

AI-Assisted Quality and Safety Training for Newly Recruited Occupational Therapists: Enhancing Compliance and Clinical Decision-Making

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01 Introduction



INTRODUCTION



SAFE CARE FOR ALL

REPORT OF THE REVIEW COMMITTEE
ON THE MANAGEMENT OF THE
PUBLIC HOSPITAL SYSTEM



INTRODUCTION

Table on Summary of Recommendations

Theme	Strategy	Recommendation
Governance & Accountability	Strengthen Governance	Enhance Board level oversight for Q&S issues ¹
		Define roles, responsibilities, and authority at various levels for effective Q&S leadership ³
		Boost cluster Q&S structure & staffing ⁴
	Enhance Accountability	Hold senior staff accountable for patient safety ²⁹
Safety Culture	Fostering a Culture of Safety	Introduce a just culture framework ³¹
		Revise staff appraisal to emphasise patient safety contributions ³⁰
		Implement safety culture program ⁶
		Train staff on speaking up ⁶
		Strengthen clinical mentorship and supervision ⁸
		Enhance risk culture through comprehensive staff training ⁶

INTRODUCTION

3. Safety Culture

Cultivating a strong safety culture is paramount, as healthcare delivery is inherently human-centric. The review identified a concern on inadequate emphasis on safety culture, particularly among younger healthcare professionals entering the workforce with insufficient training in patient safety principles and practices. The existing talent gap and a relative lack of engagement and mentorship from more experienced colleagues further exacerbate this vulnerability, leaving new staff inadequately prepared to identify and address healthcare risks. Moreover, the review found that hierarchical structures within healthcare organisations can sometimes inhibit open communication, discouraging junior staff from speaking up about potential safety concerns.



02 Area Included





Area Included

- patient identification,
- patient sit-out SOP,
- oxygen therapy safety,
- management of patient condition changes etc....



03 Development of the Training



Program Objectives



Main Goal of the Initiative

AI- generated MCQ training program tailored for the Occupational Therapy Department.



Tailoring for New Recruits

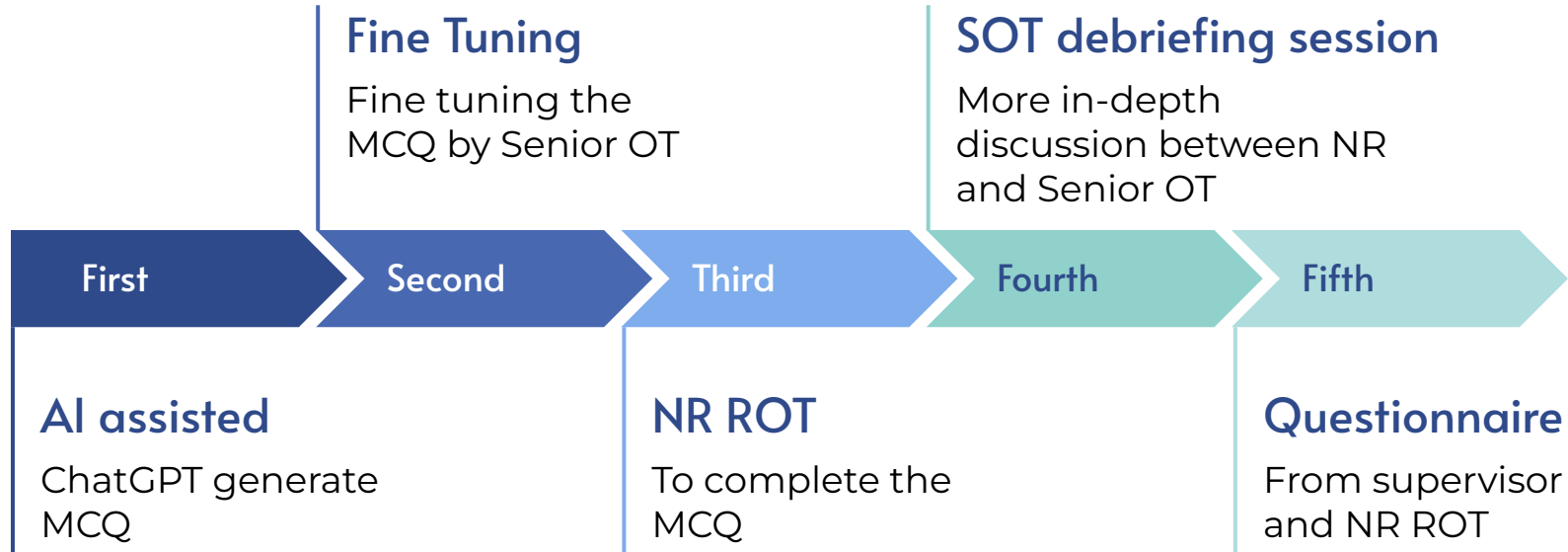
Ensuring new recruits understand and apply key QnS guidelines in clinical practice



Easy access and update

The training program content can keep up-to-date easily

STEPS



AI-assisted

To ChatGPT:

Based on the incident and information below, generate 22 MCQs for newly recruited occupational therapist:

- Abrasion wound was found on patient's right thumb during occupational training
- Patient's phone was found broken when preparing patient for therapy
- Patient changed of condition during Occup. training session
- Wire of Saebo mobile arm support was split during training
- OP fall at Occup training area, sudden left knee tenderness when standing, with no sign injury
- Standard Operation Procedure etc.....



Multiple-Choice Questions for New Recruit Occupational Therapists

The following questions are based on the actual medical situations experienced by previous patients during the occupational therapy treatment session. It is hoped that new recruit colleagues will learn from these experiences to enhance the smoothness and safety in clinical treatment.

Name: *

簡答文字

Hospital *

- ☐ TMH
- ☐ POH
- ☐ TSWH

1. What is the *first step* you should take when noticing an abrasion wound on a patient * during occupational therapy treatment session?

- ☐ Ignore it and continue the session
- ☐ Immediately notify the supervisor and document the incident after the session
- ☐ Document the incident after the session and continue training
- ☐ Clean the wound without informing anyone

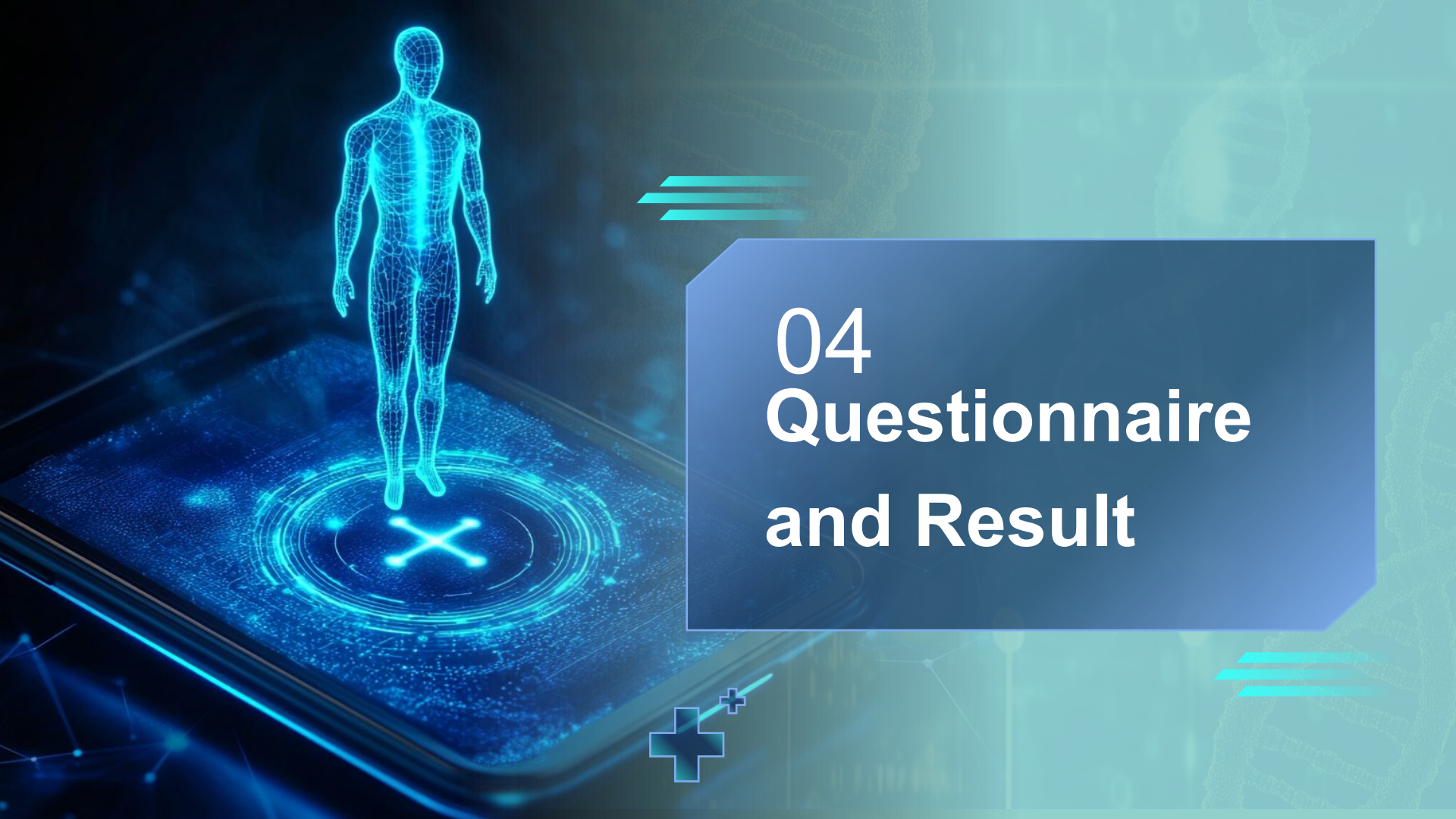
Debriefing Session

Interactive Discussion

A debriefing session provided an opportunity for interactive discussion, reinforcing the learning outcomes and fostering a culture of safety and accountability.

Enhanced Compliance and Knowledge Retention

The briefing session effectively enhanced compliance with critical QnS standards, improved knowledge retention, and prepared new occupational therapists to deliver high-quality patient care.



04 Questionnaire and Result



New Recruits' Feedback

Feedback from the new recruits (N=13) and their supervisors indicated a high level of satisfaction with the training format and content.

An illustration of a computer monitor with a dark blue frame. The screen is white and contains text. Surrounding the monitor are various icons: three gears (one light blue, two dark blue) at the top; a blue folder with a white label on the top left; a pair of orange lungs on the top right; a blue stethoscope on the right side; an orange first aid kit with a white cross on the bottom left; and several small blue 'x' and 'o' marks scattered around. The monitor sits on a light blue base.

Supervisors' Feedback

All the supervisors (N=12) believed that this training program is a useful and effective tool for developing and assessing the capabilities of junior occupational therapists.



Way Forward



Way Forward (in progress)

1. Include “department incident rate by new recruit” as outcome
2. Partner with the Allied Health Grade Department to investigate the feasibility of extending the training program to **other allied health disciplines**.
3. Collaborate with the HA Academy to assess the potential for incorporating a similar training program into the curriculum for **new medical, nursing, and support staff recruits**.

