ASSESSMENT OF PATIENT SAFETY AT BLK SUPER SPECIALITY HOSPITAL, NEW DELHI

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INTRODUCTION

- Patient safety is a new healthcare discipline that emphasizes on preventing, reducing, reporting and analysis of medical error that often leads to adverse healthcare events.
- JCI has recommended standardized International Patient Safety Goals (IPSG) to ensure patient safety.
- The purpose of the IPSG is to improve patient safety. IPSG focus on problems in health care safety and how to solve them.

AIMS AND OBJECTIVE

- To study the extent of patient safety at BLK Super Speciality Hospital.
- To know the patient safety standards in the hospital in accordance to the International Patient Safety Goals (Joint Commission International, JCI)
- To give recommendation for further improvement in the patient safety culture in the hospital by using Patient Safety Audit Checklist.

METHEDOLOGY

Study Design: Observational, cross-sectional

Study Population: Patients and Staff of BLK Super Speciality Hospital.

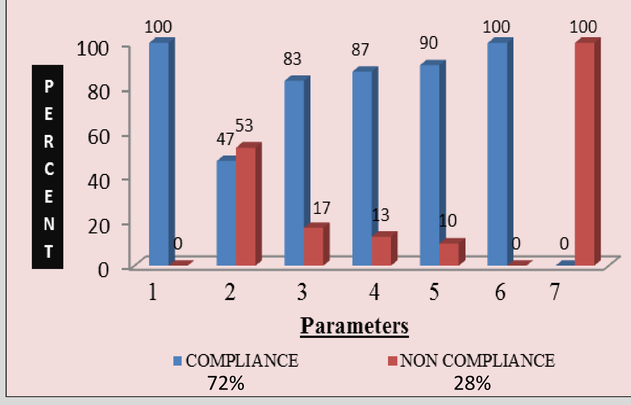
Total Observations: 30 randomized observations for each parameter, in total 1050 observations across the hospital.

Data Collection Tool: Patient Safety Audit Checklist.

Data Analysis: The checklist as divided into 6 domains under which 35 elements were covered. Each element was given score 1 for compliance and 0 for non compliance. The findings are shown by graphical representation.

DATA ANALYSIS

1. PATIENT IDENTIFICATION



Parameters

1.Patient name and MRD number (Patient File)

2.Patient ID band with two ID placed on the Patient

3.Patient ID band checked before blood sample collection-Nursing station

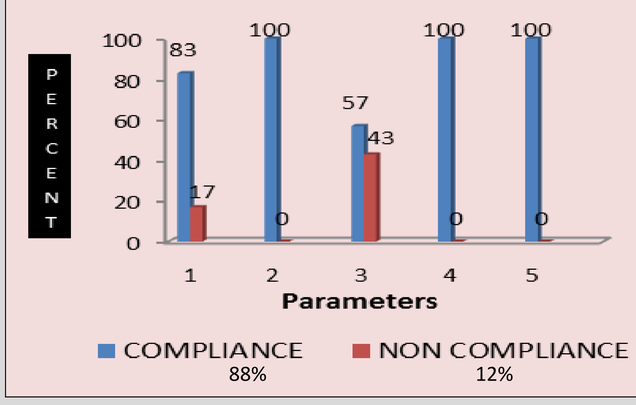
4.Patient ID band checked before administering the drugs

5.ID band are there while transferring the patient

6.Vacutainer or bottle labelled before withdrawing the blood

7.New born applied for identification (NICU &

2. EFFECTIVE COMMUNICATION



Parameters

1.Emergency verbal order maintained & documented with name, date and time (24 hrs., signature)

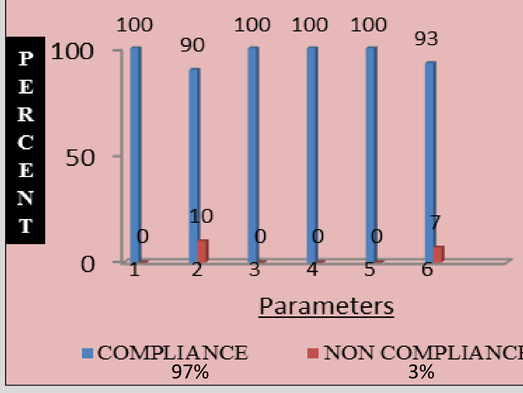
2.Drug name, Dosage, Strength and concentration with frequency

3.Critical Values of the test reported to the doctor documented in critical callout register (laboratory/ radiology)

4.Hand over communications present in patient files

5.Hand over communication duly filled and signed

3. HIGH-ALERT MEDICATION SAFETY



Parameters

1.Are all high alert medications listed area wise

2.LASA (Look Alike & Sound Alike)drugs kept separately and uniformly

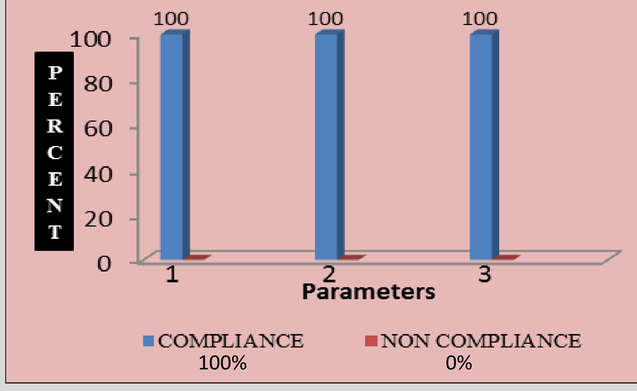
3.Pink coloured warning sticker label on Look Alike Medications cupboard

4.Blue coloured warning sticker label on Sound Alike Medications

5.Concentrated electrolytes only present in ICU, OT and Emergency

6.Crash cart: Locked , LASA and High risk medica-

4. SURGICAL SAFETY



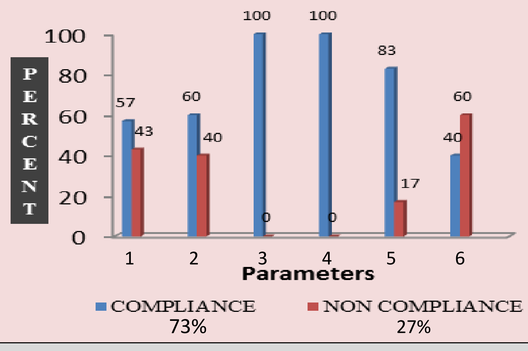
Parameters

1.Surgical site marking done by surgical team (upper side arrow)

2.Time out in OT, Cath lab, Endoscopy room mentioned prior to surgery

3.Pre op Surgical checklist -FILE & OT

5. HEALTH CARE ASSOCIATED INFECTIONS



Parameters

1. Hand washing and hand disinfection followed

2. Hand washing followed Before touching a patient

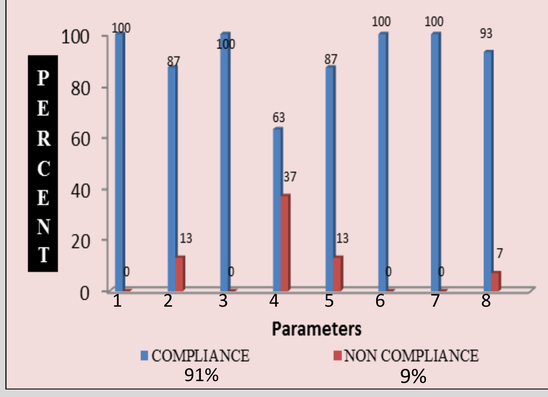
3.Hand washing followed Before Clean and aseptic procedure

4.Hand washing followed after body fluid exposure

5.Hand washing followed after touching a patient

6.Hand washing followed after touching patient surroundings

6. FALL RISK ASSESSMENT



Parameters

1.Assess all inpatients and outpatients for risk of fall

2.Bed rails upright while at the room-RISK OF FALL

3.Bed rails upright while transportation

4.Strap belts on wheel chair while transporting

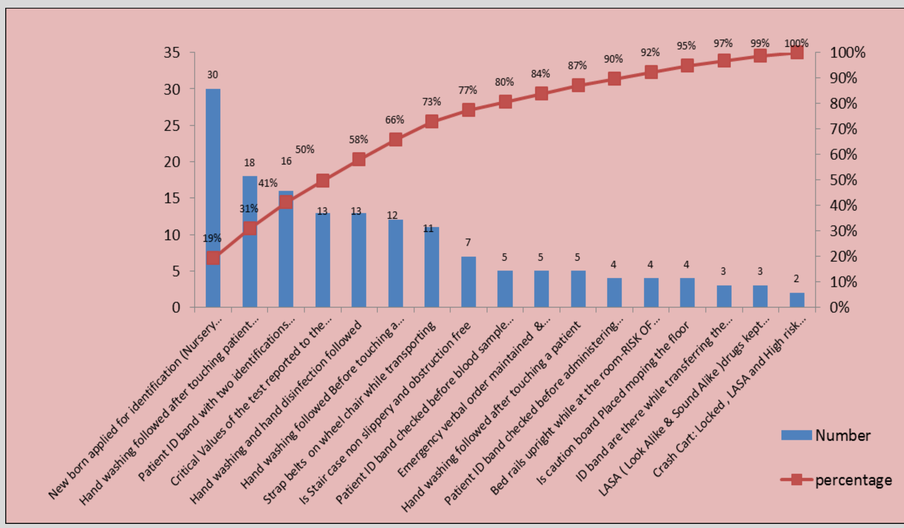
5.Is caution board Placed moping the floor

6.Patient accessed by nurse on daily basis and documented

7.Is Red ID band present on the patient

8.Is Stair case non slippery and obstruction free

PARETO ANALYSIS



According to Pareto Analysis it was found that 80% of the problems arise due to non compliance of these 9 parameters:

1.New born applied for identification (NICU & Nursery)

2.Hand washing followed after touching patient surrounding

3. Patient ID band with two ID placed on the Patient

4. Critical Values of the test reported to the doctor documented in critical callout register

5.Hand washing and hand disinfection followed

6.Hand washing followed before touching patient.

7.Strap belts on wheel chair while transporting

8.Is Stair case non slippery and obstruction free

9.Patient ID band checked before blood sample collection-Nursing station

RESULT

The score was lowest in the dimension:

- Patient identification, with compliance rate of 72%
- Health-care associated infection at 73% compliance
- Effective communication at 88% compliance.
- Fall risk assessment at 91% compliance
- High-alert medication safety 97%
- 100% compliance in surgical safety

RECOMENDATION

- For New-born softer and flexible ID band can be used.
- Admitted patients should be applied barcoded patient ID band.
- For hand washing sensor based touch free hand washing taps.
- Regular training and update sessions for every employee for their regular up gradation about quality parameters.
- Staff should be sensitized about the fall risk involved due to noncompliance of strap belt on wheelchairs.
- Floor material should be inspected before installation for their anti-slip properties.