

00289 Improving Safety & Management of Nurse Call Button at Bedside

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Aims: Accessibility of Call buttons is critical especially for non ambulating or vulnerable patients such as patients' on tracheostomy or post operative patients who are unable to speak or walk to get assistance. The current safety clip attached to the call button does not provide adequate securement and gets dislodged easily.

The improvement project aims to:

1. Enhance Safe Management of Call Button
 2. Improve Patient Safety - Ensure Call button within patients' reach at all time)
- Improve Staff Satisfaction

Methodology: The team conducted a random walkabout in 5 wards in which 8 cases of Call Button misplacement were observed. Photographic evidence were taken, the Call Buttons were either: on the floor, in between bed rails or hanging over bed rails. The Team Brainstormed ideas and tried several methods to secure the Call Buttons at bedside. However these methods did not fulfil the target objectives.

The team then iterated with colleagues from Centre for Innovation (CFI) using the PDSA model for an effective method of securing the device. After rigorous measurement and fittings, the 4th and final 3D prototype of a Holder was unanimously selected by the the team based on its ability to secure Call Buttons at bedside

Result: Post-implementation survey was conducted:

- 100% patients satisfied as the holder is assessible.
- Nil Incidence of Call Button misplacement being reported by patients and nurses.

Conclusion: Focused on the aim, the team overcome several challenges in finding the Right Fit of call Button Holder. The final prototype met the project objective::

- The Right Fit
- Holder is Secure
- Call Buttons Within Patient's Reach

Together with colleagues from CFI, the team will work on vendor assessment and evaluation for the purchase of the holder based on the final 3D prototype. The project aims to implement the holder Hospital-wide.