

PPE Survey Feedback from Ward Managers

21 July 2003

SURVEY IN EARLY- AND MID-MAY 2003 ON FEEDBACK FROM WARD MANAGERS IN HA HOSPITALS

METHOD

A questionnaire was designed to obtain feedback from the most frontline managers (ward managers) to assess how satisfied they were with the supply of PPE, in particular the small size N95. We also tried to gather from them how we could help them to do their job better.

2. Briefing was given the General Managers (Nursing) in the hospitals and distributed by them to the ward managers for completion.

3. The survey was conducted in early and mid-May when the wards were entering into the resolution phase and the managers could afford time to respond to our questionnaires while memory of the event was still fresh.

RESULTS AND INTEPRETATION

4. Total of 446 returns from 507 ward managers in 34 hospitals were obtained, representing a 90% return rate.

5. The returns indicated 89% of the ward managers were 100% satisfied with the supply of PPE (88.8% for small N95).

6. Ninety-three% of the ward managers had their additional request for PPE being fulfilled by the stores. Additional request was also made by their own staff to them and 98.3% of the ward managers reported that the request was followed by action which was successful in 95.2% of the incidences.

7. In controlling the use of N95 during time of shortage, 29.7% of the ward managers locked up the N95 and made the key accessible to all nurses; 26.5% of them chose to use the fixed issue approach; 24.8% relied on using the surgical mask to protect N95; the rest used various other methods (including issue on request) which were less acceptable to the staff.

8. Better information to the ward managers and better relationship or communication with Supplies certainly helped.

Survey on Actual Mechanism Used in Providing Personal Protective Equipment (PPE) in your Hospital

To be filled in by Ward Managers

(Please record what really happens in past 4 weeks)

1. Type of ward: _____ (e.g. SARS, Non-SARS)
2. General weekly PPE stock level:
 - Sufficient at 100%
 - Over supply at _____ % level
 - Under supply at _____ % level
3. Stock level of small N95 daily:
 - Sufficient without additional effort in controlling demand
 - Sufficient by controlling demand*
 - Insufficient at _____ % level by controlling demand *
4. *Please specify methods used:
 - Fixed issue to staff
 - Locked up and only in-charge controlled the key
 - Locked up and all nurses had access to key
 - Use surgical mask to protect N95

5. The importance of each method in modifying your request from hospital store:

| | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|
| Initial starting stock | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Control chart/league table of all wards/areas | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Data on consumption and stock of your ward | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Meetings with senior administration/supplies colleagues | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Meetings with own frontline staff | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Ward consumption impression | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Ward stock impression | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

(Most important) (Least important)

6. In the past 4 weeks, additional requisition was

- made and met with
- made and not met with
- not made in spite of need
- not made because OK

7. Any step-up in the standard provision of PPE raised by staff in your ward Yes No

If yes, did you take action Yes No

to whom (in the upstream management) did you first relate the message to

- DOM Supplies HCE

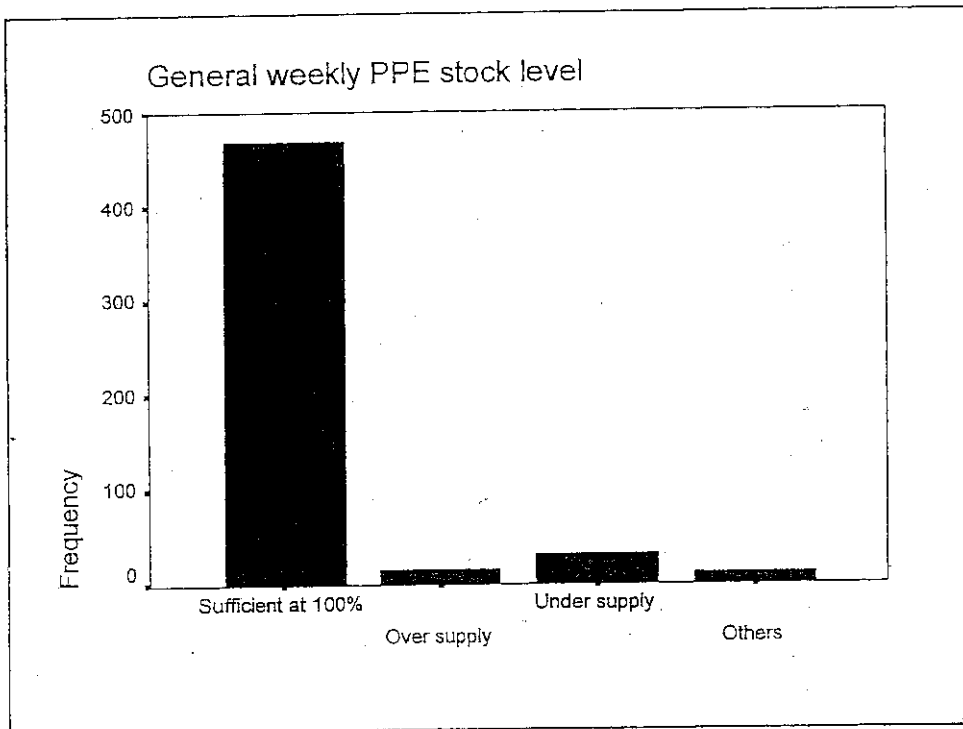
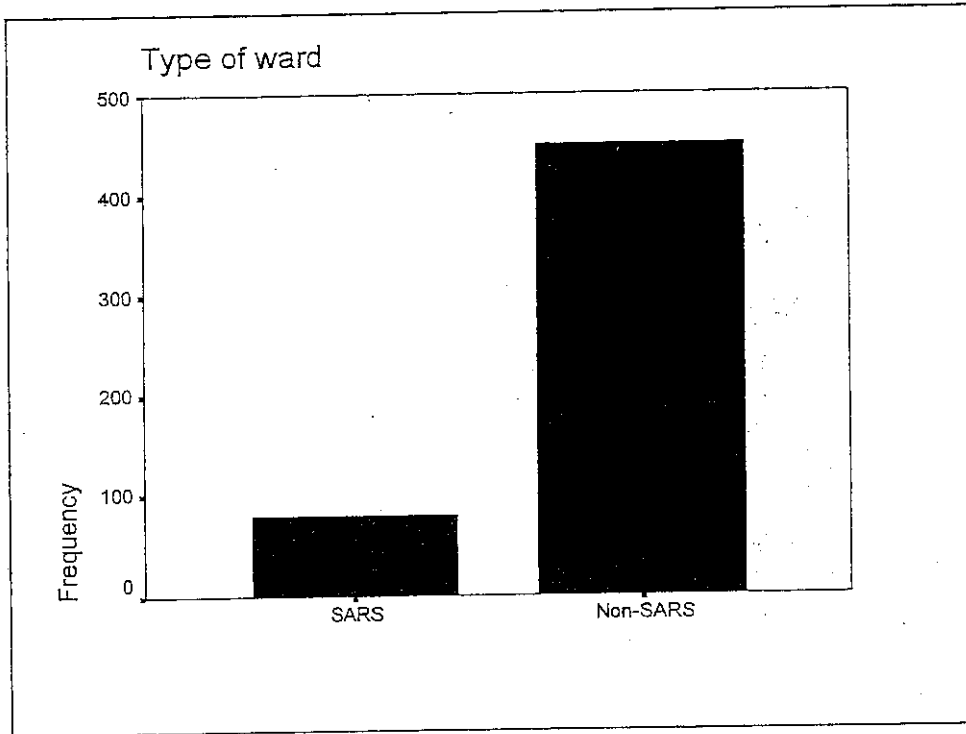
were you successful in achieving the requested provision Yes No

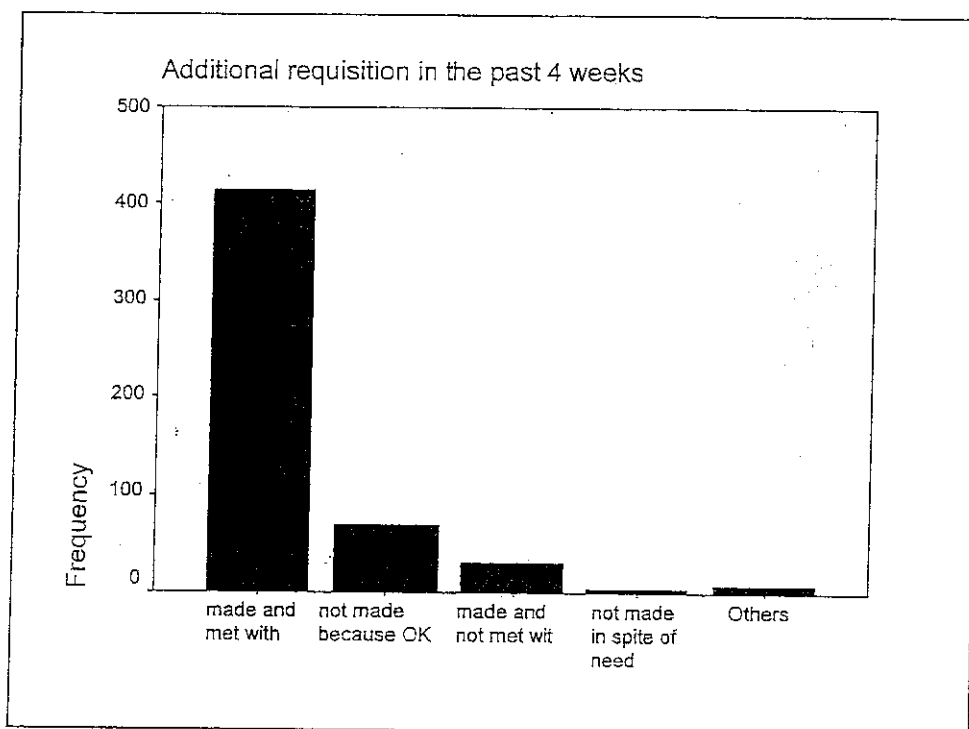
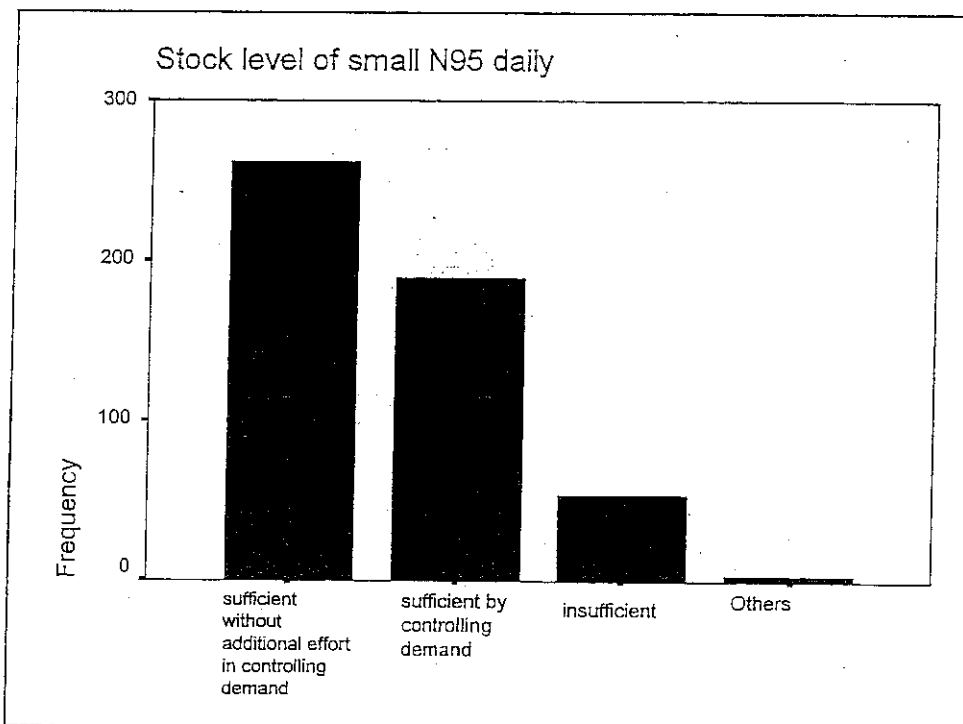
What were your suggested improvements? _____

8. Usefulness of each partner in ensuring supplies in your ward :

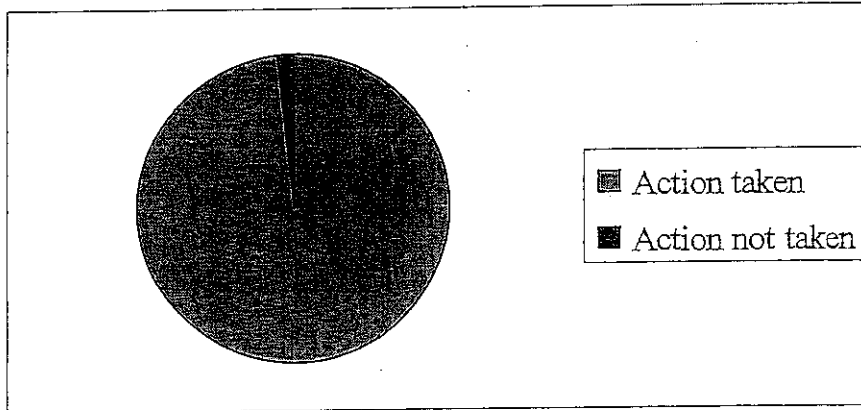
| | | | | |
|----------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| SSO/SHA(Supplies) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Infection Control NO | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| Other Ward Managers | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| GM(N) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| GM(AS) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

(Most useful) (Least useful)





Action taken on step up in the standard provision of PPE raised by staff in the ward



Successful in achieving the requested provision

