

38th ASIA- PACIFIC

NURSING AND MEDICARE SUMMIT

OCTOBER 03-04, 2018 OSAKA, JAPAN

Reduce the rate of incomplete process of in-patient transportation**Yin-Hui Chang, Yen-Chin Chen, Ling-Tzu Chen, Hsiao-Hui, Chen Lin-Hsin, Chien Shu-Chun, Wei Pie Fen, Wu Hsun-Yin Chang, Ching-Yi Wu, Ya-Fen Hsu and Yu-Ju Yu**

China Medical University-Beigang Hospital, Taiwan

The process of patient transportation is required to be implemented thoroughly to ensure patient safety and improve work efficiency. Data from March 2017 to May 2017 found that the rate of incomplete process during hospitalization was 30.2%. By using Plato's 80/20 rule, the reasons were mainly due to: (1) Lack of process monitoring accounted for 34.9%, (2) failed to identify patient accounted for 26.7% and (3) not selecting delivery schedule accounted for 39.6%. In addition, transfer route was adjusted because of a new building was started using. Therefore, a committee was established in March 2017 to evaluate the efficacy of transportation process. After data collection, document verification and group discussions, several measures were implemented to improve the safety of in-patient transportation. After collecting data by on-site audit and related audit forms, the committee members carried out rounds of brainstorming and in-depth analysis to every single step of in-patient transportation. To find out the real causes of the problems. We had set up a feasible strategy and evaluate its effectiveness from July 1, 2017 to September 30, 2017, which the measures were: (1) Optimize the timing of each examination, (2) conducting on-job training, (3) review and adjust the work content of the transportation personnel, (4) develop an audit mechanism for patient transfer, (5) carry out a scenario stimulation of a transportation process and (6) re-examine and revise the contents of the handovers. The number of cases of missing steps in implementation was reduced from 131 cases to 32 cases and rate was reduced from 34.9% to 9.4%. The number of cases of not identifying the patient was reduced from 60 cases to 23 cases; the rate was reduced from 26.7% to 6.8%. The number of cases of missing handovers was reduced from 89 cases to 20 cases; the rate was reduced from 39.6% to 5.8%. Achieve conversion rate: 30.2% before intervention, 7.8% after intervention and conversion rate 112.3%.

Biography

Yin-Hui Chang has graduated from Department of Nursing of HongGuang Science and Technology University in 2005. She is the Head Nurse of the Nursing Department of China Medical University, Beigang Hospital and Clinical Teacher of the two years program subsidized by Ministry of Health and Welfare. She is currently pursuing Master's program of Nursing in the Institute of Nursing at Chiayi Chang Gung University of Science and Technology.

n1516@mail.bh.cmu.edu.tw

Notes: