

Project Title

Improving Safety Around Emergency Department (ED) Ambulance Bay

Project Lead and Members

Project lead: Desmond Koh

Project members: Joyce Loke

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Medical, Nursing

Applicable Specialty or Discipline

Emergency Department

Aims

To make concrete improvements to keep this well-utilised thoroughfare safe, and ensure the injury and fatality rates along the walkway remains at zero

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

The team heeded lessons from near misses, taking courage to creatively overcome design regulations and bureaucracy, and make unquantifiable improvements to safety.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Build Environment, Facilities Management Improvements

Keywords

Safety, Ambulance Bay, Sign Posting

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IMPROVING SAFETY AROUND ED AMBULANCE BAY

MEMBERS: DESMOND KOH, ED NURSING TEAM

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem/ Set Aim

Opportunity for Improvement

The visitor walkway linking ED's P3 service area and the Emergency Visitor Lounge passes by the ambulance bay. There are scratches on the walls and rooftop of this walkway, a result of near misses by inexperienced ambulance operators.

ED Operations and Nursing completed a Patient Safety Walk Round led by CMB and Medical Affairs, and flagged areas of concern to improve on.

Aim

The ED team endeavours to make concrete improvements to keep this well-utilised thoroughfare safe, and ensure the injury and fatality rates along the walkway remains at zero.

Establish Measures

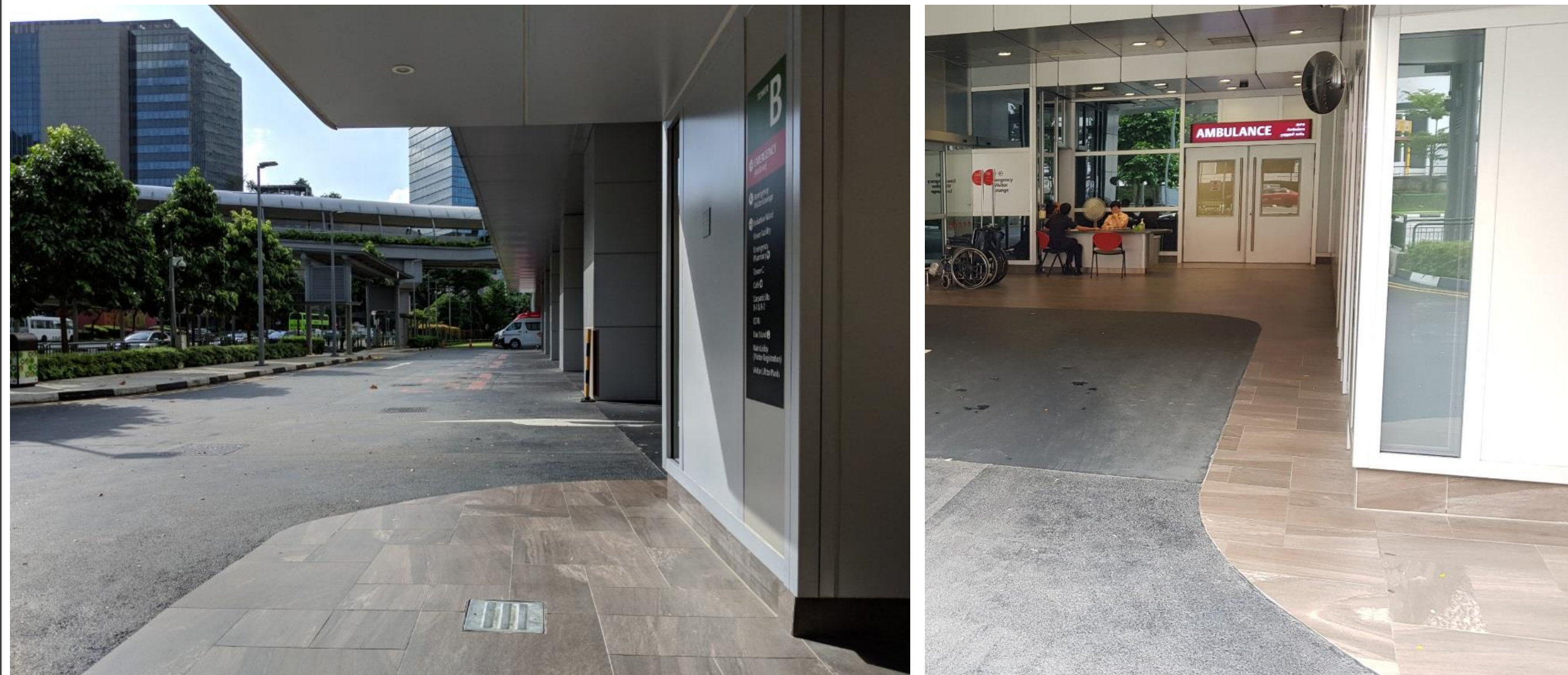
The walkway has seen zero reported injuries thus far, but there are multiple, clear signs of near misses presenting risks.

Analyse Problem

1. Multiple points of damage by ambulances very near walkway between ED P3 service area and Emergency Visitor Lounge.



2. No warning on the narrowing of the walkway, and that this is happening near a blind spot in proximity to fast-moving vehicles.



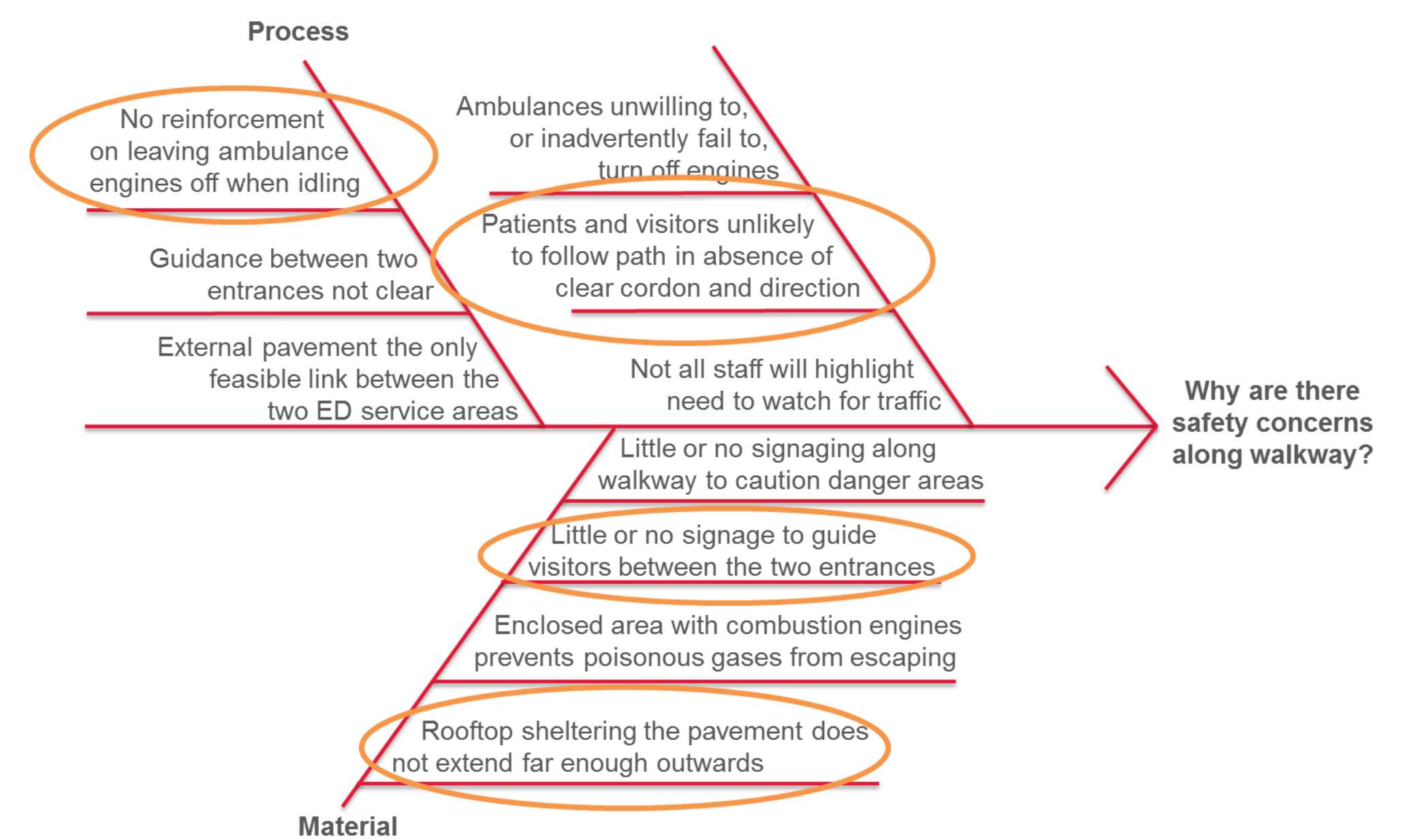
3. When there is rain, the pavement between the two service points becomes a fall hazard as water pools on the ground.



4. Ambulances have been known to leave engines running while idling at the parking bays.

Select Changes

The team conducted a fish-bone analysis to distill the best ideas. ED then fine-tuned the solutions with Facilities Devt and Comms. They were implemented between Feb and Oct 2018.



Test & Implement Changes

1. Reflective bollards, cordons & cautionary floor prints, to improve visibility of pavement to vehicles and keep visitors on path.

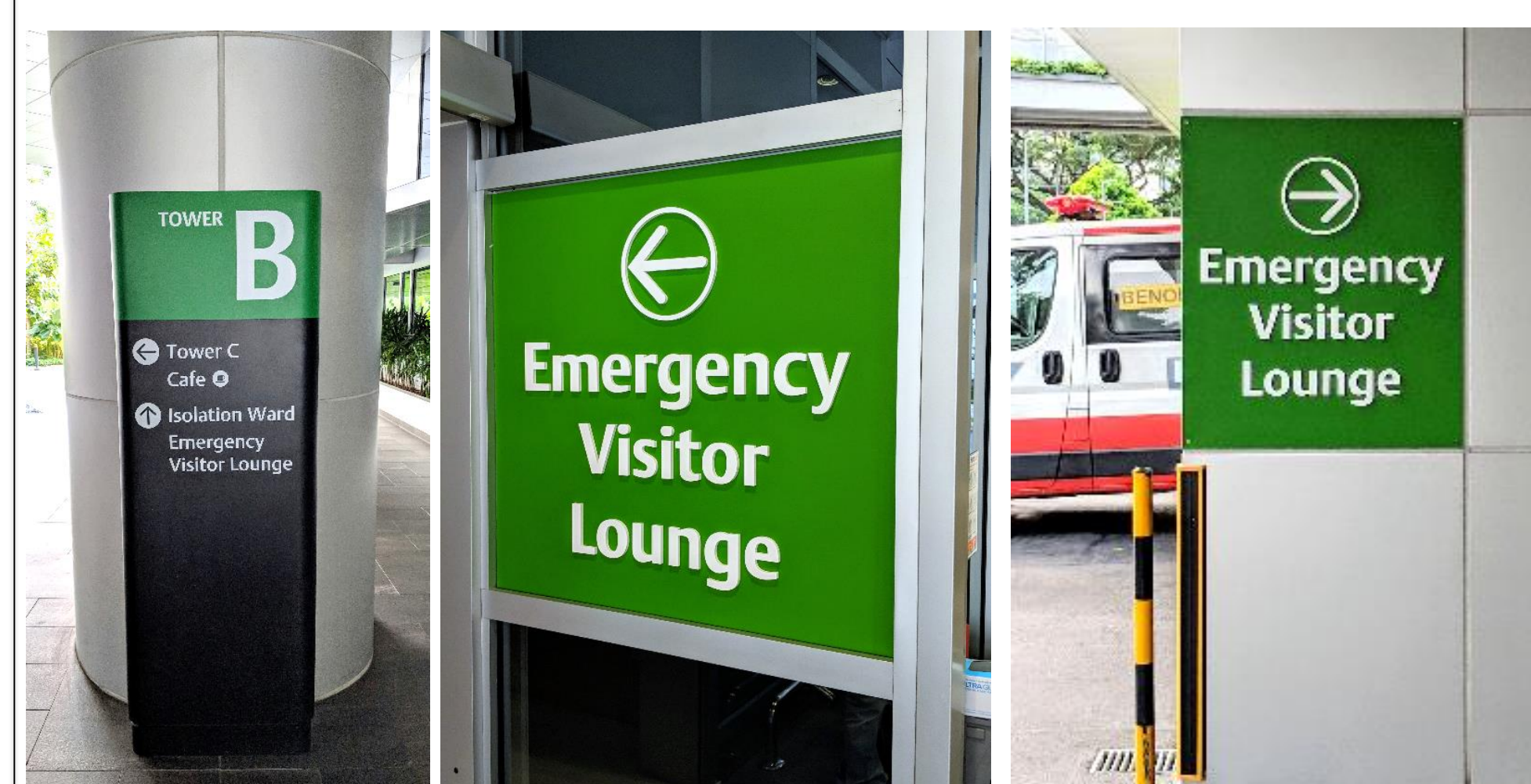


2. Change out planter so rain-water may discharge properly without pooling and increasing fall risk.

3. Bright yellow cautionary strips and additional restricted entry stickers to keep visitors clear of ambulance access swing doors.



4. Larger, colour-coded signs to direct visitors clearly along the walkway, so they may focus on the surroundings while making their way.



5. Signs reminding ambulances to turn off idling engines.



Spread Change/ Learning Points

The team heeded lessons from the near misses, taking courage to creatively overcome design regulations and bureaucracy, and made unquantifiable improvements to safety. Taking charge of the issue demonstrates ED's commitment to maintain a zero injury streak.

