PATIENT SAFETY GOALS

Patient Identification
- Use at least two ways to identify patients.
  - Examples: Check patient’s name and ID (T009).
  - Document: Ask patients to state their name & date of birth or use picture ID.
- This is done to make sure that the patient gets the correct medicine and treatment.
- Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve Staff Communication
- Get important test results to the right staff person on time.

Use Medications Safely
- Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
- Take extra care with patients who take medicines to thin their blood.
- Record and pass along correct information about a patient’s medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use Alarms Safely
- Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent Infection
- Use the hand cleaning guidelines from the Centers for Disease Control and Prevention (CDC) and the World Health Organization.
- Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
- Use proven guidelines to prevent infections that are difficult to treat.
- Use proven guidelines to prevent infection of the blood from central lines.
- Use proven guidelines to prevent infection after surgery.
- Use proven guidelines to prevent infection of the urinary tract caused by catheters.

Identify Patient Safety Risks
- Find out which patients are most likely to try to commit suicide.

Prevent Mistakes in Surgery
- Make sure that the correct surgery is done on the correct patient and at the correct place on the patient’s body.
- Mark the correct place on the patient’s body where the surgery is to be done.
- Pause before the surgery to make sure that a mistake is not being made.

PATIENT SATISFACTION

Our focus is on patient/family service. Communication decreases patient/family anxiety.
- Smile, introduce yourself, what your role is, and what you will be doing.
- “Is there anything else I can do for you… I have time.”

ADVANCE DIRECTIVE
At the time of admission, all patients receive an information packet titled “Your Rights to Make Health Care Decisions, A summary of Contemporary Law.” The patient is asked if they have already established an advance directive and their response is documented on the advance directive form (HCH-561). A copy of the advance directive, if available, is placed in the medical record. A patient may revoke or revise their AD at any time. DNR orders may result from discussion of AD. DNR orders may also be discontinued at any time, according to the wishes of the patient or their representative(s).

2014 HOSPITAL NATIONAL PATIENT SAFETY GOALS

CLINICAL STRATEGY MISSION AND VISION

Mission
To serve through healing, teaching, and discovery

Vision
Leadership in clinical excellence...through service, innovation, and education

Overall Strategy
Use the academic advantage to create unparalleled quality

UNAPPROVED ABBREVIATIONS
Official “Do Not Use” List

<table>
<thead>
<tr>
<th>Do Not Use</th>
<th>Use Instead</th>
</tr>
</thead>
<tbody>
<tr>
<td>ug (microgram)</td>
<td>Write “microgram”</td>
</tr>
<tr>
<td>U (unit)</td>
<td>Write “unit”</td>
</tr>
<tr>
<td>IU (Int’l. unit)</td>
<td>Write “International Unit”</td>
</tr>
<tr>
<td>Q.D., OD, q.d., qd</td>
<td>Write “daily”</td>
</tr>
<tr>
<td>Q.O.D., QOD, q.d., qd (every other day)</td>
<td>Write “every other day”</td>
</tr>
<tr>
<td>T.I.W. (three times a week)</td>
<td>Write “three times weekly”</td>
</tr>
<tr>
<td>Trailing zero (X.O mg.)</td>
<td>Write X mg</td>
</tr>
<tr>
<td>Lack of leading zero (X mg.)</td>
<td>Write 0.X mg</td>
</tr>
<tr>
<td>MS</td>
<td>Write “morphine sulfate”</td>
</tr>
<tr>
<td>MSO4 and MgSO4</td>
<td>Write “magnesium sulfate”</td>
</tr>
<tr>
<td>A.S., A.D., A.U. (left ear, right ear, both ears)</td>
<td>Write “left ear,” “right ear,” “both ears,” “left eye,” “right eye,” “both eyes”</td>
</tr>
</tbody>
</table>

EMPLOYEE HEALTH
The Exchange—Suite 262—x2893

In the event of accidental exposure to blood or other body fluids:
Report to Employee Health Service:
Monday-Friday, 8 AM - 4 PM
Report to the Emergency Dept.: Whenever EHS is closed (nights, weekends, holidays)

EHS provides immunization and screening for infectious diseases:
- TB Control Program with periodic PPD
- Hepatitis B vaccine
- Measles, Mumps and Rubella vaccinations
- Varicella (Chickenpox) vaccine
- Influenza vaccine
- Tetanus, Diphtheria and Pertussis vaccines

Employees with suspected LATEX ALLERGY must be evaluated at Employee Health Service

What You Need to Know About
CLINICAL STRATEGY MISSION AND VISION

PATIENT RELATIONS
All patients receive a copy of the Patient's Bill of Rights at admission. Every patient at John Dempsey Hospital has the right to:

- Respect - Treat patients with kindness, consideration, understanding, and dignity. Use common courtesy, good manners, please & thank you. Don’t be in a rush.
- AIDET—Acknowledge, Introduce, Duration, Expectations, Thank you.
- Privacy - A patient’s physical privacy must be protected whenever possible. Written records and verbal reference to a patient or their information must be protected from others in the environment.
- A Full Explanation of Their Care - Patients deserve complete answers to their questions in words they can understand, without feeling rushed or overwhelmed.
- Know Who Is Taking Care of Them - Always introduce yourself & those who accompany you. Be specific about who you are and what you are going to do.
- Confidentiality - Information about a patient’s medical condition or care must stay within the health team, except as required by law or with a patient’s permission.
- Emotional & Spiritual Support - Patients and their families can expect comfort, spiritual, & emotional support from staff and our Chaplains.
- Informed Decisions - Patients will be given a complete explanation concerning treatment and the name of the person providing treatment.

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- “Is there anything else I can do for you… I have time.”

HELPFUL HINTS
- Wear your current ID badge at all times.
- It is OK not to memorize what to do, but you must know where to find the information.
- Know the location of all manuals: Infection Control, Safety, Hospital Administrative Manual (HAM) and Unit/Department specific. Online: The Infection Control Manual, the HAM and the unit-specific manuals can be on the Nursing website: http://nursing.uchc.edu
ETHICAL DECISION MAKING

- Resources available at JDH to support ethical decision-making are:
  - Ethics Committee
  - Infant Care Review Committee
  - Corporate Compliance Organization Ethics

Anyone can refer an issue to the Ethics Committee, including patients. Contact the hospital operator (860-679-2000) to speak directly to the Chair or a member of the Ethics Committee. Refer to Hosp. Admin. Manual (HAM) policy 907-021.

HAND HYGIENE

At John Dempsey Hospital, we follow the WHO/CDC Guidelines for Hand Hygiene.
1. Wash your hands before and after contact with EVERY patient, contact after contact with environmental surfaces in patient rooms, and after glove removal.
2. Alcohol-based hand sanitizers are available throughout the UConn Health. Use antimicrobial soap and water when hands are visibly soiled.

HIGH ALERT MEDICATIONS

The following drugs are most likely to cause harm to a patient if a mistake should occur:
1. Chemotherapy agents
2. Heparin infusions
3. Insulin—both continuous infusions and subcutaneous doses
4. Narcoic infusions, including epidural narcotic infusions
5. Anticoagulants
6. Flolan

You can prevent a serious error by paying close attention when ordering, dispensing or administering these “high alert,” high-harm medications!

Nursing Practice Manual: “Medications: High Alert, Double Check Off”

HIPAA

HIPAA is a law that protects the privacy and security of patient information. We must all protect the PRIVACY and SECURITY of the health information of our patients. All patient information (verbal, written, or electronic) is considered confidential.

Patient information in our electronic systems is protected by passwords, restricted access and audit trails to ensure proper access of information. Patient information systems are monitored to assure access is for job-related need-to-know only. Patient information must NOT be accessed unless it is your job to do so for a given patient. Remember to log off your computer, as access under your user name will be attributed to you. Computer system passwords must NOT be shared! Suspected or known breaches of privacy or security of patient information must be reported immediately to either the Privacy Officer at x5001 or the Information Security Officer at x5224.

Violations of privacy and security policies is subject to disciplinary action up to and including termination.

Reminder: All ENTRIES in medical records must have date, time and signature!

SAFETY PROGRAM

JDH Safety Officer—Debra Abromaitis, X7015
EMERGENCY - DIAL 7777

CODING
Pink—Infant Abduction
Yellow—Disaster—Internal/External
Blue—Medical Emergency
Red—Fire Alert
Zebra—Disbursement Incarcerated Patient
Conservation—Conserving Energy
Strong—Patient Behavioral Disturbance
Free Bird—Patient Elopement
Silver—Individual With Weapon—Run, Hide, Fight

RACE—Rescue—Alarm—Close—Evacuate
PASS—Pull—-Auto—Squeeze—Sweep

RESOURCES

- Safety Management
- Hazardous Materials & Waste Management
- Infection Control
- Emergency Management
- Engineering
- Facilities Management—x2125
- Medical Equipment Management—x4291
- Utilities Management—x2511
- Safety Management—x7015

Hosp. Admin. Manual (HAM) Policy #08-051

ADVERSE DRUG REACTIONS (ADRs)

An ADR is when a medication causes a detrimental response that is undesired, unintended or unexpected in doses recognized in accepted medical practice.

ALL ADRS MUST BE REPORTED IN PATIENT SAFETY NET (**PSN**)