



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة
المدينة المنورة - Al Madinah Al Munawwarah

Quality & Safety Quick Reference cards

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Vision: To be the specialized healthcare provider of choice for every patient.

: To serve society with the highest level of healthcare and best patient experience in an integrated education and research setting.

Values

Accountability: We have clearly defined responsibility and accountability at all levels within the organization. This will ensure awareness and ownership of all operational responsibilities & duties, and ultimately the delivery of the highest level of healthcare.

Safety: We build our capabilities and implement necessary processes to eliminate preventable harm in KFSH&RC and become a high reliability organization (HRO) that delivers safe care.

Patient Centric: We put the needs of our patients and their families first. This revolves around involving the patients and their families in decision making, by communicating openly and honestly, and treating them with compassion, dignity, and kindness. We show them sympathy and understanding, all leading to a world class customer experience.

Excellence: We distinguish and differentiate our organization through providing outstanding clinical care and a highly satisfying patient experience. We offer healthcare providers top notch education opportunities, while pioneering in medical research.

Collaboration: We partner and collaborate with leading local, regional and international organizations to achieve world class service in clinical, research and education domains. We support the community via social responsibility activities to positively impact local community, environment, and society.

Transparency: We uphold transparency within KFSH&RC by openly sharing information and data, internally and externally, to better serve our patients and stakeholders, and to enable accountability for high quality care and outcomes.

High Reliability Organization (HRO)

What is an HRO?

They are organizations that operate in high-risk, dynamic, turbulent and potentially hazardous environments, yet operate nearly error free.

Our Commitment:

Become an HRO to achieve zero harm



Five Concepts of HRO:

1. **Preoccupation with Failures** (What might go wrong?)
2. **Sensitivity to Operations** (Is our process transparent and working?)
3. **Deference to Expertise** (Leverage Organizational Experts!)
4. **Reluctance to Simplify** (Ask why, to reach the root of the problem)
5. **Resilience** (How quickly can we bounce back?)

IN CASE OF FIRE:

في حالة الحريق:

1. **Rescue** persons in immediate danger.*
2. **Alert** by calling Extension **21555** & **Activate** fire alarm.
3. **Contain** the fire by closing doors.
4. **Extinguish** the fire if **SAFE** and **POSSIBLE**

Safety Tips

- Know where the fire exit is located.
- Know where fire extinguisher & fire alarms are located.
- Know the nearest fire hose reel.
- Do not use elevators during a fire.
- Know Your Evacuation Routes Plan

إخلاء الأشخاص المعرضين للخطر المباشر.

الإبلاغ على التحويله **21555** و**تنشيط** جرس الإنذار.

احتراؤه بإغلاق الأبواب.

إطفاء الحريق إذا كان الوضع آمنا وممكنًا

إرشادات الأمان

تعرف مسبقا على مكان مخرج الحريق.
تعرف مسبقا على مكان طفاية الحريق وجرس الإنذار.
تتعرف مسبقا على أقرب مكان لخراطيم مياه الحريق.
لا تستعمل المصاعد في حالة حدوث حريق.
تعرف على مسارات وطرق الإخلاء

TO OPERATE THE EXTINGUISHER



Pull the safety pin.



Squeeze the handle to release the extinguishing agent.



Aim the nozzle at the base of the fire.



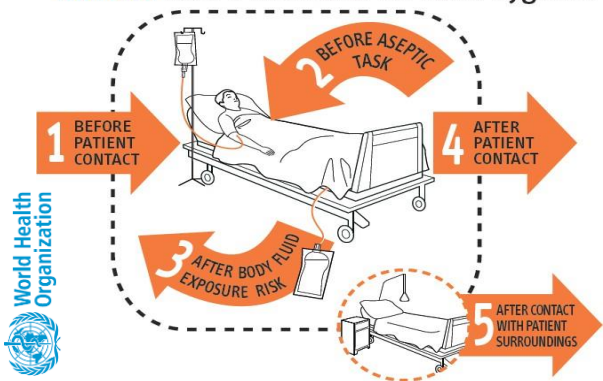
Sweep side to side at the base of the fire until it goes out.

**Remember
PASS**

Temporary Emergency Numbers – Madinah

Paramedics (Medical Emergency)	44080 (MCD) 0534203938
Ask A Nurse Team (Medical Emergency)	41642 (MCD) 0530995970
Safety including FIRES & Security	Control room 21555 (Extension) 0112162919 – Ext 21555 Shift Supervisor's Pager 46605 (MCD) 0506955644
Medical Equipment Failure	48741 (MCD) 0550102219
Environmental Services (Housekeeping)	47877 (MCD) 0533044532
Communication Failure (HITA)	40765 (MCD) 0506350657

WHEN? Your 5 moments for hand hygiene



WASH HANDS ONLY WHEN VISIBLY SOILED!

Duration of the entire procedure: 40-60 sec.

OTHERWISE, USE HANDRUB!

Duration of the entire procedure: 20-30 sec.



Waste Disposal



General Hospital waste such as gloves, gowns and masks.



Regular medical waste such as blood bags & tubing, dialysis tubing & chest tubes, etc.



Chemotherapy waste in all areas.



Anatomical Waste such as body parts, organ cultures, etc.



Sharps Bin is for blood gas syringes, butterfly needles & syringes with and without needles.

Joint Commission International Patient Safety Goals (IPSG)

1. Identify patients correctly
2. Improve effective communication
3. Improve the safety of high-alert medications
4. Ensure Safe Surgery
5. Reduce the risk of health care-associated infection
6. Reduce the risk of patient harm resulting from falls

Safety Data Sheets (SDS)

SDS: Is information on Hazardous Materials in within your department and is organized into 16 sections:

1. Identification and suppliers
2. Hazards identification
3. Composition / information on ingredients
4. First Aid Measures
5. Firefighting Measures
6. Accidental Release Measures
7. Handling and Storage
8. Exposure Controls/Personal Protection
9. Physical & Chemical Properties
10. Stability and Reactivity
11. Toxicological Information
12. Ecological information
13. Disposal Considerations
14. Transport information
15. Regulatory information
16. Other Information

