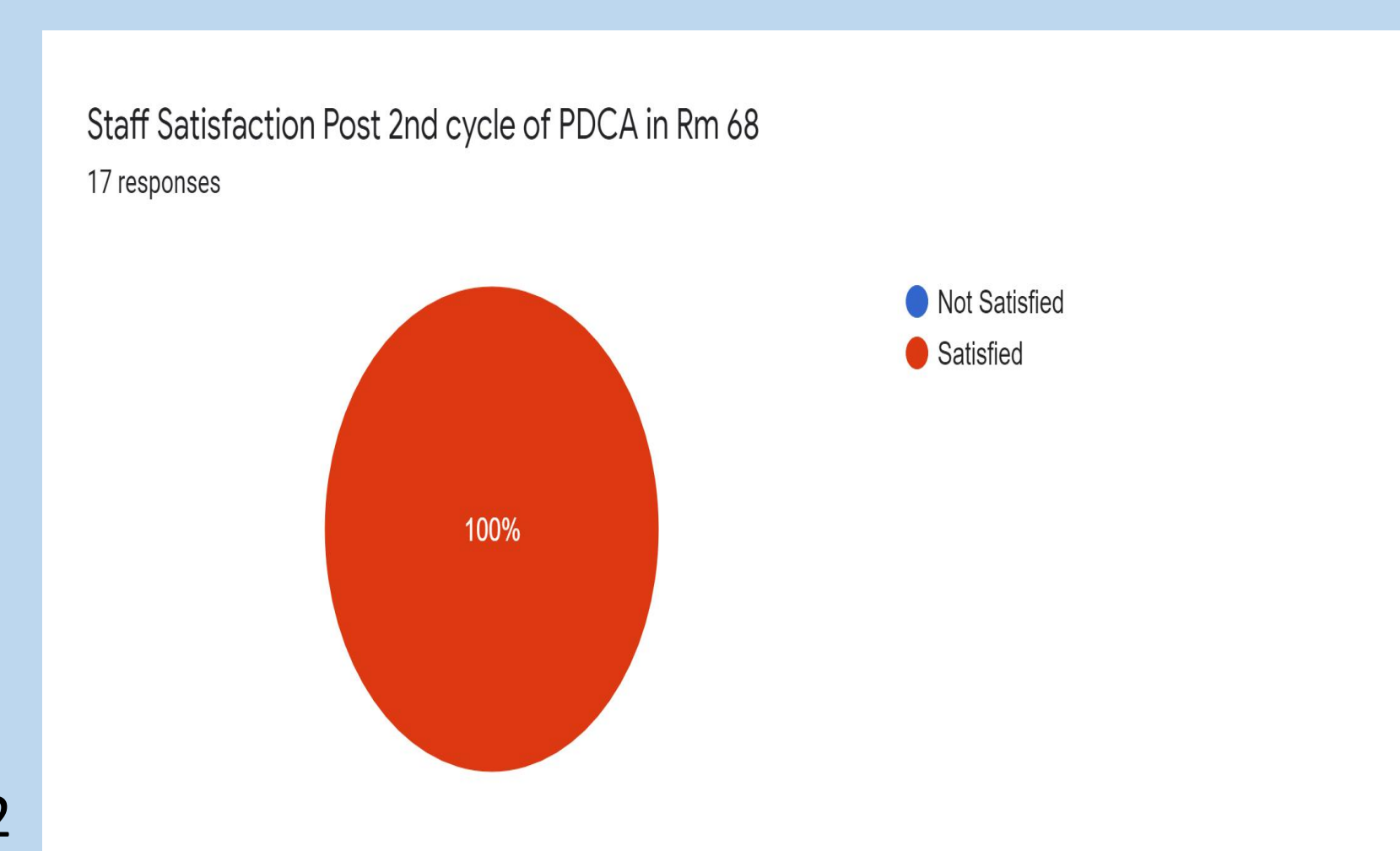


Figure 2

## Result

After the revamping of the Evaluation Room in September 2020, there is no falls or near misses.

Redesigning and reconfiguring of the Evaluation Room has improved the safety of patients and staff (refer to table 1).

It reduces the risk of hazards under Workplace Safety.

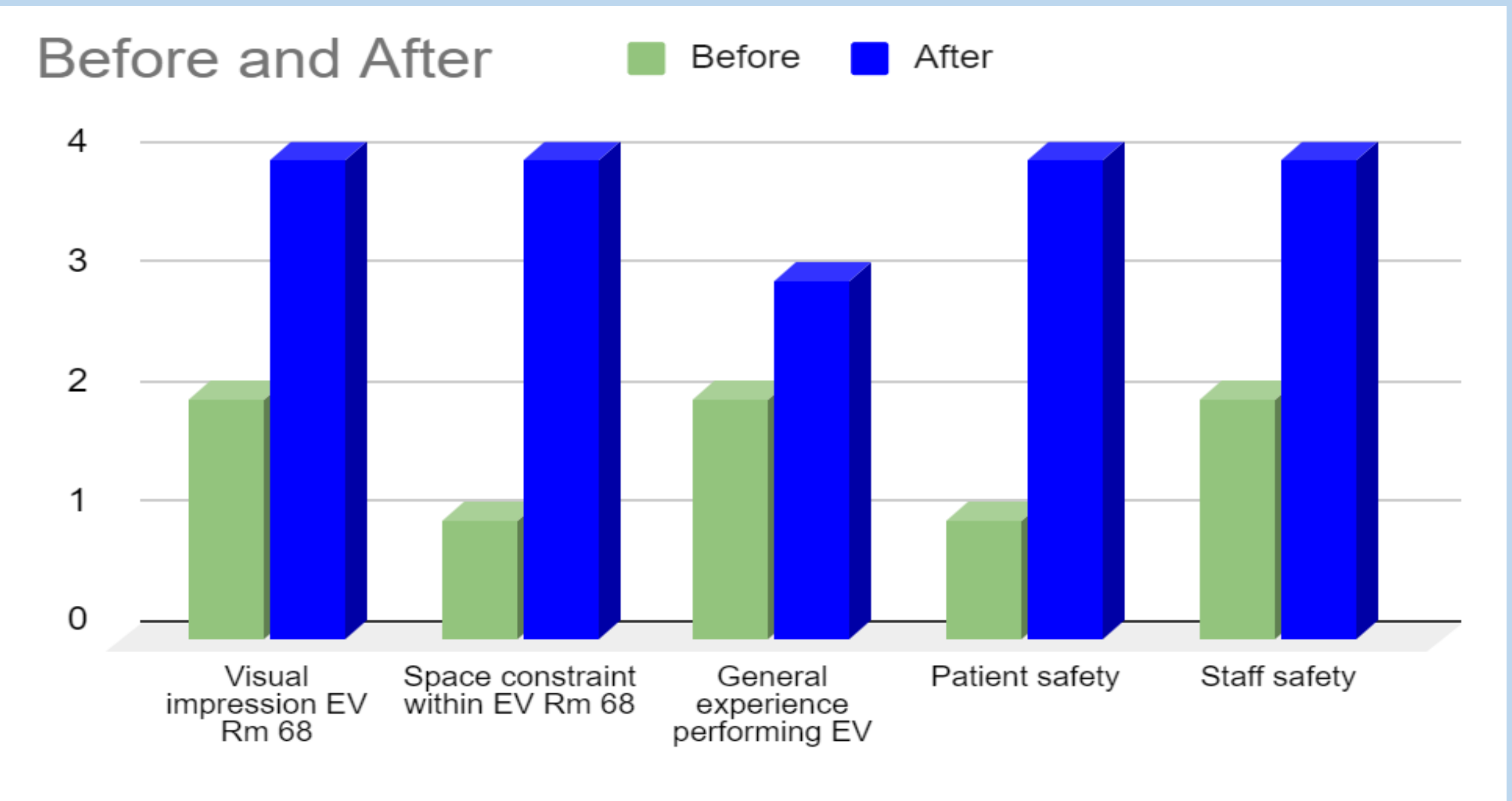


Table 1

## Conclusion

This project has enhanced the room ambience and contributes to a better patient experience.

The increased space not only enables patients' caregiver to navigate the wheelchair seamlessly in the room but also helps in the movement of patients on mobility aids.

This will greatly reduce falls in the Evaluation Room especially when there is a high volume of patients.