

**HealthStream Course 10311
Providence Alaska Medical Center
Annual Safety Update 2011**

Patient Safety



Course Description

Patient safety is the most important issue in healthcare today. Knowledge of the National Patient Safety Goals (NPSG) helps ensure awareness of specific steps in protecting our patients.

PAMC employees and volunteers need to:

- **Know the NPSG, both for your patients and for yourself as a consumer in healthcare;**
- **Communicate with the team, patient, patient's family, and caregivers;**
- **Know how to notify PHSA Quality and Risk Management and The Joint Commission of any patient safety & quality concerns; and**
- **Know how to encourage patients to be involved in their care.**

Patient Safety - It's Everybody's Business!

Even if you do not directly care for patients, you play a role in patient safety!

Our goals:

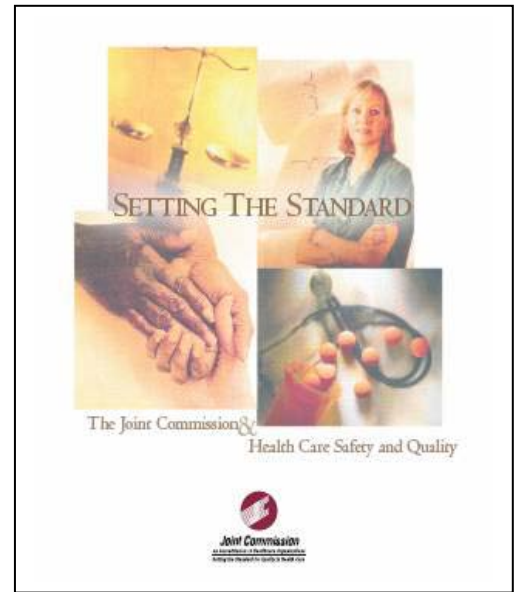
1. **Know, live, and work by the NPSG;**
2. **Improve team communication for patient safety;**
3. **Promote a "just" non-punitive workplace**
4. **Report errors and near misses.**



What are the National Patient Safety Goals?

The National Patient Safety Goals (NPSG) are:

- Key strategies to improve patient safety in hospitals, home health, behavioral health services, and clinics.
- Published each year by The Joint Commission.



2010 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The Goals focus on problems in health care safety and how to solve them.

- | | |
|--------------------------------------|--|
| Identify patients correctly | Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the medicine and treatment meant for them.

Make sure that the correct patient gets the correct blood type when they get a blood transfusion. |
| Improve staff communication | Quickly get important test results to the right staff person. |
| Use medicines safely | Label all medicines that are not already labeled, for example, medicines in syringes, cups and basins.

Take extra care with patients who take medicines to thin their blood. |
| Prevent infection | Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization.

Use proven guidelines to prevent infections that are difficult to treat.

Use proven guidelines to prevent infection of the blood from central lines.

Use safe practices to treat the part of the body where surgery was done. |
| Check patient medicines | Find out what medicines each patient is taking. Make sure that it is OK for the patient to take any new medicines with their current medicines.

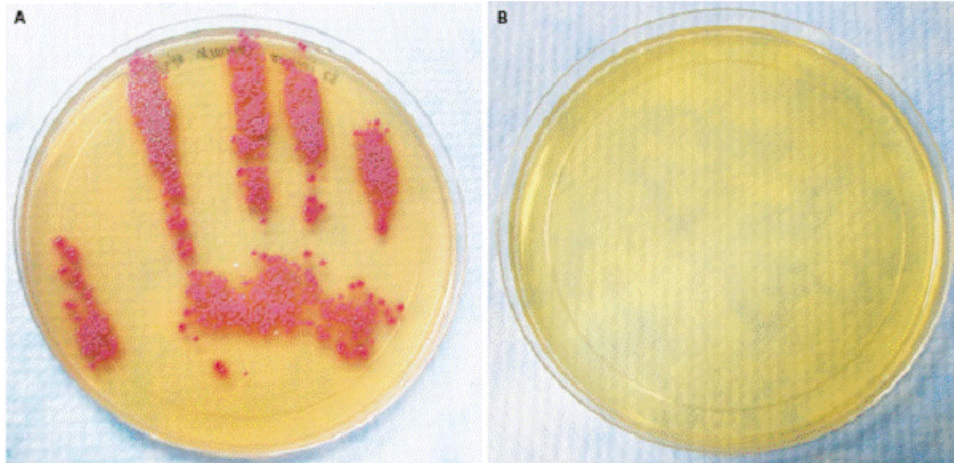
Give a list of the patient's medicines to their next caregiver or to their regular doctor before the patient goes home.

Give a list of the patient's medicines to the patient and their family before they go home. Explain the list.

Some patients may get medicine in small amounts or for a short time. Make sure that it is OK for those patients to take those medicines with their current medicines. |
| Identify patient safety risks | Find out which patients are most likely to try to kill themselves. |

Reduce the Risk of Healthcare-Associated Infection

- Comply with the Centers for Disease Control and Prevention (CDC) hand hygiene guidelines;
- If your hands are visibly soiled, wash with soap and water;
- Sanitize your hands with Avagard® before and after every patient contact; and
- Sanitize your hands after removal of gloves.



Slide A: an imprint of a health care worker's ungloved hand was obtained for culture after an abdominal examination of a patient with a MRSA infection was performed

Slide B: an imprint of the same health care worker's hand after it had been cleaned with alcohol foam.

REDUCING INFECTION RATES

New Hand Hygiene Campaign 2010

- Starting 2010, there will be a new hand hygiene campaign implemented at PAMC.
- For three years, we observed before/after patient contact *after* removal of gloves.
- Starting this year, anyone entering a patient room should "**gel in, gel out**" (soap and water or Avagard) regardless of patient contact.
- Observations will be done at the unit level; unlike past observations that were conducted by volunteers.



Reduce the Risk of Patient Harm Resulting from Falls

REDUCE PATIENT FALLS and THE RISK OF HARM FROM FALLS

- Assess the patients risk for falls
- Turn the bed, chair and personal alarms
- Toileting plans and rounds
- Engage everyone and communicate risk
- Never leave an at risk to fall patient alone on the toilet/commode
- Debrief every fall to prevent reoccurrences and submit UOR



Reduce the Risk of Patient Harm Resulting from Falls

Patients at risk to fall (ARTF) are identified with signage and bracelets



Patient Active Involvement in Their Care

Encourage patients active involvement in their care:

- Inform patients they can call **THE CARE LINE (x26111)** anytime they have an issue or need that they don't feel is being met by direct care staff
- PAMC expects patients to take an active role in their treatment. Patients should be encouraged to ask questions when they do not understand their care processes.
- Patients are also encouraged to voice their concerns with their care providers.
- Patients, families and staff are encouraged to contact The Joint Commission if they have any quality concerns. Please consider notifying the PHSA Quality and Risk Management at the same time, so they can address the issue immediately.

PROVIDENCE
Alaska
Medical Center

We at Providence Alaska Medical Center want our patients and families to feel safe in our hospital. We have set up a Care Line to offer you and your family another way to report your patient care concerns.

You and your family are encouraged to call the Care Line:

- If you notice a medical change in the patient and the health care team is not recognizing the concern.
- If there is a breakdown in how care is being given or confusion over what needs to be done for the patient.

How to call the Care Line:

- Dial 6111 from a hospital telephone
- The Care Line nurse will ask for caller's name, room number, patient name and patient concern.
- The Care Line nurse will immediately activate a team of medical professionals who will respond to your call.
- Additional clinical support will be called in as needed.

Providence Care Line
Ext. 6111

3200 Providence Drive | Anchorage, AK 99506
Main Phone: (907) 462-2211
www.providence.org/alaska

PAMC has a Rapid Response Team

(PEAT = Providence Early Assessment Team) protocol that is used in the event of deteriorating patient clinical condition on adult clinical units.

Applicable departments for PEAT response include the following PAMC Adult Medical Surgical Areas: 4 North, 5 North, 3 West, 4 West, 5 Neuro, 5 Rehab, Dialysis Unit, Dialysis Suite, Progressive Care Unit, Mother/Baby Unit, and Sleep Lab.

PAMC Pediatrics Intensive Care Unit (PICU) and Neonatal Intensive Care Unit (NICU) have their own teams.



PAMC Rapid Response Team

- Providence Early Assessment Team (PEAT) Pager 88-7328
- Neonatal Early Assessment Team (NEAT) Extension 22840
- Pediatric Early Response Team (PERT) Extension 43898
- Electronic Intensive Care Unit (eICU) eLERT button in each ACC room



BE AWARE OF PATIENTS WHO MAY BE SUICIDAL

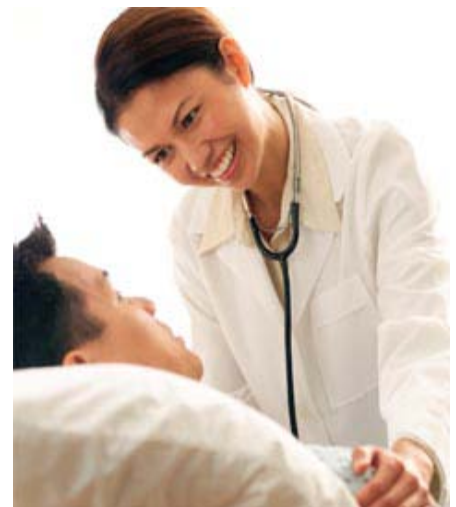
- If you feel a patient may harm themselves, stay with the patient and notify care staff immediately
- Provide resources to these patients



Patient Safety Concerns

No one comes to work planning to harm a patient...

- Everyday you have the opportunity to make a difference and make our patients safer!
- Part of your job is letting your supervisor or other leader know if there is a patient safety concern. Our goal is that every employee feels comfortable reporting a patient safety concern so we can fix it and make our care safer.
- You also have the right to report a concern to The Joint Commission by:
 - Calling 1-800-994-6610;
 - Emailing to complaint@jointcommission.org
 - Going to the Joint Commission website www.jointcommission.org



2011 Volunteer Annual Safety Update (ASU) Test Questions

Please open the **2011 Answer Sheet**, print that document and mark your answers on the answer sheet.

Another option would be to open the **2011 Test Questions** document, print it and mark your answers, then return either one to Volunteer Services.

Patient Safety

37. Hand cleaning guidelines from the Centers for Disease Control (CDC) and World Health Organization (WHO) continue to be listed in the National Patient Safety Goals (NPSG).

True

False

38. If you feel a patient harm themselves, stay with the patient and notify care staff immediately.

True

False