

Patient Safety and Quality

THE PERSPECTIVES OF THE HEALTHCARE
WORKER



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Introduction

As we celebrate Patient Safety and Quality. It is appropriate to examine the perspectives of the providers of care.

I am confident that those of us who choose to serve in this capacity aspire to give efficient care amidst the various challenges faced each day.

The acronym S.A.F.E will be used to outline the perspectives of the Healthcare worker in providing safe and quality patient care.

S. A. F. E

S - Staffing , systems

A – Appropriate PPEs and communication

F – Financial support

E - Ergonomics

Staffing

Staffing has direct impact on patient safety and quality outcomes.

Our Healthcare systems worldwide have been plagued with inadequate staff which directly impacts the patient care outcomes.

Inadequate number and skill set of the healthcare staff will reduce the desired patient care outcomes

Studies by King University was used to assist with California being the first state to mandate Nurse patient ratio within their medical surgical units to be 1:5.

Nurse patient ratio adherence does have positive impact on patient care outcome.

Systems

Having systems in place to support the practices will also enhance patient safety and quality.

In Infection Prevention and Control for example, having a computerized checklist outlining the procedure for insertion of a urinary catheter can help in the reduction of Catheter Associated Urinary Tract Infections (CAUTI) while providing an objective way of auditing procedures.

Electronic Health Records (EHR) can also provide critical and objective data in the case where patients seek care at multiple facilities as well as assist in events where a patient presents unconscious or disorientated.

Appropriate equipment

The correct amounts, sizes and quality of Personal Protective Equipment (PPE) is important in effecting patient safety and quality of care.

These PPEs must also be accessible at the point of care. Goal standard for ensuring fit testing annually in the case of N95 mask for example must also be maintained. Having appropriate PPEs can contribute to staff satisfaction which will lead to positive impacts on patient care outcomes

Appropriate communication

- ▶ Appropriate communication will lead to understanding by the patient which will increase compliance thus impacting safety and quality.
- ▶ I learnt recently through one of my daughters that we can converse with Google. If we fail to inform our patients, they will seek information from Social media; which may be generalized information

Financial support

Intersectoral collaboration is necessary to ensure we have the required equipment, infrastructure and supplies to deliver quality care.

As an Infection Prevention and Control Practitioner, I long for the day when our facilities will have functional hand hygiene units in the appropriate amounts per bed count.

Hand hygiene has been shown to be one of the most effective ways of reducing Healthcare Associated Infections.

Ergonomics

Having the correct equipment will ensure the safety of our healthcare worker who will feel valued and will give of their best .

A defective Operative bed or light for example will hamper the most skilled Surgeon from performing at his best,

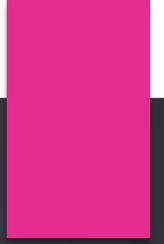
Right timing of care, right equipment, right skills, will equal quality and safe patient care.

References

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Thank
you