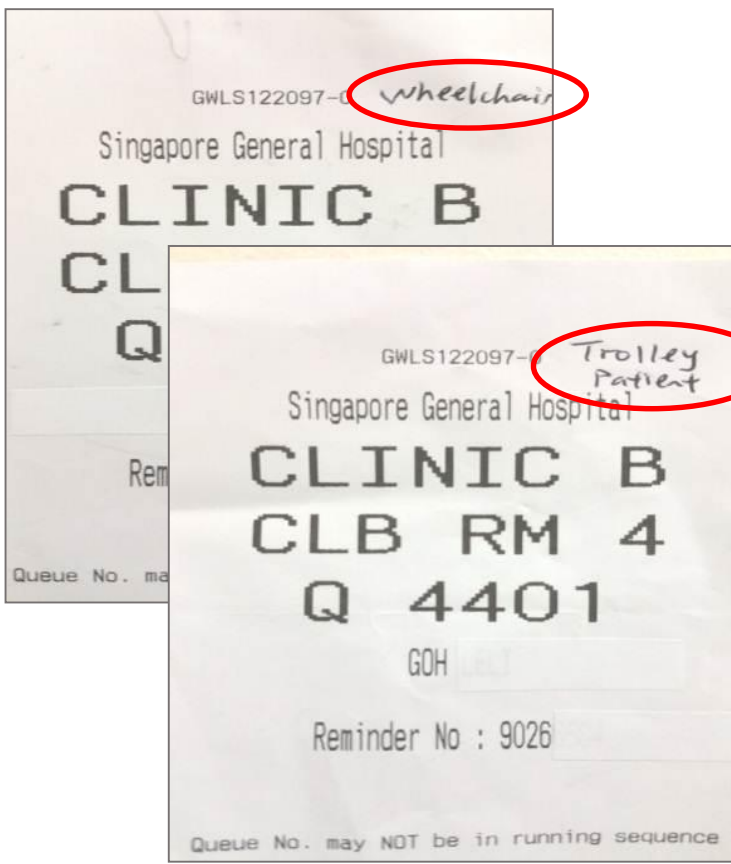# Improving Patient Safety, Care and Experience through Appropriate Patient Tagging

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BACKGROUND

Patient

- ✓ Non ambulant
- ✓ On wheelchair
- ✓ Or on long-trolley
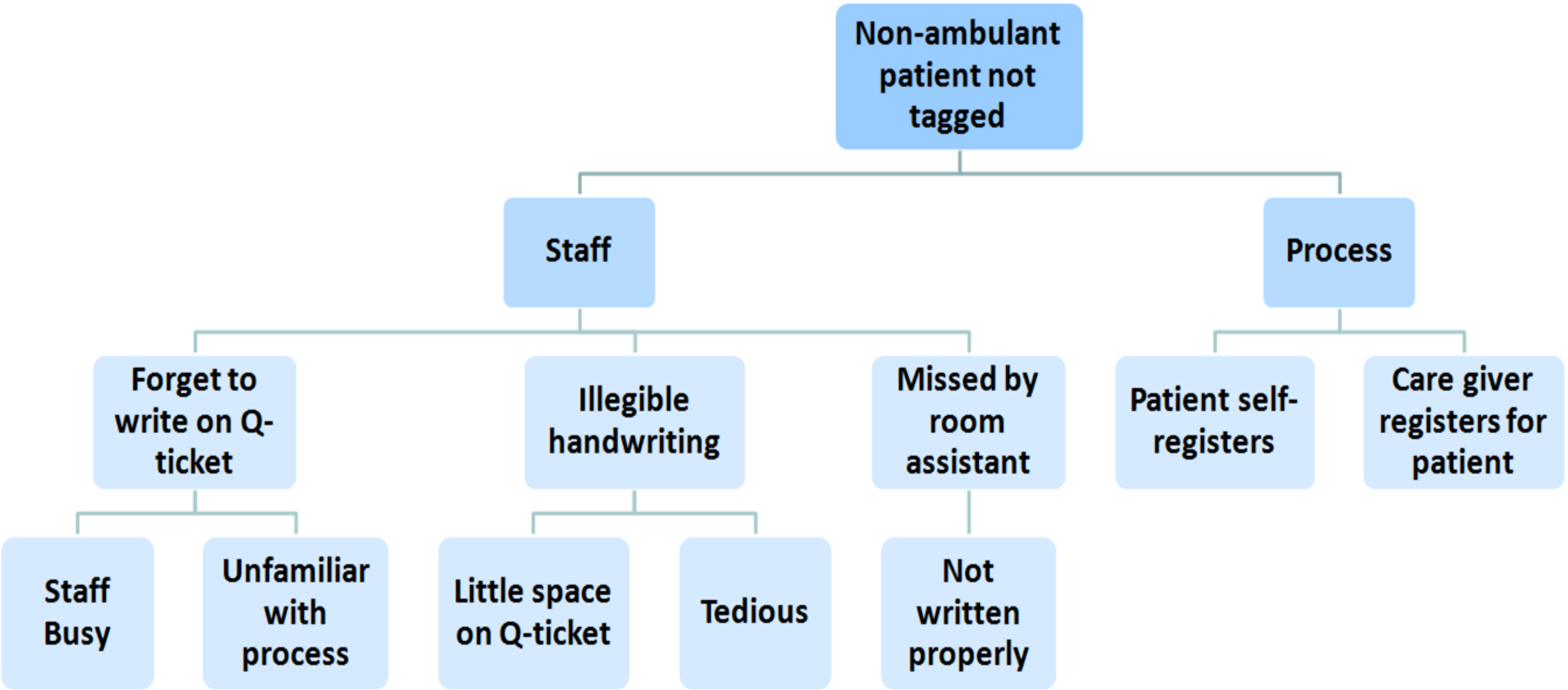- ✓ May be unaccompanied

During registration, staff writes "Wheelchair" or "Trolley Patient" on the queue ticket to identify patients with special needs so that consult room assistants can proactively help patients into the rooms

- ✗ Not all non-ambulant patients tagged!
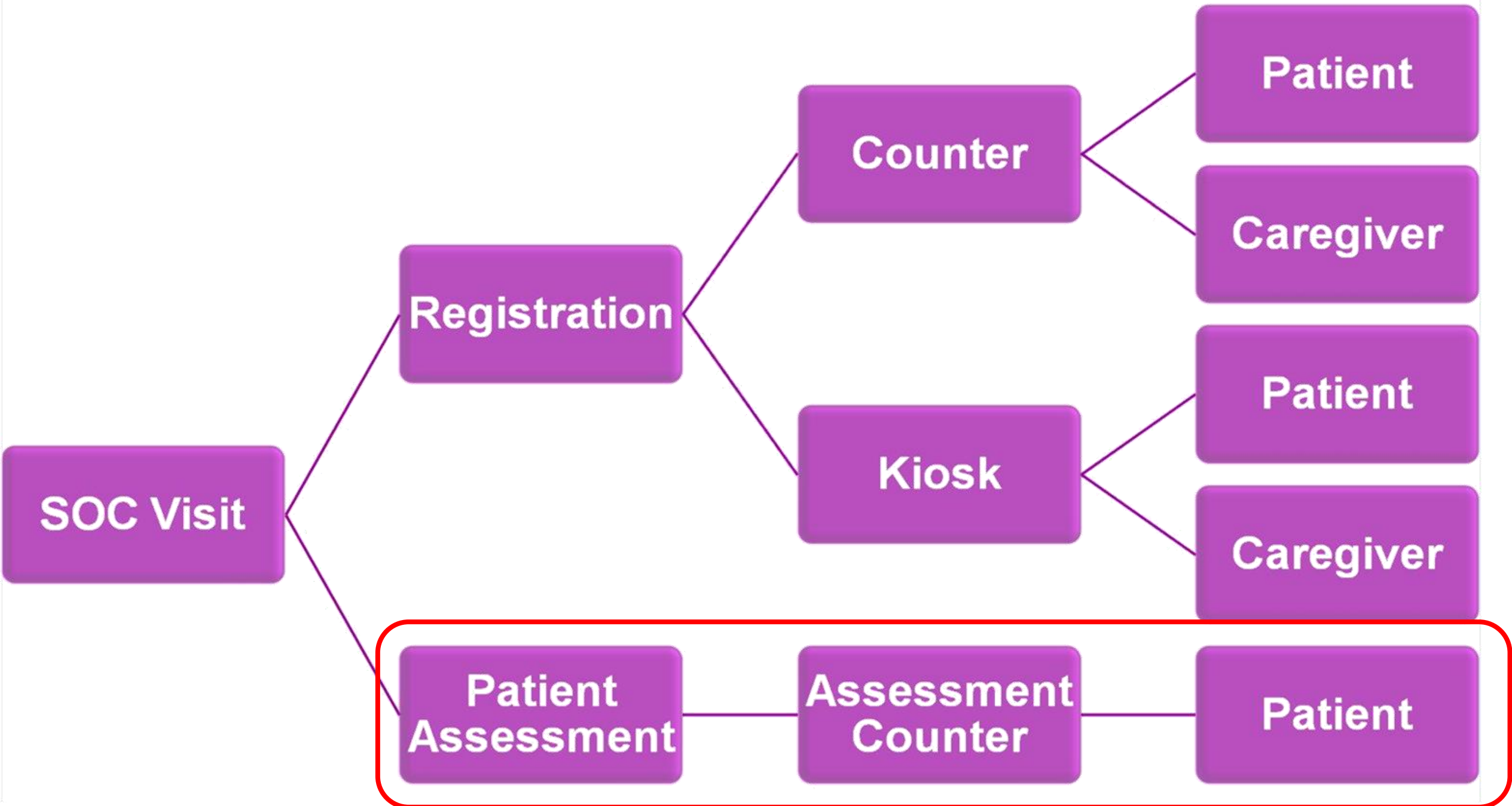- ✗ Patients & caregivers have to ask for help from staff!

METHODOLOGY
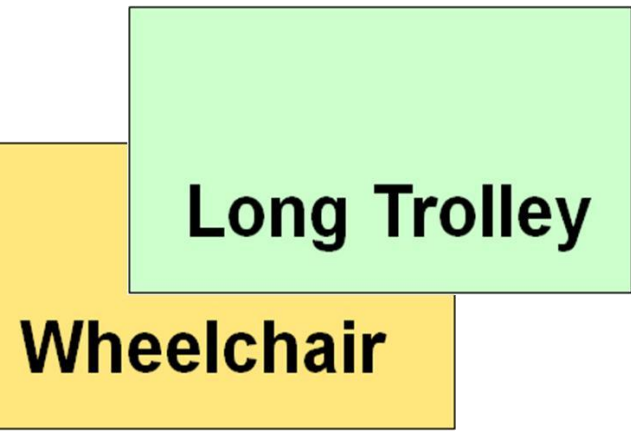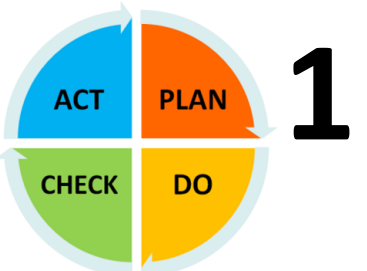
Root Cause Analysis

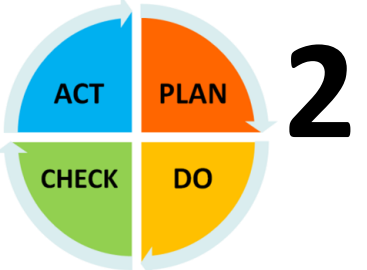Review patient flows over 1 week to identify & verify root causes

Process Review

Review existing process & change the workflow so that all patients with special needs will be reviewed & tagged

1

Long Trolley / Wheelchair

- ✓ Pre-printed cards to tag patients
- ✓ Tagging by nurse during requisite patient assessment instead of during registration

2

- ✓ Use of visuals instead of text
- ✓ More intuitive
- ✓ Easily & readily identifiable
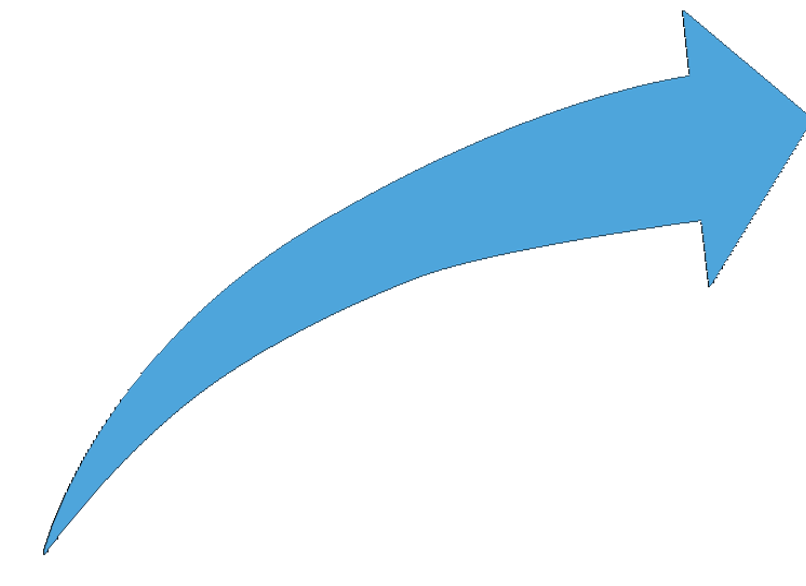
RESULTS

Pre-Implementation

50% patients tagged

40% patients assisted

Post-Implementation

100% patients tagged

100% patients assisted

Intangible Benefits

- ✓ Improves safety as staff proactively assists patients
- ✓ Enhances patient experience & satisfaction
- ✓ Better communication among staff which reduces friction & improves work satisfaction

CONCLUSION

- ✓ Tagging patient documents with a pre-printed card simplifies the process of identifying non-ambulant patients, enhancing staff compliance
- ✓ Using visual makes the card easily identifiable
- ✓ Re-defining where to tag patient ensures that all patients will be tagged

Together, the process and workflow changes enable staff to effectively tag and proactively assist patients, enhancing patient safety, care & experience