

Project Title

Enhancing Workflow for Safety of Inmate from Changi Prison Services

Project Lead and Members

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Organisation(s) Involved

KK Women's and Children's Hospital, Changi Prison Services

Healthcare Family Group Involved in this Project

Nursing, Healthcare Administration

Specialty or Discipline

Security, Environmental Services

Aims

- To enhance the workflow for safety of inmates from Changi prison services
- To ensure unhindered accessibility to patient
- To prevent accidental lock-up in the cell without key
- To ensure only prison inmates are admitted into the prison cell

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Risk Management Category)

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Valued Based Care, Safe Care, Risk Management, Adverse Outcome Reduction, Build Environment

Keywords

Focus Group, Prison Escort, Prison Service Staff

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Enhancing Workflow for Safety of Inmates from Changi Prison Services

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Background

Female prison inmates admitted for O&G issues are placed in a prison cell within the ward. The keys to this cell are managed and kept by Prison Service for security reasons. KKH does not hold any cell key.

Current workflow:

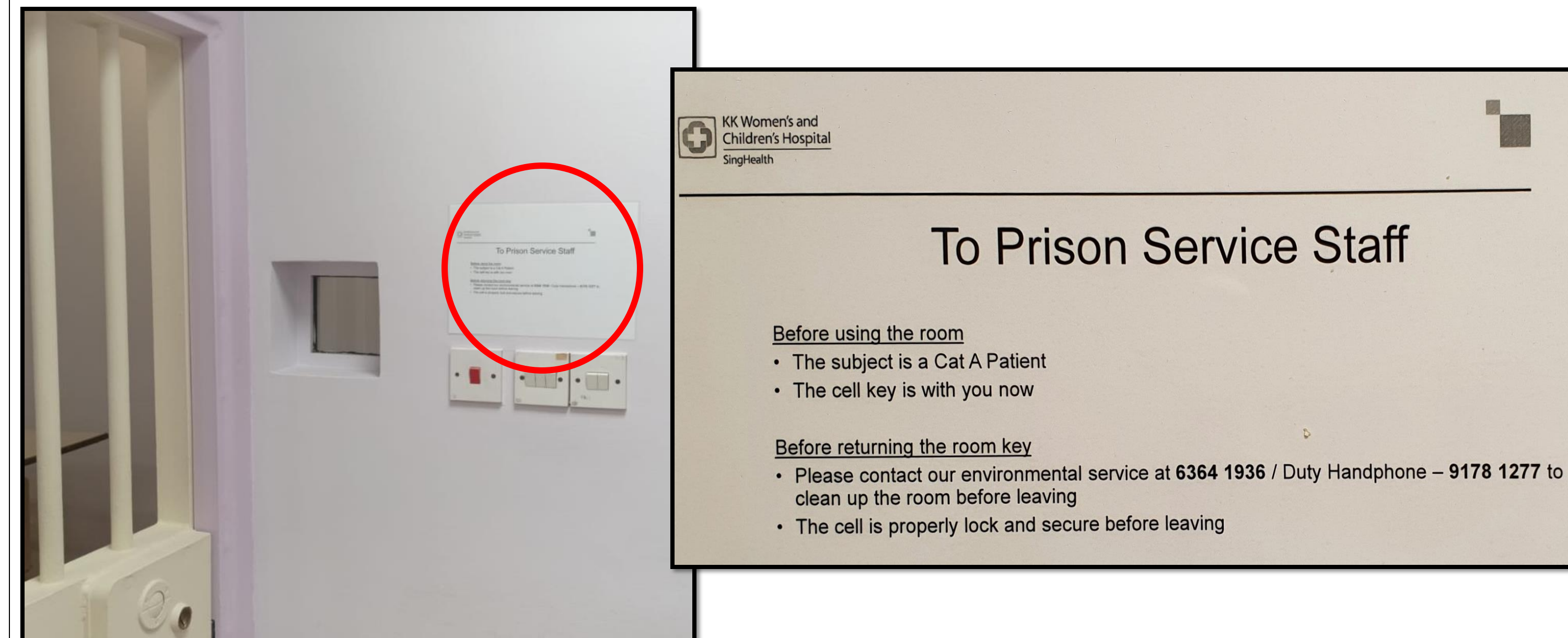
- Cell gate is left open when not in use.
- The mechanism of the gate's bolt will lock automatically to secure the cell when the gate shuts.
- Prison Escort will carry the cell keys when escorting female inmates to KKH for the admission.
- Upon reaching the ward, the Prison Escort will ask the door key from the ward nurse. Ward nurse seeing the uniformed Escort, will hand key accordingly.



Interventions

The following workflow was discussed and brainstormed over few meetings with stakeholders and agreed upon:

- Cell gate will be locked securely at all times to ensure that the cell key is in possession before accepting all new admissions to the cell.
- For new admission but without the cell key, the patient will be temporarily placed in an open cubicle within the secure area while waiting for the cell key.
- Prison Escort will notify KKH housekeeping prior to the discharge of patient to clean up the cell; before closing the cell gate and departs with the key.
- A set of instructions is pasted outside the cell to notify the Prison Service on what to do before and after using the room.



- KKH will attach a wooden tag to the main door key of the cell with prompting questions to ensure that the patient is an inmate of prison.
- KKH will liaise with Prison Service when there is a need to perform maintenance.

Problems & Aims

A focus group which consists of various stakeholders was formed and the Three step Quality Improvement Model was used to address the issues mentioned below. This step analyzed the root causes and exemplified a process to enhance the workflow for safety of inmates from Changi prison services.

Problems	Aim(s)
1. 2 prison inmates were admitted into the cell while Prison escort did not have the key in possession . The inmates were kept in the cell without any accessibility for care for more than an hour.	3. To ensure unhindered accessibility to patient.
2. 1 housekeeper while cleaning up the cell was locked inside the cell when the cell door accidentally shut.	2. To prevent accidental lock-up in the cell without key.
3. 3 patients who were "prison inmates" were wrongly admitted into the cell previously as they were escorted by another agency. The staff could not differentiate escort agencies. Thus unable to identify whether a patient is a "prison inmate".	1. To ensure only prison inmates are admitted into the prison cell.

Results



- Zero patients were wrongly admitted into the cell**
- Zero housekeepers were accidentally locked-in while cleaning**
- Accessibility of care by the healthcare team at all time**

Conclusion

With this new workflow, inmates and staff safety were enhanced. All identified & potential gaps are closed while on-going feedback are collated to further streamline the process. Currently the team are assessing the airflow with facilities management department as there were feedbacks that occupants did not feel comfortable when remaining inside the cell for a period of time.