

PEC Unit Environmental Round - An Initiative To Achieve The Set Standards, Thereby Ensuring High Quality Patient Care

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PROBLEM:

Working in a high stress, high anxiety unit leads to neglecting some important factors like the environment we work in, including housekeeping, maintenance, staff knowledge, security, health and safety etc. This study explores the effectiveness of unannounced unit environmental rounds to identify the deficiencies which might compromise in rendering quality patient care.

AIMS:

- To achieve at least 95% compliance by DEC 2014.
- Assess staff knowledge.
- To make sure that the deficiencies from previous years are not repeated.
- To create common standards according to the policies so that all PECS work uniformly .

CONCLUSION:

- After the implementation of the PEC Unit Environmental Rounds the compliance rate escalated from 76% in 2013 to 87% in 2014.
- The improvement in the knowledge of the staff was also very visible.
- Since all the rounds were unannounced, the compliance was maintained thro' out in anticipation of the rounds. Once the deficiencies were corrected and the staff were made aware of them, the chances of the same deficiency to be found again was almost negligible.
- A uniformity of services was maintained in all the PECS in accordance with the policies and protocols.

NEXT STEPS:

- To achieve 95% compliance by Dec 2014.
- To do the needful for a 100% compliance.

ACTION:

- A checklist was formulated according to the policies to be used for all the PECS.
- Senior team members from different PECS' conducted unannounced rounds in each PEC.
- Deliberations of the findings were discussed with the responsible stakeholders.
- Each team member then created a report, listing the deficiencies that were identified. A copy of this report was sent within 7 days to the responsible in charges who took reasonable measures to correct the deficiencies.
- Education to the staff members was done regarding the deficiencies and measures were taken to maintain the compliance throughout.
- After the correction of the deficiencies, the report was sent back to the HOD.
- The report was filed for future reference.

