

### III. PATIENT SAFETY



# **National Patient Safety Goals**

- The National Patient Safety Goals for Hospital, Laboratory and Home Health Programs have been developed to improve patient safety.

# National Patient Safety Goals

## Improve the accuracy of patient identification.

- Always use two unique identifiers- name and birth date whenever providing care or services to patients.
  - Administering medications, collecting blood samples and other specimens and when providing treatments or procedures.
  - Label containers used for blood and other specimens in the presence of the patient
- When administering blood products at the bed side perform two-person verification.

# **National Patient Safety Goals**

## **Identify Patient At Risk for Suicide Safety Risk**

- Screen all patients for suicide risk.
- Any patient found at risk is placed on suicide precautions and a safety sitter remains with them.

# National Patient Safety Goals

## Universal Protocol: Prevent Wrong Site, Wrong Procedure and Wrong Person Surgery

- Conduct pre-procedure verification process
  - Correct procedure, correct patient, correct site
  - Patient is involved when possible
- Mark the Procedure site
  - Site is marked by licensed independent practitioner accountable for the procedure
- A time-out is performed before the procedure
  - Correct patient
  - Correct site
  - The procedure to be done

# Preventing Patient Falls



# Preventing Patient Falls

## Fall Prevention at Randolph Health:

- Fall Precaution program.
- Staff education.
- Patient /family education.
- Outcome indicators must be evaluated.
- Fall scale on every shift assessment (and with any change in condition).



# Preventing Patient Falls

## Identification of Patients at High Risk for Falls

- Yellow Wristband
- Yellow Non Skid Footwear
- Fall Precaution sign on Door Frame
- Sign over Head of Bed



If a patient has been identified as being high risk for falls and is seen getting out of bed or walking without assistance, they should be assisted safely to a chair or bed and the nursing assistant or nurse caring for the patient should be notified immediately.



# Patient Abuse and Neglect



# In the Hospital



- Patients have a right to a safe environment in the hospital.
- Any type of abuse of a patient by a healthcare provider is a breach of medical ethics and a violation of Randolph Health's policy on Professional Behavior and Standards. Certain violations of this policy (such as assault or sexual abuse) are also crimes that can result in imprisonment.
- In order to protect our patients, criminal background checks are a part of the hiring process for Randolph Health employees and volunteers.

## In the Hospital

**Staff should also take the following action to protect patients:**

- Be aware of the warning signs of abuse.
- Report any suspected abuse immediately.
- Learn to manage your own stress or anger appropriately.
- Report any suspicious visitors on your unit.

## Identifying and Assessing Victims

The Joint Commission requires that accredited facilities do the following:

- Educate staff about signs & symptoms of abuse and neglect.
- Identify victims of abuse or refer to appropriate outside agencies.
- Maintain a list of agencies for referral.
- Report abuse and neglect according to state and local law.

## Abuse Signs and Symptoms:

- Evidence of alcohol or drug abuse.
- Vague physical or psychological complaints
- Extent or type of injury inconsistent with the patient's examination
- Any injury during pregnancy
- Problems during pregnancy, specifically, preterm abortion, bleeding, intrauterine growth retardation, hyperemesis
- Sites of injury – face, neck, throat, abdomen, genitals, or bilateral extremity injuries
- Eating disorders
- Report of self-mutilation

## Additional Abuse Signs and Symptoms:

- Repeated use of emergency department services
- Multiple injuries in various stages of healing
- Emotional abuse or marital discord observed by the staff
- Complaints of marital rape or sexual assault
- Suicide attempt or idea
- Self-induced abortions or multiple therapeutic abortions or miscarriages
- Single car crashes; victim may also be the passenger
- Lacerations and burns
- Spouse or partner reluctant to leave the victim alone with medical staff during treatment
- Patient reports of abuse

# Report

- **Alleged or suspected child, disabled adult, or elder abuse, neglect or exploitation must be reported to Protective Services at Randolph County Department of Social Services.**
- The report should be filed before the patient leaves the hospital.
- Monday-Friday 0800-1700: Call the Randolph County Protective Services Hotline at 683-8200.
- After hours, weekends and holidays: Notify the on-call Protective Services Social Worker by calling 911.
- Print the form from Form Fast. It can be found in two places. Under FORM:DOWNTIME: PROTECTIVE SERVICE REFERRAL or RESMANAGE:PROTECTIVE SERVICE REFERRAL.

# Suicide Prevention





# Suicide Prevention

- All patients at risk of being suicidal will be managed in a manner that will ensure their safety and well-being.
- Patients will be cared for on a nursing unit, under direct observation if they:
  - have attempted suicide
  - are suspected to have attempted suicide
  - are threatening to harm themselves,