مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Quality & Safety
Quick Reference cards

Prepared: June, 2018

Vision
To be a world leader in healthcare through excellence and innovation.

Mission
KFSH&RC provides the highest level of specialized healthcare in an integrated educational and research setting.

Values

Safety	We commit to high quality of care that ensures safety to our patients, families and staff.
Compassion	We deliver exceptional care by creating a compassionate and respectful environment for our patients, families and staff.
Patient-Centric	We put the needs of our patients and their families first.
Excellence	We deliver the best outcomes and highest quality service through the dedicated effort of every team member.
Innovation	We welcome change, encourage invention and continually seek better, more efficient ways to achieve our goals.

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.

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:

Remember RACE
1. **R**escue all persons in immediate danger.
2. **A**lert by calling 2222 & activate the fire alarm.
3. **C**ontain the fire by closing doors.
4. **E**xtinguish if SAFE and POSSIBLE to do so.

Safety Tips:
♦ Know where your fire exits are located.
♦ Know where fire extinguishers & fire alarms are located.
♦ Know the nearest fire hose reel.
♦ Do not use elevators during a fire.
♦ Know your Evacuation Routes.
(For Patient Care Areas, see your Code Orange Binder)

♦ اخلاء الأشخاص المعرضين للخطر المباشر.

♦ الابلاغ على الرقم 2222 و تشغيل جرس الانذار.

♦ اطفاء الحريق اذا كان الوضع آمنا و ممكنا

♦ احتوائة باغلاق الأبواب

TO OPERATE THE EXTINGUISHER

Remember PASS

1. **P**ull the safety pin.
2. **A**im the nozzle at the base of the fire.
3. **S**queeze the handle to release the extinguishing agent.
4. **S**weep side to side at the base of the fire until it goes out.

WHEN? Your 5 moments for hand hygiene

World Health Organization

1 BEFORE PATIENT CONTACT
2 BEFORE ASEPTIC TASK
3 AFTER BODY FLUID EXPOSURE RISK
4 AFTER PATIENT CONTACT
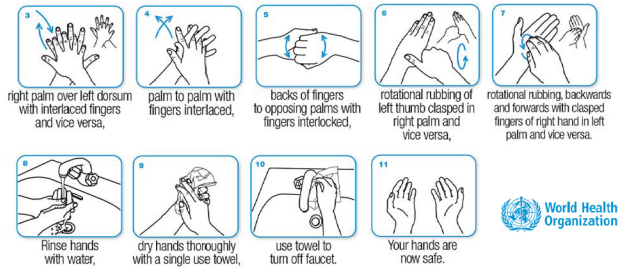5 AFTER CONTACT WITH PATIENT SURROUNDINGS
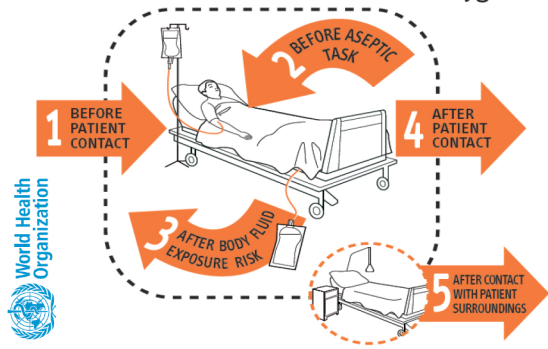
WASH HANDS ONLY WHEN VISIBLY SOILED!
Duration of the entire procedure: 40-60 sec.

OTHERWISE. USE HANDRUB!
Duration of the entire procedure: 20-30 sec.

0. Wet hands with water
1. apply enough soap to cover all hand surfaces.
2. Rub hands palm to palm,
3. right palm over left dorsum with interlaced fingers and vice versa,
4. palm to palm with fingers interlaced,
5. backs of fingers to opposing palms with fingers interlocked,
6. rotational rubbing of left thumb clasped in right palm and vice versa,
7. rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.
8. Rinse hands with water,
9. dry hands thoroughly with a single use towel,
10. use towel to turn off faucet.
11. Your hands are now safe.

World Health Organization

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.

International Patient Safety Goals (IPSG)
Joint Commission International

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

Emergency Numbers

Call 7777 FOR PARAMEDICS Medical Emergencies		Call 2222 FOR ALL TYPES OF CODES		
RAPID RESPONSE TEAM	35553 (Adult) 35552 (Pediatric) 45364 (KACO&LD)	CODE BLUE	PEDIATRIC EMERGENCY	
RAPID RESPONSE TEAM	49718 (East Wing) 2222 (CCC)	CODE GREEN	ADULT EMERGENCY	
SECURITY	71111	CODE WHITE	PHYSICAL AGGRESSION	
MEDICAL GAS FAILURE	49710 (Main) 41134 (CCC)	CODE PINK	INFANT/CHILD ABDUCTION	
LOSS OF UTILITIES	27788 (Main) 54444/52855 (CCC)	CODE RED	CONFIRMED FIRE	
RADIOACTIVE SPILL (RADIATION SAFETY OFFICER)	24674 MCD 49423	CODE YELLOW	EXTERNAL DISASTER	
ENVIRONMENTAL	27381 Day MCD 48008 Night	CODE ORANGE	INTERNAL DISASTER	
COMMUNICATIONS FAILURE (By using RED phone)	8888	CODE BLACK	BOMB THREAT	

Note: To report communications failure; call the operator from any Red Phone by dialing 8888.

Note: Identified numbers work for both Main Hospital & KFNCCC unless otherwise stated.