

# IMPLEMENTATION OF PATIENT SAFETY CARVAN- THE MANAWAN HOSPITAL LAHORE



**THE MANAWAN HOSPITAL-MANAGED BY INDUS NETWORK**

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## **Introduction:**

The Manawan Hospital (TMH) secondary health facilities based in Lahore at Punjab province, Pakistan. It is 100 bedded hospital providing state of the art healthcare service delivery in the field of Internal Medicine, General Surgery, Obstetrics & Gynecology, Pediatrics, Neonatology, Orthopedics and Family Medicine.

TMH is one of the healthcare facilities selected for Patient Safety Friendly Hospital Framework (PSFHF) by Health Department, Government of Punjab, and World Health Organization (WHO), successfully implemented critical, core and developmental criteria. (Plan for inter & external assessment in the 1<sup>st</sup> Quarter of 2022)

Patient Safety Caravan was initiated in the month of June - July 2021, through training conducted by WHO Saudi Collaborating Center on Patient Safety Policies and Strategies. TMH patient safety team started to raise awareness among healthcare workers on patient safety caravan as it was new baby for TMH team. On December 01, 2021 TMH team successfully implemented patient safety caravan to empower patient & their relatives about their diseases. Team of volunteers was comprised of physicians, medical officers, nurses, paramedics and support staff was constituted.

## **Methodology**

20 staff members were trained to execute Patient Safety Caravan at Out-Door Department (OPD), In-patients department and ER. Awareness material in Urdu language has been provided by WHO to educate the patients and families on the subject of patient safety caravan and making them empowered during the course of treatment.

10 teams, each of which comprised of two members was assigned the task in patient care areas. 4 teams carried out sessions at Operation Theater on daily basis and attended 25-30 patients per day and 2700 sessions were the target to be done in a month. In-patient, OPD, ER and waiting area were visited by each team on daily basis. A detailed schedule with tasks were shared with all team members. Counselling rooms have been established to make the process patient friendly and ensure confidentiality of medical record.

At the end of visit, consolidated report is shared with Head of Campus of TMH and PSFHF team through email. The total number of targeted patients was 800 patients.

## **Results & Discussion**

The impact of Patient Safety Caravan is significant which involve the patients and their families in the process of treatment at hospital level. This initiative is envisaged to develop patient safety culture at the hospital. Patient's feedback and complaints were identified during sessions. It leads towards improvement in various processes at hospitals specifically patient's care and provided us the directions to be more patient friendly. It is further supportive in providing safe environment for the patients and staff. Patient safety Caravan has improved incident reporting at the hospital level and made patient and their attendants more confident to share their thoughts about diseases. It also built capacities of healthcare work promoting patient safety with the good catches, Hospital associated infections, Surgical site Infections and patient comforts.

Communication skills with patients and families among hospital healthcare providers have been improve.

## **CONCLUSION:**

Patient safety Caravan is a successful tool to enhance the patient safety culture by empowering patient about their diseases and safer care to prevent from harm during the process of care. Incentives should be given to staff actively participating in the initiative.

### **Pictorial View of patient Safety Caravan:**

#### **Out-Door Department**



#### **Emergency Room**





### In-Patient



### Operation Theater

