

HEALTH SERVICES IN BAHRAIN SERIES

ACCIDENT AND EMERGENCY

Accident and Emergency Department in Salmaniya Medical Centre remains first contact between the hospital and those it serves, and the role of this department in our country is becoming well established; our concept has been to provide prompt, courteous and competent treatment to all those presenting themselves at this department.

OBJECTIVES

The public demand for a comprehensive emergency service has been growing hand in hand with progress, and the developments which have affected all aspects of life in this country. Accepting the challenge to meet this demand we have set specific objectives to achieve :

1. To provide optimum emergency care;
2. Enhancement of staff evaluation in emergency treatment;
3. Improving the state of ambulance services;
4. Sources of education for the public;
5. Providing opportunity for data collecting and medical audit;
6. Provide opportunity for any research work
7. Continuous education for all the staff.

MEDICAL STAFFING

The Emergency Room has many unattractive features, such as being the busiest when others are quiescent. These are features which cannot be altered but certainly could be improved.

Since we aim at providing the best Emergency Medical Service, this can be achieved only with the group efforts of highly qualified physicians who must consider accident/emergency as their speciality

and who should be dedicated to this type of work. The Accident & Emergency Department in SMC does not function as a centre for triage, but applies the principle of emergency care involving diagnosis, resuscitation and stabilization before hospital admission.

Our Emergency Room Doctors have the ability to provide all adequate, necessary care to the patients coming with various types of illnesses and this has been achieved in a successful manner.

Rate of Increase in Accident and Emergency
Attendance and Management

<i>Case</i>	<i>1981</i>	<i>1982</i>	<i>Rate of Increase</i>
Total Attendance	143061	151802	6%
Total Admission	8670	10358	19%
Day Case Unit	2369	2917	23%
Staff Attendance	6558	7918	21%
Annex Attendance	22808	20962	-8%
Minor Operation	15491	15210	-.98%
Occupational Injuries	9508	13033	37%
Road Traffic Accident	1671	2115	27%

The average increase in the number of the visits to the Accident & Emergency Department has been 12.1% in 1979, 28% in 1980 and in 1981 it has remained below 10%. We have predicted earlier that the percentage increase in the visits to Accident and Emergency Department may hit 25% but we have made all efforts possible to keep our figure within the acceptable international standard.

In 1982 we have managed to fulfil our aim and this has been the result of several factors :

1. Improvement in public's understanding of the nature of Accident and Emergency Services.
2. Working hours in the Health Centres have been extended.
3. Public understanding of the role of primary care system has certainly improved.
4. Limited Private Practice continues to maintain a high standard of service provided through consultants and specialists who contribute to this scheme.
5. Participation of other hospitals like Bahrain Defence Force, International Hospital, American Mission Hospital and Awali Hospital in taking care of a good number of the patients.
6. Emergency Room Doctors have made all possible efforts to arrive at the right diagnoses and provide the best treatment, has certainly reduced the number of repeated visits to this department.

7. The most important factor is the appropriate triage system which has been developed in this department.

SOCIAL INSURANCE AND OCCUPATIONAL INJURIES

During year 1982 there has been escalating rise in the number of patients attending the emergency room with occupational injuries. 1982 figure clearly indicates that very little or no safety measures are applied in the majority of cases. Accordingly, an appropriate study should be performed to rectify the deficiency in the safety measures that are causative factors in the loss of life or function of many people.

HIGH LIGHTS OF 1982

1. Resuscitation Room

This task was done promptly and efficiently and the resuscitation room at present can hold 6 beds with facilities for easy flow of traffic, trolleys and x-ray machines etc. With the availability of adequate monitoring equipment and the necessary apparatus, the resuscitation room stands as one of the best in the area.

2. Rotation of the speciality resident and senior resident in A & E Department which came into effect from September 1982 from Surgical Department, followed by the Paediatric and Obs/Gyn Departments.
3. Rotation of the A & E Doctors in the Surgical Department and Intensive Care Unit.
4. Accident and Emergency took an active part in the preparation for the Gulf Cooperation Council meeting in Bahrain in November 1982.

5. Civil Service Bureau's approval of the new positions for ambulance staff who will be recruited at a high grade, who should possess an adequate basic knowledge. The new staff will be trained in the College of Health Sciences.

FUTURE PLAN

1. Design and Function

- a. As mentioned before the Day Case Unit must be kept open for 24 hours.
- b. A plan has been made to convert the staff coffee room situated in the Day Case Unit into 5 beds which are to be utilized for observation, evaluation and assessment. This plan is to be considered as a priority minor project.

2. Triage System

Our triage system is still not functioning in the most appropriate manner particularly in the light of certain problems that have occurred in the past year. Yet, with proper public education and communication with the public and cooperation among the staff, we believe that our policy of screening all patients by competent well qualified nurses must succeed.

3. Geriatric Problems

During the year 1982 one of the sad problems that faced the emergency staff was that of geriatric patients who were left by their relatives in the A & E Department for no reason but old age, unable to look after themselves or feed themselves.

NURSING SERVICE

The Nursing Service, Salmaniya's largest department, was again a significant area of activity in 1982. The upgrading of the service continued with the appointment of specialized Senior Nurses to head up the Operating Theatres and Inservice Education. Middle management was strengthened by selective promotion from within, and the recruitment of Western-trained Ward Supervisors to fill vacant positions.

ACHIEVEMENTS

1. Additional beds were opened in Coronary Care Unit.
2. Dialysis services were expanded when nursing achieved its full manpower complement in the first half of the year.
3. Commissioning of North Block Maternity Service was successfully completed, and the unit opened in March. The heavy influx of patients required the opening of an additional ward in June, and a recommendation that Ward 18 be renovated and staffed permanently.
4. A programme to upgrade the physical facilities at Muharrag Maternity Hospital was initiated, with nursing input.
5. Throughout the year, the Nursing Services worked on plans for upgrading the services and commissioning of the Burns Unit and the Limited Private Practice facility. Select members of the department were also involved in the layout and design of units to be located in the South Block expansion.

TRAINING

1. Mr. Abdulla Eid, Senior Nursing Officer, successfully completed the ISP in patient Care

Administration, achieving outstanding results in the process. Two further N.Os have commenced the course.

2. Twenty one Bahraini nurses participated in extensive training programmes in Bahrain and overseas during the year. Fifteen have already completed their programmes, and the remainder are due to complete in 1983-4.
3. Inservice Education made significant strides during the year in the development of a comprehensive programme with the limited human resources at its disposal. There have been more than sixteen hundred participants in the various programmes designed and implemented by the department. In addition, the General Procedure Manual and Patient Information Booklet were completed and printed.
4. All nursing personnel attended the Fire Safety Programme run in conjunction with the Fire Department.
5. Layla Asfoor, Nursing Officer, commenced a year-long programme in Teacher Training, operated by the College of Health Sciences.

PLANS FOR 1983

1. To complete and submit comprehensive plans for upgrading Nursing Services as mandated by H.E. The Minister of Health.
2. To commission the North Block Burns Unit.
3. To commission Ward 18 as part of the North Block Maternity Unit.
4. To Staff Ward 42 for conversion to a General Surgery Unit.
5. To completely revise the Nursing Documentation System and implement Patient Care Planning.

6. To complete and print the Maternity Service Procedure Manual.
7. To complete work on the Comprehensive Nursing Services Policy Manual.
8. To prepare four Bahraini Nursing Officers for promotion to Senior Nursing Officer posts by the end of 1984.

SUMMARY

The maintenance of an effective, efficient Nursing Service is of paramount importance to the credibility of the hospital, and the quality of health care is measured by the competence of the nursing work force as well as by the ability of the medical and para-medical services.

It is to the credit of the Nursing Service that the hospital continues to function effectively, and that patients receive the quality of care that is their right.

The workload which the Nursing Service must deal with is considerable, and staff work long and hard to provide optimum care. In addition to the efforts of the general ward personnel, special commendation should be given to the staff of the special care units, operating theatres, out-patient departments, accident and emergency department, and infection control, who continue to maintain high standards of patient care, often under considerable pressure; in the maternity care areas, a similar degree of quality is a feature.

Progress in Bahrainizing the service is proceeding at a steady pace, and the service can look to the future with confidence □□