

Improvement Activity for Orders to Improve Work Efficiency and the Patient Safety

Avengers Team for Patient Safety(Surgical Department, Surgical Nursing, etc.)

Necessity

- Incomplete orders (absence of drug dilution and dosage and rate of continuously injected drugs) cause inefficiency due to difficulties in communication among medical staff
- Insufficient management system of set orders and the discrepancy between CP orders and order execution poses a threat to patient safety

Activity

- Periodically updated CP orders and set orders
- Organized a consultative group to manage set orders of the surgical departments: Periodically analyzed problems and conducted improvement activities
- Launched a campaign to improve awareness of patient safety for residents and nurses: Created business cards with the key points of major orders and posters with cautions on drug prescriptions
- Rewarded residents for outstanding prescription practices
- Conducted training on patient safety for residents and nurses

Effects

	Period	Before activity	2019	After activity	2020
		Before activity		After activity	Target
Number of CP sets updated					
Index definition Number of updated CP sets within the CP sets used in seven surgical departments (Surgery, Ophthalmology, Obstetrics & Gynecology, Orthopedic Surgery, Plastic & Reconstructive Surgery, Urology, Otorhinolaryngology)		63		81	70 or more

- Improved the surgical department's set orders
- Increased work efficiency and patient safety through accurate orders for clear communication among medical staff
- Enhanced employee satisfaction in executing and issuing orders
- Established a close cooperative system between surgical and nursing departments by regularly operating consultative groups for orders