

THEME

# Applying Best Practices in Healthcare Delivery

- 21-23 July 2009
- Kuala Lumpur Convention Centre Malaysia



**APHM · ASQma · ISQma**  
International Healthcare  
Conference and Exhibition  
**2009**

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APHM . ASQUA. ISQUA  
INTERNATIONAL HEALTHCARE CONFERENCE 2009



**Patient safety**

**Part of the  
vocabulary of our  
healthcare  
graduates?**

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# Allied Health Professionals (AHP): Role in Patient safety and Clinical Governance

One of the most important challenges faced by AHP today is the need **to ensure safety** of people in contact with health care environment



How much patient's safety  
been taught  
in the curriculum?

Is it to be a separate subject  
or Integrated?



"The patient in the next bed is highly infectious. Thank God for these curtains."



# Allied Health Courses in MAHSA

- Diploma and degree in Physiotherapy
- Diploma in Pharmacy
- Diploma in Medical Imaging
- Diploma in Medical Laboratory Technology
- Diploma in Environmental Health



# Allied Health Courses in MAHSA

- Diploma -Full time 3 years
- Degree -Full time 4 years (4+0)

The diploma curriculum for Allied Health is approved and accredited by:

**Malaysian Qualifying Agency**



# Allied Health Courses in MAHSA

## Teaching and Learning activities:

### Classroom

- theory
- practical

### Clinical

- actual contact with the clients



# Teaching strategies

**Theory** – student –centered learning

- Lectures and tutorial
- Problem based learning
- Presentation
- Role play
- Brain storming / discussion
- Mind mapping



# Teaching strategies

## Practical - Hands-on practice

- Simulation - pharmacies
- Laboratory –medical laboratories
- Skill laboratories
- Gymnasiums and electrotherapy practical rooms



# Clinical Placement

## **Clinical Placement / practicum**

- various departments in the hospitals according to the discipline
- non-government organization
- Community and homes
- local authority
- Clinics
- Private laboratories – e.g. Pathlab
- Research centers - IMR



# Safety consideration in the curriculum: Physiotherapy

Patient safety

- ambulation and transfer



# Patient safety in **Physiotherapy**

- **lifting**
  - avoidance of fall
- **handling**
- **manual techniques**
- **exercises**
  - avoid injuries to the structures





# Safety consideration in the curriculum: Physiotherapy

## Equipments and environment

- handling and checking safety functions of walking aids, parallel bars, wheelchairs, manual therapy beds, hospital beds and exercise equipments (weights, clubs, dumbbell, suspension)
- flooring





# Safety consideration in the curriculum: Physiotherapy

- risk assessment for cardiorespiratory patients – cardiac rehabilitation
- documentation – record assessment and treatment
- communication – oral and written



# THERMAL THERAPY

## INFRA RED TREATMENT

### WAX BATH



### SHORT WAVE DIATHERMY





# Safety consideration in the curriculum: Physiotherapy

## Electrical safety – equipments and environment

### Electrotherapy

knowledge of electrical safety,  
testing of equipments, checking  
contraindications, mandatory  
warning and instruction, protective  
equipments, servicing procedures,  
specific assessment procedures  
Such as skin sensation testing etc





# Safety consideration in the curriculum: Physiotherapy

## Hydrotherapy

– pool depth, heating,  
chlorination and  
equipments in the pool





# Safety consideration in the curriculum: **Physiotherapy**

Biological - focuses on reducing health care-associated infections (HCAI)

- hand washing before and after handling patients
- Chest physiotherapy
  - suctioning – apply aseptic procedure
  - use of protective garments – masks, apron
  - use antiseptic to clean the stethoscopes



# Clinical Placement

- Students placement are supervised by the clinicians
- All patients managed must be assessed and treatment plan discussed with the supervisors
- Orientation of the students at clinical placement - type of equipments, cases, protocols and safety guidelines, reinforced hand washing and aseptic practice



# Chartered Society of Physiotherapy (CSP) Rules of Conduct

- Safety of the patient is the **responsibility** of the individual **physiotherapist** providing the intervention (whether it is assessment, treatment or patient education) as part of the **duty of care** to the patient
- The principles of **clinical governance** including risk assessment and evidence-based practice



# Safety consideration in the curriculum: Medical Imaging



In Medical Imaging, a radiographer forms as one of the front liner in the health care team who delivers services to patients using modern and sophisticated equipments in determining the diagnosis of diseases and conditions of patients.

# General and Specific

## General

- Physical, physiological and emotional
- Mechanical safety
- Electrical safety
- Biohazard safety

## Specific Care

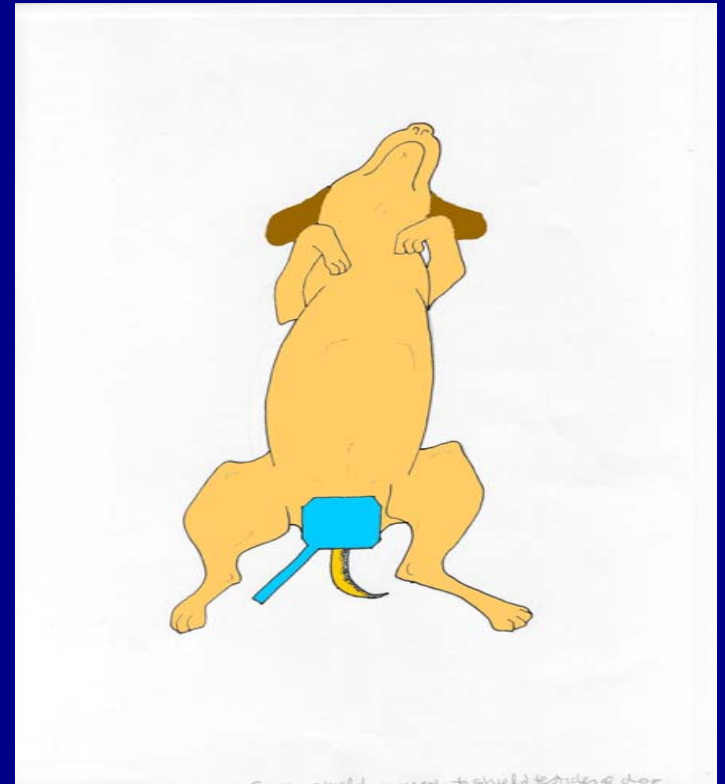
- Radiation safety
- Medication safety
- MRI safety
- Procedural safety



# Safety consideration in the curriculum: Medical Imaging

The curriculum emphasize on safety from potential:

- Radiation hazards





# Safety consideration in the curriculum: Medical Imaging

## Radiation Hazards

Students are taught from the beginning to observe and practice the rules and regulations pertaining to the use of ionizing radiations as recommended by local and international agencies i.e:

- **International Commission on Radiological Protection (I.C.R.P.),**
- **National Radiological Protection Board (NRPB).**
- **Lembaga Perlesenan Tenaga Atom (AELB).**



# Safety consideration in the curriculum: Medical Imaging

## Radiation Hazards

During practical and in clinical placement, students are **NOT** allowed to operate x-ray machines without supervision by qualified personal.



# Safety consideration in the curriculum: Medical Imaging

## ■ Electrical hazards

All imaging instruments are using high voltage, hence electrical safety is conform to electrical standard





# Safety consideration in the curriculum: Medical Imaging

## Mechanical hazards

- All x-ray machines are well maintained to prevent physical injury to patient.





# Safety consideration in the curriculum: Medical Imaging

## Biological Hazard Safety

Infection control  
Standard precautions  
Airborne Precautions  
Droplet Precautions  
Contact Precautions





# Safety consideration in the curriculum: Medical Imaging

## Medication Safety

Premed – prednisolone  
(prevention of allergy to  
CM)

Bowel prep medication  
(laxative)

Contrast media (adverse  
reactions )





# Safety consideration in the curriculum: Medical Imaging

## MRI safety

- Static Magnetic field
  - biological effect
- Radiofrequency –  
tissue heating
- Projectile of  
ferromagnetic object





# Safety consideration in the curriculum: Medical Imaging

## Procedural Safety

### Interventional Procedure

- Hemorrhage / hematoma
- Perforation
- Dissection
- Embolization



# Safety consideration in the curriculum: Medical Imaging

## Electrical, Mechanical and Chemical Hazard

Safety procedures are taught to students in subjects of :

- Patients Management
- Imaging Procedures



# Safety consideration in the curriculum: Medical Laboratory Technology

## Pre-analytical:

- Correct patient identification: the use of bar-coding in hospitals and labs
- use of the correct sample container
- ensuring timely dispatch of specimens in the appropriate conditions





# Safety consideration in the curriculum: Medical Laboratory Technology

## Analytical:

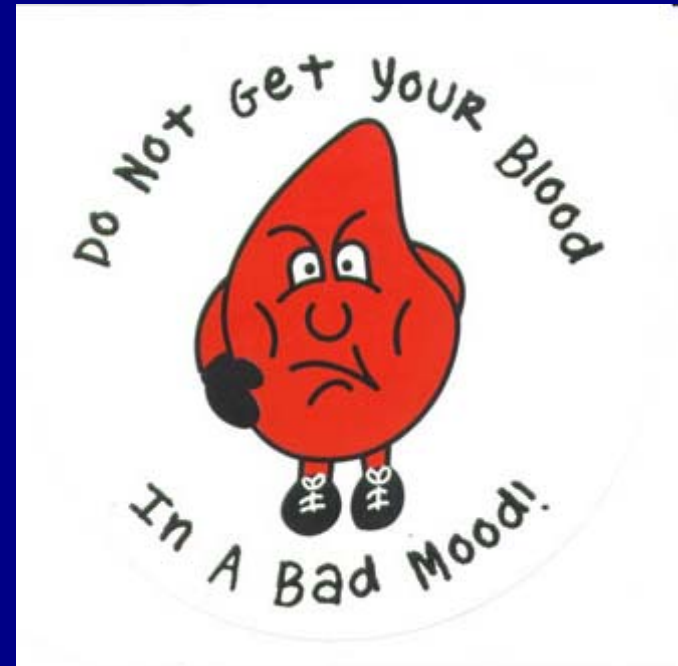
- This involves analytical Quality Assurance/ Quality Control
- All testing in the lab is undergoes quality control
- Students are taught the **principles and procedures** of internal and external lab QC
- QC assures the reliability of the analytical testing procedure



# Safety consideration in the curriculum: Medical Laboratory Technology

## Post-analytical:

- the lab **has very little control** except to ensure results are delivered on time
- **telephoned results:** there is a need to ensure that urgent results are telephoned and correctly conveyed over the phone - the receiver needs to repeat all results conveyed during the conversation



# Safety consideration in the curriculum: Medical Laboratory Technology

- **Lab accreditation: all aspects of quality pre-to post**
- **There are several accreditation bodies but the most commonly used in Malaysia is the ISO 15189 that is offered by the Dept of Standards of Malaysia.**



# Lab accreditation

- **Accreditation** is done with the overall aim of ensuring that the results produced by a lab are reliable.
- It involves assuring the reliability of pre-analytical, analytical and post-analytical procedures of the testing process.



# Safety consideration in the curriculum: Medical Laboratory Technology

- **All these procedures are aimed to ensure that the results produced by the lab are reliable, thereby assuring the safety of the patient**



# Safety consideration in the curriculum: **Diploma in Pharmacy**

Based on the following concept:

## **GOOD PHARMACY PRACTICE**



- The mission of pharmacy practice is to provide **medications** and other **health care products & services** and help people & society to make best use of them.

# Safety consideration in the curriculum: **Diploma in Pharmacy**

- The supply of medications and other health products of assured quality
- appropriate information and advice for patients
- monitoring the effects of their use

# Topics related to “Patients’ Safety in drug use”:

## Pharmacology of drugs, include:

- Side effects and drugs toxicities
- Monitoring side effects & toxicities of drugs
- Management of drug toxicities
- Drug – interaction: with other drug, food
- Prevention of drug toxicities.



**Patient  
Safety  
Starts  
with me!**

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**THANK YOU**