

Hong Kong Phlebotomy and Intravenous Infusion Association (HKPIVA)

Risk Management Report 2018

Introduction

This report details the Hong Kong Phlebotomist Association (HKPIVA) and its Registered Phlebotomists regarding their safety and quality management initiatives implemented in 2015/16. Quality in health care has various dimensions, which cover patient care quality, professional quality and management quality, and a complimentary multi-pronged approach is necessary. Quality and Standard Team focused on several key areas – establishing quality management system, access management, communication and sharing, and clinical measurement.

The Registered Phlebotomists serves patients in professional manner to reinforce patient safety. These safety codes are further enhanced by the HKPIVA to elaborate more in CPD training. We emphasize the development of staff capability and new competencies to cope with the ever changing healthcare environment and increasing expectations of our community. In order to facilitate reporting and share the lessons learned, we strive to improve our incident reporting and management system. We also target at proper data analysis so as to identify clinical risk, formulate service plans to tie in with resources, transform our healthcare environment and provide a safer and more efficient healthcare to our patients.

The terms of reference and membership of the Quality and Risk Management Committee is:

- a. To steer and coordinate activities related to quality and risk management to Registered Phlebotomists;
- b. To develop policy, guidelines and indicators related to quality and risk management for Registered Phlebotomists;
- c. To identify, evaluate and prioritize risk areas, and treat risks through the existing quality and risk management framework;
- d. To communicate and disseminate quality and safety knowledge to colleagues for sharing and learning in the promotion of quality and safety;
- e. To monitor and review the adequacy, efficiency and effectiveness of the quality and risk management system and activities; and
- g. To report to HKPIVA administration and Central Committee on Quality and Risk Management, on the issues related to quality and safety as appropriate.

1. Risk Prioritization

Table 1: Five Priority Risk Areas

Five Priority Risk Areas for Phlebotomists

- 1 Patient identification (specimen labeling)
- 2 Infection control
- 3 Needle stick injury
- 4 IV cannulation technique
- 5 Patient data security (paper record)

2. Risk Mitigation

Risk Reduction Strategies for the five Priority Risk Areas

Priority Risk Area

Action & Result

1 Patient identification

(Specimen labeling)

(a). The implementation of the 2D barcode system for labeling all in-patient specimens has commenced in QEH on 29/6/09 and also in BH since 1/12/09; and

(b). Hitherto, there were only few incidents of mislabeling of specimen reported. (2D-barcode system was not used in these incidents). These incidents were being investigated.

2 Infection control

(a). Developed a standard of practice on "Management on Needle Stick Injury and Mucosal Exposure to Blood and Body Fluid to Health Care Workers";

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Top five Non-clinical (operational) risks

- 1 IT Information security to maintain confidentiality of the patient's record
- 2 OSH Workplace

- 3 Physical resources Health and safety
- 4 OSH Manual handling operations
- 5 Computer virus outbreak led to IT system breakdown

Promotion of Patient Safety Culture via Training & Sharing

1. Various programs had been implemented to enhance staff knowledge and skill related to patient safety:
 - a. Training on Risk Management & Patient safety for all new Registered Phlebotomists conducted between July and September 2015.
2. Early Defibrillation Program
 - a. Response plan for Registered Phlebotomists with cardiac arrest revised
 - b. All Registered Phlebotomists process valid BLS providers certification
 - c. All Registered Phlebotomists process valid HKSAR recognized first aid certification with AED training
 - d. Audit for timeliness of resuscitation