

Most Improved
Local Hospital

Hanh Phuc International Hospital



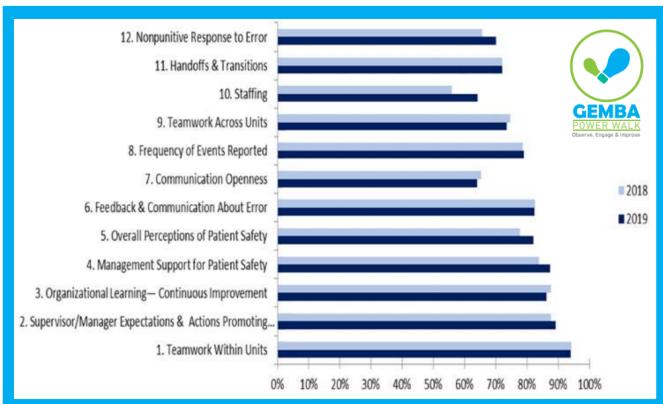
HANH PHUC
HOSPITAL®

6

INNOVATIVE
PROJECTS OF
EXCELLENCE

Background: The hospital identified six areas for improvement: [1] Safety culture, [2] Risk management, [3] Paediatric food services, [4] Hand hygiene, [5] Incident system, and [6] Patient services. Regular audit reports to the managers for corrective action are not enough, and department level interaction creates negative impact, personal conflict and demotivation. That's why 6 innovative interventional projects were implemented across the hospital. Series of workshops, kick-off meeting were conducted to remove personal conflict, demotivation, and promote 'no punitive' culture. All projects are cost effective or reduce cost.

1



'Gemba Power Walk': This project interferes 'Safety culture' of the hospital. **Result:** AHRQ compared patient safety culture survey reflected 7% 'Excellent', 3% 'Very good', and positive changes on each 12 dimensions of safety culture.

2



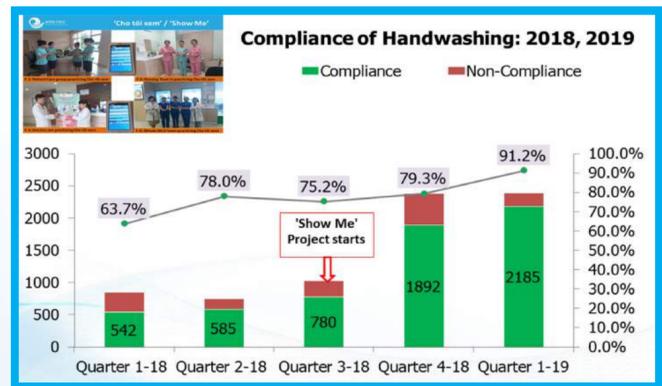
Risk Mitigation: Modified 'The IEHCQPS' [level of effort, LOF] risk management tool is adopted. **Result:** Five groups (R-1 to R-5) scored 'LOF card' 1-4; and identified 86 mitigation projects: completed 71% (61/86) in 2019; 29% (25/86) projects are in progress.

3



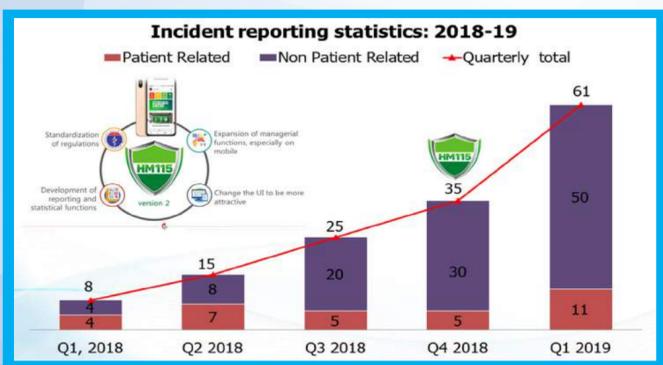
Food Presentation: Implements paediatrics 'Food presentation' project to increase satisfaction, reduce waste and minimize meal conversion. **Result:** Meal conversion 'Zero', cost saving to 9,424,000 VND, satisfaction increased to 'excellence' 30%.

4



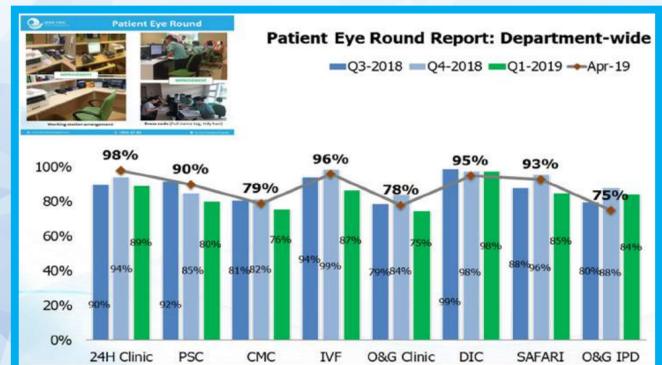
Cho Tôi Xem: Vietnamese words mean 'Show Me' project to interfere hand hygiene practice. **Result:** compliance increased by 11.9%; on average 91%; Staff felt good without policing feelings. Five moments scored above 90% except after contact-72%.

5



HM115: Implemented HM115 mobile app to report incident, scope to capture picture, created sign-in for staffs. **Result:** The rate of incident report increased 71% and reporter get 100% feedback.

6



'Patient eye' round: An innovative audit to score staff appearance, etiquette, attitude and tidiness. **Result:** average scored 88% in 2019. Most departments performed equal or above 90%, except CMC, O&G [clinic, inpatient].

Closing Argument: All 6 projects achieved the objectives; proactively reduced adverse events; sustained overall commitment to 'Zero Harm' practice in hospital. Each project cost was less than dollars but return of impact is high. These six projects are good examples of significant improvement of quality and safety, and turn Hanh Phuc international hospital into excellence.