

PROBLEMS AND SOLUTIONS OF PUBLIC HOSPITAL SAFETY MANAGEMENT

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ABSTRACT

Security is a prerequisite for development. As a special public place, the hospital is not only densely staffed, but also composed of extremely complex personnel, with both men and women, old and young, and the quality of the personnel is also uneven, all of which may lay a safety hazard for the hospital. In general, in nowadays society, the doctor-patient relationship is tense and the public security incidents are prone to occur. Besides, smokers who do not listen to advice and often hide in the fire engine access of hospital to smoke, which may become a hidden danger of fires. In addition, hospitals are prone to electrical fire accidents due to the large medical equipment and heavy electricity load. All above phenomena are very common in human social life, but are unusual in hospital and need to be paid enough attention, because the hospital is a place to save lives and wounds, a little accident will become a hindrance to the recovery of patients, not to mention the harm of medical trouble, fire and other major events, which requires hospitals to strengthen hospital staffs' safety ideology education, public security and fire management. In view of this, this paper focused on the problems and countermeasures of public security and fire control in hospitals at present, in order to provide help for hospital administrators, create a good medical environment for patients, build a safe and healthy working atmosphere for hospital staffs, and truly realize "humanized" management.

Keywords: Hospital, safety, problems, countermeasures.

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Characteristics of hospital safety management***Characteristic of dense personnel and a large flow of people in hospital***

The hospital is a 24-hour service window open to the society. There are a large number of outpatients and emergency patients, inpatients, accompanying visitors and hospital staff every day, which constitute a huge flow of people. With the increasing number of family cars, large-scale hospitals are almost full of people and cars, and the congestion of entering and leaving hospital is very common. Such a huge flow of people and traffic, in addition to a large number of unhealthy people entering the hospital, which

brings great pressure to the normal operation and safety management of the hospital. Once an accident occurs, the consequences are unbearable⁽¹⁾.

Characteristic of a large number of instruments in hospital

Hospitals are different from other units, and need to rely on high technology. Therefore, in order to promote the normal development of medical treatment, teaching, and scientific research, most of hospitals need to purchase a variety of valuable instruments. Hospital equipment is mainly medical equipment and logistics support facilities. A large number of equipment are in full load and high-

intensity operation state during working hours and even throughout the day. When a large number of patients are examined and treated, they are in close contact with these medical equipment and logistics equipment, and a slight safety hazard may affect the health and safety of patients. At the same time, a large number of doctors, nurses and technicians contact and operate these instruments and equipment, whether it is the safety and stability of the instruments and equipment, or the standard reliability of human operation, which has a great impact on the safety management of hospitals⁽²⁾.

Characteristic of a rising number of medical disputes and difficulty for investigation and obtaining evidence

With the rapid development of economy and the continuous improvement of people's living standards, more and more people tend to play and eat delicious food. However, many snacks with bright appearance are harmful to health, and new diseases are bred, and more and more patients are infected.

Once the body is not feeling well, people will be the first time to go to a doctor. In the face of difficult and miscellaneous diseases, no matter how skillful the doctor will misjudge, and then the diagnosis and treatment will be delayed. Besides, many hospital disputes are related to the hospital medical staff. In terms of investigation and evidence collection, most people do not choose to take up the legal weapon to protect their personal rights and interests, but to consult with the hospital.

Once the opinions of doctors and patients are not unified, it is easy to cause contradictions, produce physical conflicts, and even go to extremes, until public security disputes or criminal cases⁽³⁾.

Current problems in hospital safety management

Complex public security problems arising from the opening of hospitals

Hospital is a medical institution whose primary purpose is to provide medical care. In terms of time, the requirement of round-the-clock medical service in hospitals makes it difficult to grasp the safe time point. The scope of services includes all people of any age, regardless of gender, age, social status, values and religious beliefs of the general actor.

From the perspective of regional distribution, the hospital is mainly located in the central section of the city, county and city, with more residents around, more vendors' activity places, more access

to the hospital, and long-term security risks. It consumes a lot of human and financial resources to maintain hospital stability, safety order, supervision and management.

Problems of valuable property

In view of the special service form of the hospital industry, the management issues arising from full 24-hour access include: the financial income of the hospital is large. Cash, precision instruments, and personnel are concentrated and dispersed in every part of the hospital. The personal finance and hospital finance of patients are at higher risk of being lost, stolen, or robbed in the flow of people with more process such as treatment, registration, medicine.

Problems caused by doctor-patient conflicts

The "doctor-patient problem" is an unavoidable problem in the medical field, and the improper handling will cause negative social impacts⁽⁴⁾. Doctor-patient conflict is an objective problem in the development of hospitals.

The outpatient environment, window service, poor attitude of medical staff, and inadequate and non-standard service are all unnecessary factors causing doctor-patient conflict. Patients' excessive demands, excessive self-protection awareness, and the degree of understanding of medical knowledge are largely caused by the inequivalence of information between hospitals and patients, and the lack of a good and perfect information communication channel. Medical insurance policies in various regions and inappropriate publicity from the society make it impossible to have uniform plans and regulations for the solution of doctor-patient problems, which makes problems to the extreme direction⁽⁵⁾.

Problems of difficulty to evacuate people from hospitals

The hospital is a very crowded place, with a large number of outpatients, emergency patients, inpatients, visitors, accompanying staff, and hospital staff, making the traffic in the hospital very crowded and busy. A considerable number of them are non-healthy people, who are unable to move or even take care of themselves.

They are in tall buildings or lying in beds. Once an emergency occurs, the emergency plan is started, and it is very difficult to evacuate the evacuations. Although many hospitals have strengthened training and organized evacuation drills for emergencies, it is difficult to evacuate many sick and disabled people

to a safe place in an effective time in the face of narrow emergency exits, crowded evacuation stairs, and difficult to perform the scene⁽⁶⁾.

Problems of hidden dangers in hospitals

In recent years, hospitals have attached great importance to the management of hospital safety in production, the whole chapter of the system, strengthen supervision, and constantly eliminate hidden dangers of safety. However, the objective reality is that hospitals have a wide variety of equipment and facilities, wide distribution, high frequency of use, and high operating load.

- Many varieties: boilers, pressure vessels, pressure pipelines, special equipment, “poison, hemp, fine, discharge”, water, electricity, steam, oil.

- Wide distribution: a variety of instruments and equipment can be seen everywhere, some for medical work, some for logistics support. Equipment are scattered throughout the hospital, some in the building, some in the basement, some across the wall and floor, some walking on the ceiling, some exposed outside the building, some hidden in the walls.

- Most of the equipment is used all year round without interruption, and it is overloaded in the peak and busy season. It is difficult to control hidden dangers at anytime and anywhere, and the facilities and equipment in high-intensity operation make the hidden dangers in production safety more difficult to predict.

Problems of poor supervision of public security and fire control in hospitals

With the changes of the times and the continuous development of the society, the management mode of various industries has also undergone earth-shaking changes. In particular, public hospitals have entrusted the the management of safety work to property companies. In this case, the property management company arranges special personnel to patrol the hospital and deal with emergencies, which seems to be a special person, but in fact it is full of loopholes, because many property security personnel are not familiar with the hospital environment, do not understand the medical work process, and even for the purpose of profit.

The selection, training, and management of security personnel are very prominent problems. At the same time, some hospital security departments mistakenly think that the property takes over the management of security work, the security department can rest easy, and directly give up the supervision of

the property company security, resulting in a serious disconnect in the safety management of the hospital, and poor security and fire supervision.

Problems of management of special equipment

A large number of chemicals, injection needles, oxygen cylinders, radiation room materials, high-pressure boilers and medical sewage were stored in many hospitals. Any aspect of operation management, supervision and storage, and implementation of recycling should be dealt with in strict accordance with regulations. Problems in any part of the hospital can cause safety accidents, environmental pollution, and a wide range of infections, even may be used by criminals for a profiteering conditions.

Strategies to improve hospital safety management

Hospital streamlining

With the centralization of medical resources, personnel and funds, large urban hospitals have become the first choice for the population is to see a doctor. Traffic congestion, personnel density, as well as material storage can cause difficulties in hospital management and security risks.

There are so many medical departments in large hospitals that it is common to go to several departments or floors to see one disease. The process of seeing a doctor is complicated and easy to cause patient dissatisfaction. Therefore, accelerating the construction of medical information channels, electronic medical record, general intelligent health card, and intelligent registration service window can simplify the complicated procedure of seeing a doctor, make effective use of medical resources, reduce the time of patients in the hospital, and effectively reduce the hospital safety hazard.

The key position management should be strengthened

As we all know, the hospital is a special public place, its internal structure is complex, which can be said to be a huge system, involving medicine warehouse, material warehouse, financial department, valuable medical equipment departments, etc. These key parts need to be strictly guarded.

First of all, the cash management should be strengthened, the collection office should install video monitoring system and anti-robbery alarm system. Secondly, in view of the drug library, “three iron and one device” should be installed to prevent theft cases. Third, for the outpatient department,

inpatient department and hospital district outside personnel, enough air defense force are needed to arrange, day and night duty, continuous patrol, to prevent public security cases and criminal cases.

Facing up to “doctor-patient conflicts” and pursuing normalization channels

The hospital should understand the dispute situation at the first time, calm the emotional stability of patients, make corresponding reactions and actively deal with it, and report it. Adverse medical events should not be allowed to expand and ferment. The second is to fully understand the causes and processes of adverse medical events, from both doctors and patients to the in-depth problems.

It is necessary to determine the main cause of the dispute, clarify the responsibility of the dispute, provide the factual basis for the settlement of medical disputes, and timely inform the departments and relevant administrative departments. Medical disputes and complaints are handled by calling the office of the medical affairs department, the medical affairs office of the Health Bureau, and 110 alarm calls. It is essential to require the medical administration department of the health bureau to carry out technical evaluation of medical malpractice, or filing a lawsuit request to the court.

In addition, the judicial appraisal or medical malpractice appraisal should be conducted according to the law, as well as how to deal with compensation when medical malpractice occurs between doctors and patients.

Safety education should be strengthened

Nothing is more valuable than life. Safety education is not only the first task of hospital safety management, but also an important part of ensuring safety. It is necessary to make full use of and create various carriers of hospital safety education, give full play to the safety supervision role of the hospital labor union, and cooperate with logistics, security, information and other related departments, adopt different forms, different contents, different site requirements and targeted safety education forms, and strengthen the education of safety production management knowledge, in order to improve the safety awareness of the whole staff, including patients and their families, so that every person who actively or passively uses or receives medical and logistic equipment, facilities and services in the hospital has safety awareness and safety knowledge. The warning education of safety accidents and safety

hazards should be often carried out to absorb valuable experience from safety production and management of others⁽⁷⁾. Comprehensively improve the safety and health awareness of all hospital staffs, and promote the construction of hospital safety production.

The supervision of public security and fire control should be strengthened

On the whole, to improve the level of public security and fire control in public hospitals, it is necessary to strengthen the supervision of public security and fire control, and ensure the professionalization of public security and fire control in hospitals. Public security and fire control staff are the basis for the smooth implementation of public security and fire control programs, and also the basis for promoting hospital security work. Only with professional public security skills and rich knowledge of fire control, can we better perform their work, so as to preserve the smooth progress of hospital daily work and care for life.

Therefore, the hospital should pay attention to the supervision of public security and fire control, give more incentives to supervisors, encourage them to deeply understand the hospital's security risks, implement to every corner and every staff, find problems, and report immediately. Public security and fire supervision seems to be a very common type of work, in fact, it shoulders an inestimable responsibility, needs to be taken seriously, and cannot slack off.

The safety management system, job responsibilities and operating procedures should be established and improved

A set of strict hospital safety production rules and regulations and management system should be established and improved, in order to clarify the job responsibilities of all kinds of personnel at all levels and all kinds of personnel's operating procedures, so that each operation process has rules to follow, each management link has evidence to follow, each important link, the relevant technical and management personnel are in accordance with the rules and regulations under strict supervision and management.

It is necessary to regularly and irregularly assess the rules and regulations and operating procedures of all posts and all types of personnel, analyze the feedback, actively explore the working path of safety management, and constantly improve it through practice and inspection and assessment.

The emergency response mechanism should be improved

It is necessary to formulate and improve emergency response plans, set up emergency response agencies and emergency response teams, organize professional training and education for all personnel, carry out emergency drills, and train and cultivate an emergency response team that can be drawn and beaten.

At the same time, it is necessary to be equipped with all kinds of equipment to deal with emergencies and prepare materials for emergency treatment, so as to effectively improve the ability to deal with emergencies⁽⁸⁾.

To deepen the awareness of hospital fire prevention and draw up fire emergency plans

Every corridor of the hospital should be equipped with a fire extinguisher and a prohibition slogan, and the responsible doctors and leaders of each floor (generally maintain more than 2 people) must learn the use of fire extinguishers.

When fire occurs, personnel evacuation is particularly important. The crowd on the middle floor should be evacuated first to ensure that the crowd on the upper floor will not be crowded and stampeding. The crowd on the lower floor should cooperate with the evacuation of the middle crowd and the high crowd to avoid stampeding, resulting in unnecessary casualties and precious rescue time⁽⁹⁾.

Conclusion

To sum up, it is essential to further do a good job in hospital public security and fire management, which is the concentrated embodiment of caring for life, and is also the basic requirement to realize people's well-being and social stability.

As hospital managers, we must arrange special personnel for regular maintenance, put an end to the existence of all security and fire hazards, but also to the general staff to publicize the hospital public security regulations, to ensure that everyone abide by the rules and regulations of the hospital, encountered problems, should be consulted in advance, not because of the impulse to stir up trouble, harm to others. In any case, the purpose of all the work of the hospital is to serve the patients.

The patients need care and warmth, and any emergencies that affect the patients are not allowed to appear. Only by making utmost efforts to strengthen safety production education, improve the safety and

health awareness of hospital staffs, optimize the police fire control scheme and update the fire control equipment can the normal hospital working order be maintained and a harmonious medical environment be fundamentally built⁽¹⁰⁾.

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