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HEALTH CARE HIGH RELIABILITY TRANSFORMATION AND CULTURE, A SLOGAN OR A DAILY FRONT LINE STAFF COMMITMENT AND PRACTICE

M Abd El Bagi^a, F Alkubaidan^a and A Alwabil^b^aKing Abdulaziz Medical City, Saudi Arabia

This study aims to find out whether health care high reliability (HCHR) key principles are adhered to by the front line staff. The proceedings of the radiology total quality management committee were reviewed at an 800 bed tertiary care centre. The results showed that sensitivity to operations principle of HCHR was applied long ago. This was manifest as displayed statistics and graphs of total activity times for all imaging sub-sections. The reluctance to simplify was exemplified by a fish hook root cause analysis to diagnose causes of MRI scans cancellations. Occupation with failure was noted in the continuous monitoring of radiologists pre-procedure protocolling such that the scan is performed by the technologist in the right way. A Swiss cheese risk management module was used to plan check points. Deference to expertise was manifested by involving an immunologist and a nephrologist in the revision of the contrast media administration. As for resilience, staff were constantly trained how to deal with contrast media reactions and basic life support. Discrepancies were transparently discussed on weekly meetings. Communication of urgent clinical findings is secured through semi-automated phone text and e-mail notification of the referring physician which is monitored for loop closure when relevant action was taken. As for safety culture, a bi-annual cycle of right care right now is running for infection control. In conclusion we found that the practice at this department is in line with the highest level of HCHR transformation journey. It has surpassed infancy and teething problems into maturity.

Biography

M Abd El Bagi is a consultant radiologist at the National Guard Hospital of King Abdulaziz Medical City in Riyadh. He is a Fellow of the Royal College of Radiologists(London) and a Fellow of the Faculty of Radiologists at the Royal College of Surgeons(Ireland). He obtained a Master degree on Total Quality Management from Ribat University and was previously a Professor of radiology at the National University in Khartoum.

abdelbagimo@ngha.med.sa

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