

# TOWARDS SAFER HEALTHCARE

## “GETTING TO ZERO”



**0% PATIENT FALL**



**0% MEDICATION  
ERROR**



**0% BLOOD  
TRANSFUSION  
ERROR**

# “TOWARDS SAFER HEALTHCARE”

UMMC is approaching the final stages of preparation for the survey by **Malaysian Society for Quality in Healthcare**. I have great pride in announcing that UMMC will be the **first Teaching Hospital** to be surveyed for accreditation. **The survey** will be conducted on **12-14 December 2012**. This will **involve all staff and all patients** attending UMMC on those dates. I would like to congratulate staff for their efforts in producing the **tremendous changes** that have taken place in our hospital towards delivering healthcare, training and research in medical specialties, community services and patient welfare through our hospital's **core values**: excellence, efficiency, empathy, ethical conduct, patient-centredness, and friendliness. All these efforts will assure our customers and our staff that their **safety** and **satisfaction** is our highest concern. I invite all staff to join me in continuing this steady progress **towards successful MSQH accreditation**.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail  
Director, University Malaya Medical Centre*

# "PROPER COMMUNICATION SAVES TIME AND SAVES LIVES"

Proper communication by staff with our patients show that:

1. We respect their rights
2. We care about giving them the right information to save them time.
3. We care for the safety of our patients.
4. We care for the quality of our workplace environment



# **“PROPER COMMUNICATION SAVES TIME AND SAVES LIVES”**

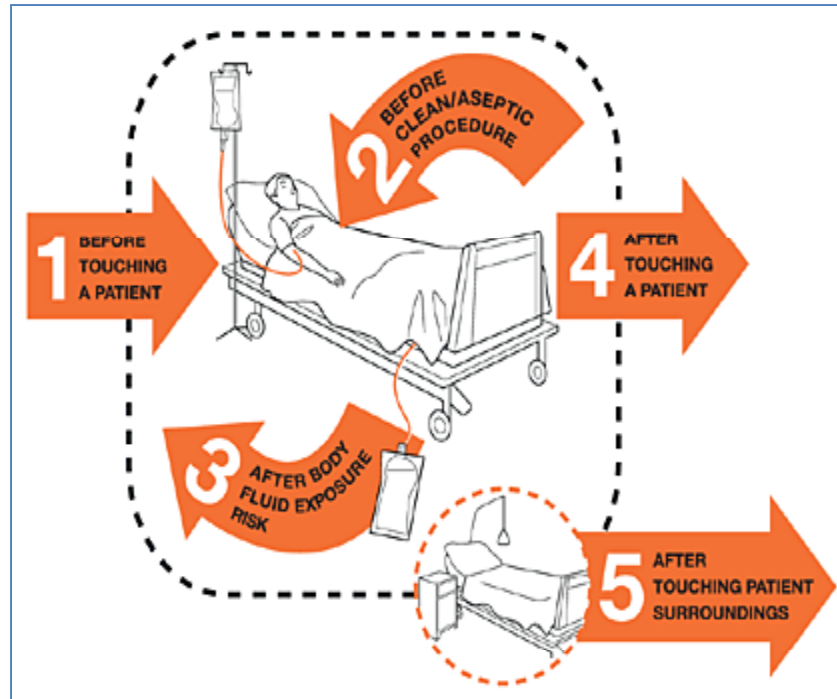
UMMC is approaching the final stages of preparation for the survey by Malaysian Society for Quality in Healthcare on 12-14 December 2012.

- Proper communication by staff with our patients shows that we respect their rights to know about the healthcare services they receive.
- Proper communication by staff with our patients shows that we care about giving them the right information to save them time.
- Proper communication among our staff shows that we care for the safety of our patients.
- Proper communication among our staff shows that we care for the quality of our workplace environment and report all problems that need to be rectified.

I invite all staff to join me in continuing this steady progress towards successful MSQH accreditation.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail  
Director, University Malaya Medical Centre*

# "DID I WASH MY HANDS?"



**CLEAN HANDS SAVES LIVES MAKE THIS A  
HAPPY HOSPITAL FOR PATIENTS AND STAFF**

# “DID I WASH MY HANDS?”

Did I **WASH** my **HANDS**? How many times did I **WASH** my **HANDS** today? Let ask ourselves.

We've probably been told a thousand times that we need to wash our hands, but we might be wondering is it really THAT important??

The answer is **YES**, it is **IMPORTANT**. Washing our hands is often considered the number one way of preventing the spread of germs and keeping people healthy. Think about all of the things that we touched today — from having breakfast, touch our patient and to the lavatory. Whatever we did today, we came into contact with germs. We can't wear rubber gloves all day long, but we can wash our hands.

**REMEMBER:** Germs are too small for us to see, but that doesn't mean they're too small for us to wash away! Keep ourselves and our **PATIENT HEALTHY** and **SAFE** by washing often!

So when are the best times to wash OUR hands to make OUR patient healthy?

- **EVERY TIME BEFORE AND AFTER TOUCHING OUR PATIENT**
- **BEFORE AN ASEPTIC TASK**
- **AFTER BODY FLUID EXPOSURE RISK AND**
- **AFTER CONTACT WITH PATIENT SURROUNDINGS**

**CLEAN HANDS SAVES LIVES**  
**MAKE THIS A HAPPY HOSPITAL FOR PATIENTS AND STAFF**

Further to this I would also like to congratulate all staff in wards NICU and PICU for their achievement above 75% compliance in the Hand Hygiene Audit done in the month of July 2012. I hereby invite all staff to join me in continuing this steady progress towards successful MSQH accreditation.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail*  
*Director, University Malaya Medical Centre*



# “SAFE SURGERY SAVES LIVES”

## TIME OUT VERIFICATION

TO ENSURE :

- ✓ CORRECT PATIENT
- ✓ CORRECT SITE
- ✓ CORRECT PROCEDURE
- ✓ CONSENTED



- ✓ SPECIAL EQUIPMENT/IMPLANTS/REQUIREMENT  
AVAILABLE



# **“SAFE SURGERY SAVES LIVES”**

**‘TIME OUT VERIFICATION’** is vital in ensuring patient’s safety while undergoing procedure/operation. The team that carries out ‘Time Out’ verification, must occur as soon as patient enters the operating/procedure room, but prior to the commencement of the procedure/operation. It’s requires an active participation from all team members involved.

A stopped period of time when all member of the surgical/procedure team participate in the positive identification of the patient, the intended procedure and the visualization of the marked site of the procedure. All staff present are to STOP what they are doing and participate in the **Active Time Out**.

Verify each of the following elements:

- 1. CORRECT PATIENT**
- 2. CONSENTED**
- 3. CORRECT PROCEDURE**
- 4. CORRECT SITE**
- 5. SPECIAL EQUIPMENT/IMPLANTS/REQUIREMENT OR  
SPECIAL MEDICATION AVAILABLE**

I hereby invite all staff to join me in continuing this steady progress towards successful MSQH accreditation.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail  
Director, University Malaya Medical Centre*

# "DO WE HAVE CORRECT IDENTIFICATION?"

All STAFF SHALL USE TWO (2) IDENTIFIERS:

- 1) Patient's FULL NAME
- 2) Patient's REGISTRATION NUMBER



*Ask the patient's full name and check their wrist band*

**DO NOT REMOVE THE WRISTBAND  
DO NOT USE BED/ROOM NUMBER OR GENDER**

# **“DO WE HAVE THE CORRECT PATIENT?”**

Patient identification is the process by which the identity of the patient is reviewed and verified at each point of patient care, such as:

1. Sample collection – Blood, Body Fluids, Tissues.
2. Radiology procedures – X-ray, ultra-sound, CT, MRI and Angiography.
3. Surgical Procedures.
4. Transfusion Medicine – Blood Donation, Blood Transfusion and Plasma Exchange.
5. Medication – Prescribing, Dispensation, Administration and Counseling.
6. Other Procedures – Endoscopy, physiotherapy, EMG, Amniocentesis, Haemodialysis, Bone Marrow and Radiotherapy.

The use of two (2) identifiers is the minimum safety measure - checking patient's full name and Registration number or Identification number or Birth date by asking the patient to say it AND confirm with their wristband. Identifiers should NOT include the patient's bed number, room number or gender.

- Vulnerable Patients at Risk - Unconscious Patient, Child, Psychiatric and Demented Patient - the patient is identified by asking the patients relative or carer AND confirm with their wristband
  - **DO NOT REMOVE PATIENT'S WRISTBAND.**
  - **SAFETY OF YOUR PATIENT DEPENDS ON FOLLOWING CORRECT PATIENT IDENTIFICATION.**
- Please do not allow any mistakes to occur in correct patient identification. I hereby invite all staff to join me in continuing this steady progress towards successful MSQH accreditation.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail  
Director, University Malaya Medical Centre*

# "WHAT HAPPENED TO MY PATIENT?"

## COMMUNICATION TOOLS/ STRATEGIES

**Hand over by SBAR**

**SITUATION**

**BACKGROUND**

**ASSESSMENT**

**RECOMMENDATION**





# “IS THIS MEDICATION SAFE TO MY PATIENT?”

# 8R



**RIGHT medication**

**RIGHT patient**

**RIGHT dose**

**RIGHT time**

**RIGHT route**

**RIGHT reason**

**RIGHT documentation**

**RIGHT education**



PO  
IVI  
SC  
IMI



# “IS THIS MEDICATION SAFE FOR MY PATIENT?”

Medication error is almost ALWAYS PREVENTABLE. It results in patient harm. UMMC strives to meet patient expectations of efficiency, quality, safety and friendliness as shown in its core values. To ensure medication safety, medication administration to patients must incorporate the Eight RIGHTS. Before administering a medication to a patient, a healthcare worker should ensure that the following patient rights are met:

1. **Right PATIENT** shall receive the medication
2. **Right MEDICATION NAME** has been prescribed LEGIBLY by Doctor
3. **Right REASON** for the prescription of medication
4. **Right DOSE** has been prescribed
5. **Right TIME** for the medication to be received by patient
6. **Right ROUTE** for the medication to be received by patient
7. **Right DOCUMENTATION** for the medication.
8. **Right of patient to UNDERSTAND** the reasons, effects and side effects of medication.

The Gold standard of Medication safety is “Zero Medication Error”. To achieve this requires strong commitment and perseverance by all healthcare workers on meeting the Eight RIGHTS and on effective communication among colleagues. I THANK all healthcare workers for your strong efforts to ENSURE MEDICATION SAFETY for your patients and wish all UMMC healthcare workers success towards achieving MSQH accreditation.

*Y. Bhg. Prof. Dato' Dr. Ikram Shah Bin Ismail  
Director, University Malaya Medical Centre*

# "WE CAN ALWAYS TRY HARDER"



**Excellence**



**Patient-Centredness**



**Ethical  
Behaviour**



**Efficiency**



**Empathy**



**Friendliness**

# WE ARE **HAPPY** TO BE HERE

## Because....

**UMMC provides safe and high  
quality health care**

