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
• 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.
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,