



AUDIT ON INTERNATIONAL PATIENT SAFETY GOALS (IPSG)

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BATCH (20 - 22)

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WHAT IS IPSG ?

- **International Patient Safety Goals (IPSG) was designed by joint commision International (JCI) in 2006 .**
- **These goals were designed to assure the standard of quality of safety provided to patients by the hospitals .**
- **Also IPSG was designed to reduce any kind of medical errors.**



IPSG GOALS

There are six IPSG goals :

**IPSG 1 : CORRECT
PATIENT
IDENTIFICATION**

**IPSG 2 : EFFECTIVE
PATIENT
COMMUNICATION**

**IPSG 3 : IMPROVE
SAFETY OF HIGH
ALERT MEDICATION**

**IPSG 4 : ENSURING
CORRECT SITE ,
CORRECT PROCEDURE
AND CORRECT
PATIENT SURGERY**

**IPSG 5 : REDUCE THE
RISK OF HEALTHCARE
ASSOCIATED
INFECTION**

**IPSG 6 : REDUCE THE
RISK OF PATIENT
HARM FROM FALL**

RATIONALE OF PROJECT

Maintaining the quality of health provided to the patients is utmost priority for hospitals . The main rationale behind performing audit on IPSG is to find out the gaps in the safety provided to the patients so that different measures can be taken to improve the quality of safety provided at hospital by assessing the knowledge of the staff.

KEY LEARNINGS

- ▶ **6 Goals of IPSG together serves patient safety as the most important criteria in the hospitals .**
- ▶ **Healthcare workers verify patients before commencing any procedure .**
- ▶ **Healthcare workers maintained proper communication in between them which helped in maintaining patient safety .**
- ▶ **Hospital had separate protocols for storing and administering narcotic drugs and High alert medications .**
- ▶ **Before surgery, all the formalities have been done by the staff .**
- ▶ **Proper hand hygiene was followed by the staff members.**
- ▶ **Patients was being educated about measures to prevent fall .**

OBJECTIVES - The objective of this study are as follows

- ▶ To access the level of awareness among the residents and the nursing staff regarding IPSG goals .
- ▶ To find out the Level of compliance among the patients of certain IPSG Goals.

AREA OF STUDY - Medanta Superspeciality Hospital , Indore , Madhya Pradesh

DESIGN - Descriptive Cross Sectional study

INCLUSION CRITERIA - Study includes :

- ▶ Doctors
- ▶ Nurses
- ▶ Patients

EXCLUSION CRITERIA - Study excludes :

- ▶ **Non clinical staff**
- ▶ **OPD patients**

SAMPLING PLAN -

- ▶ **Purposive non probability sampling were used .**
- ▶ **Total of 100 samples were studied for the research.**
- ▶ **100 patients were interviewed which includes Post surgery recovered patients and patients in ward only requiring medications.**
- ▶ **In clinical staff , 25 doctors and 75 nurses are being interviewed.**

DATA COLLECTION METHOD -

- **By interviewing clinical staff and Patients**
- **By auditing documents**



DATA ANALYSIS



RESULTS OF IPSG 1

IPSG 1 is correct identification of patients by the staff so that proper treatment could be provided to the correct patient .

There are two patient identifiers namely :

- **UHID no. (Unique Hospital Identification Number)**
- **Patient 's Full name**

To check awareness among staff about IPSG 1 , certain questions was asked to them regarding patient identification .

Also for IPSG 1 , documents were audited to check if all the records are maintained .

“

	YES	NO
DOCUMENTATION		
Correct patient label	96	4
Wrong reports found	100	0

”

RESULTS OF DOCUMENTATION OF IPSP 1

INTERPRETATION - The results obtained are as follows for documentation :

- **Out of 100 patient files , 96 had correct patient label in all pages .**
- **All 100 files had correct report found.**

“

	YES	NO
STAFF KNOWLEDGE		
Identification of patients	95	5
Usage of two patient identifiers	85	15
Identifying unconscious state of patient	100	0
Awareness of UHID as patient identifier	86	14

RESULT OF STAFF KNOWLEDGE ABOUT IPSG 1

INTERPRETATION - Following are the results obtained :

- **Out of 100 , 95 staff was aware about two patient identifiers**
- **85 staff do know when to use two identifiers**
- **All the staff members know how to identify unconscious patients**
- **86 staff do know that UHID can be used as one of the patient identifiers.**

RESULT OF IPSG 2

IPSG 2 States that effective communication between doctor and nurses as well as clinical staff and patient helps in enhancing the Patient safety .

In some situations , doctor give verbal orders to the nurses , which in turn should be properly documented by the nursing staff .

To analyze the IPSG 2 , Staff was being interviewed and asked different questions to check whether they are aware of how to document verbal orders .

Also documents were checked to see if verbal orders are properly documented .



	YES	NO
DOCUMENTATION		
Verbal medication order properly documented	100	0
Verbal insulin orders are correctly documented	64	0
Critical register is maintained	100	0
Handovers check list complete	100	0

DOCUMENTATION FOR IPSPG 2

INTERPRETATION - Following were the results obtained for the documentation of IPSPG 2

- **In all 100 files , verbal orders were documented properly**
- **64 files had glucose monitoring sheet , rest 36 patients does not require insulin so their files didn't had glucose monitoring sheet.**
- **Critical register was maintained.**
- **Handover checklist were present in all the files.**

	YES	NO
STAFF KNOWLEDGE		
Know the situations where verbal orders are followed	83	17
Aware about read back policy	81	19
Know when to follow verbal orders	83	17
Know how to document verbal orders	95	5

STAFF KNOWLEDGE ABOUT IPSG 2

INTERPRETATION - Following were the results obtained :

- **Out of 100 staff , 83 knows the situation when to follow verbal orders.**
- **81 were aware about read back policy**
- **95 knew the process of documenting verbal orders .**

RESULTS FOR IPSG 3



IPSG 3 intends to improve the safety of high risk medications before administering.

All the high risk medications have red dot marked on them .

Narcotics are stored in double lock and key system .

To analyze the awareness among clinical staff about IPSG 3 , Staff were asked questions regarding precautions taken before administering high alert medications and it's storage .

Documents that is patient 's files were audited to check whether everything is documented properly.

	YES	NO
DOCUMENTATION		
Narcotic medication are countersigned	32	0
High alert medication are countersigned	25	0
Narcotic registers are maintained	32	0
MAR is completely filled	100	0

DOCUMENTATION FOR IPSPG 3

INTERPRETATION - Following results were being obtained :

- **32 files had narcotic medications countersigned as well as recorded in register , remaining files do not require narcotic drugs.**
- **All 100 files had MAR complete.**
- **25 files had high alert medications countersigned**

	YES	NO
STAFF KNOWLEDGE		
High alert drugs	93	7
Storage of high alert drugs	93	7
Precautions taken for high alert drugs	74	26
Identification of high alert drugs	80	20
Aware of high authority for signing high alert medication	85	15

STAFF KNOWLEDGE ABOUT IP SG 3

INTERPRETATION - Following were the results obtained :

- **Out of 100 , 93 were aware about high alert medication and about their storage**
- **74 staff members know precautions before administering high alert medications**
- **80 had identified high alert medication.**
- **85 know whom to ask before administering drugs.**

RESULTS FOR IPSG 4



IPSG 4 intends to correct identification of the surgical site , procedure and correct patient.

Surgical safety is very important as it has serious consequences .

Staff had been interviewed about surgical safety measures .

Also documents had been audited to check whether all the surgical safety measures had been documented .

“

	YES	NA
DOCUMENTATION		
Pre operative checklist	34	66
Surgical safety checklist	34	66
Intraoperative nursing record	34	66

”

DOCUMENTATION FOR IPSG 4

INTERPRETATION - In 34 files all the documentation was accurate , rest 66 patients had not undergone surgery

“

	YES	NO
STAFF KNOWLEDGE ABOUT SURGICAL PROTOCOL	34	66

STAFF KNOWLEDGE ABOUT IPSG 4

”

INTERPRETATION - All the staff members were aware about the IPSG 4 .

RESULTS FOR IPSG 5

Infection control is one of the biggest challenges faced by the hospitals .

IPSG aims to reduce the hospital associated infections.

Infection may spread from staff to patients if there is improper hygiene measures followed .

Nurses had been interviewed regarding protocols for prevention of infection .

Staff had been asked certain questions regarding prevention of infection.

Wards and Patient rooms had been observed to check whether if all the amenities required for prevention of infection is present .



	YES	NO
NURSE INTERVIEW		
Proper hand hygiene protocol is followed	100	0
PPE used whenever required	100	0
Aseptic precaution during, before and after surgery	98	2
BMW segregated properly	100	0

NURSE INTERVIEW REGARDING IPSG 5

INTERPRETATION - Following are the results obtained :

- **All 100 nurses know proper hand hygiene protocol , use of PPE and bio medical waste segregation**
- **98 know what aseptic measures to be used before , during and after surgery.**

“

	YES	NO
PATIENT ROOM		
Hand rubs are available	100	0
Bed is clean	100	0
No unwanted articles at bed side	100	0

”

OBSERVATION OF PATIENT ROOM

INTERPRETATION - All 100 patient rooms were having all the amenities to prevent infection.

“

	YES	NO
STAFF KNOWLEDGE		
Steps of hand hygiene	87	13
5 moments of hand hygiene	89	11
Barrier and reverse nursing	62	38
PPE	100	0

”

STAFF KNOWLEDGE ABOUT IPSP 5

INTERPRETATION - Following results were obtained :

- **Out of 100 staff , 87 knew the steps of hand hygiene**
- **89 knew moments of hand hygiene**
- **62 knew about reverse barrier and barrier nursing**
- **All 100 staff members knew about PPE .**

RESULTS FOR IPSG 6

Frequent injuries occur to patients due to fall in hospitals

IPSG 6 Intend to reduce the harm caused to patients due to fall .

Files of the patients had been audited to check whether fall risk assessment scale is correct and completely filled .

Staff had been asked certain questions about prevention of fall



“

	YES	NO
FALL RISK ASSESSMENT SCALE		
Correct and complete scoring on admission	85	15
Correct scoring when patient is transferred	80	20
After patient falls	10	10

”

FALL RISK ASSESSMENT SCALE

INTERPRETATION - Following were the results obtained :

- **Out of 100 , 85 files had accurately mentioned fall risk score at time of admission**
- **80 had correct scoring while patient is transferred.**

“

	YES	NO
STAFF KNOWLEDGE		
Score for fall	84	16
Secondary diagnosis	86	14
Medications that predispose fall	89	11
Orthostatic hypertension	85	15
Conditions in patient which leads to fall	90	10

STAFF KNOWLEDGE ABOUT IPSG 6

INTERPRETATION - Following are the results obtained :

- **Out of 100 , 84 knew correct scoring for fall**
- **89 knew medications causing flow**
- **90 knew ailments which causes fall .**

DATA ANALYSIS FOR PATIENT INTERVIEW

**Certain IPSG goals required
interview of patients for
assessing the behaviour of
staff regarding patient
safety**



	YES	NO
PATIENT INTERVIEW		
Verification before procedure	87	13
Verification before collecting sample	93	7
Verification before transferring from one unit to another	83	17

PATIENT INTERVIEW OF IPSG 1

INTERPRETATION - Following are the results obtained :

- **Out of 100 samples , 87 patients were been asked before any procedure**
- **93 were verified before collecting sample**
- **83 patients were verified before transfer .**

“

	YES	NO
PATIENT INTERVIEW Patient's have been informed about medication before administration	68	32

PATIENT INTERVIEW ABOUT IPSPG 2

INTERPRETATION - Out of 100 , 68 patient had been informed about medicine

“

	YES	NO
PATIENT INTERVIEW	34	66

PATIENT INTERVIEW OF IPSG 4

”

INTERPRETATION - 34 patients had been asked by the nursing staff about the site of surgery.

“

	YES	NO
PATIENT INTERVIEW		
Patients are educated regarding hand hygiene	77	23
Nurses used the handrub before procedures	90	10

PATIENT INTERVIEW OF IPSG 5

INTERPRETATION - Out of 100 , 77 patients had been told hand hygiene practices and 90 said that nurses used handrub before procedures .

	YES	NO
PATIENT EDUCATION		
Patient taught about surroundings	79	21
Know importance of using call bell	96	4
Need to raise side rails	100	0
Fall due to change in medication	67	33
Aware about fall prevention techniques	70	30
Know risk of getting out of bed alone	100	0

PATIENT INTERVIEW OF IPSG 6

INTERPRETATION - Following are the results :

- **Out of 100 patients . 79 told that nursing staff had oriented them to surroundings**
- **All 100 patients were told that not to get out of bed alone and side rails need to be raised**
- **67 were informed about how their medication would lead to fall.**

RECOMMENDATIONS

- ▶ **Staff should be more educated about IPSG , for that training should be organized by the organization.**
- ▶ **Regular audits should be done for checking awareness among staff and reports should be sent to different departments for improvement .**
- ▶ **IPSG 1 - Every patient must be verified by the staff before any procedures .**
- ▶ **Staff must be told about importance of verifying the patient's identity before any procedures**
- ▶ **IPSG 2 - Staff should be told appropriate protocols for documenting verbal orders.**
- ▶ **Patients have rights to know medications which are being administered to them , staff should inform patients about medications.**

- ▶ **IPSG 3** - Staff should be more aware about the high alert medications and whom to ask before administering them.
- ▶ **IPSG 5** - Hospital acquired infections are most common infection causing different ailments so patients must be taught about different precautions to prevent infection.
- ▶ Staff should thoroughly know about maintenance of hand hygiene as it is the most crucial step in prevention of infection.
- ▶ **IPSG 6** - Fall assessment scale should be filled completely and correctly by all the staff whenever patient gets admitted.
- ▶ Patients especially vulnerable patients should be taught measures to avoid falls.
- ▶ Fall risk assessment should be done compulsory for all patients as it helps recognize vulnerable patients so they can be handled more delicately.

CONCLUSION



IPSG are basically designed keeping in mind the safety of patients as a priority for healthy patients



After conducting an audit , It has been observed that good number of clinical staff in IPD wards have good compliance to IPSG .



Certain percentage of staff especially nursing staff needs to be educated about IPSG so that hospital can serve more better quality of patient care services.



THANK YOU