

SPECIFIC IMPROVEMENT(S) IN PERFORMANCE (1)

No	Specific Performance	Target achievement	Timeline	Outcome/Impact
1	Level of healthcare workers awareness and knowledge towards patient safety related incident reporting a) Training at district level 6 monthly: target participants are representative from all the 8 health clinics b) Echo training at clinic level: to involve staff from KKs and KDs (8 KKs, 33 KDs)	80% of healthcare workers trained and aware of the necessity to report	June 2023- Dec 2023	1) To improve on their understanding and lead to change in reporting behaviors among the healthcare workers 2) Healthcare workers able to identify all type of incidents including near miss
2	Improvement in reporting practices among healthcare workers	Increment in numbers of incident reporting	June 2023- May 2024	1) Situational analysis and trend can be referred to indicate the level of patient safety in healthcare services 2) Improvement action can be taken based on the analysis result
3	Empowerment of patient safety committee at district and clinic level by revising the existing committee form on latest circulars by MOH	1) Involvement of representative from all relevant clinical units/ departments 2) Role and responsibilities of the committee members based on the term of reference to assure its functionality 3) Plan of action development	Dec 2023- March 2024	1) To instill good governance for patient safety in organization 2) To act as a body to structurally organize and monitor all patient safety program/ activities in district 3) To guide and sustain the effort of creating patient safety culture in organization

SPECIFIC IMPROVEMENT(S) IN PERFORMANCE (2)

No	Specific Performance	Target achievement	Timeline	Outcome/Impact
4	Improvise reporting incident work flow (district-clinic level)	To develop a simplify process by utilizing existing digital technology	June- Dec 2023	<ol style="list-style-type: none"> 1) Eliminate waste in the process of reporting (save resources including human, time and fuel consumption) 2) Quick notification to the district in- charge person 3) Prompt action can be taken to investigate, damage control and implementation of improvement action 4) Healthcare workers can report directly to person in- charge 5) Various platforms/ preferences are provided for reporting (QR code which can be found at various sites in clinic/ fill softcopy reporting form directly in the Patient Safety google site/link provided in WhatsApp group)
5	Provide references and guidelines related to patient safety	Develop a Patient Safety specific google site which include all the references/ guidelines/ reporting platform	June- Dec 2023	<ol style="list-style-type: none"> 1) Easily can be accessed by healthcare workers anytime, anywhere thru their phone/ laptop 2) Incident reporting flow and tools can be viewed and downloaded from the site
6	Promotional activities and engagement	Healthcare workers engagement during all the promotional activities	June 2023- Dec 2024	To instill patient safety as culture in organization