



# Same Name/Sound Alike Alert Signage In Cardiac Catheterization Laboratory

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## Introduction

The Cardiac Catheterization Laboratory(Cath Lab) has an average of 25 patients listed per day and estimated 5000 cases per annum for procedures. Working in Cath Lab requires nurses to be fast, efficient and alert.

With the increase number of cases, there is an increase number of patients therefore leading to potential mistakes of putting the wrong patients for the wrong procedure, **due to the similar or sound alike names.**

There is a lack of system to alert nurses of patients with similar/sound alike name.

- Putting patient wrongly in the procedure room can **compromise patient's safety and violates Joint Commission International (JCI) standard.**
- Near misses of putting wrong patient can **disturb workflow and waste resources.**

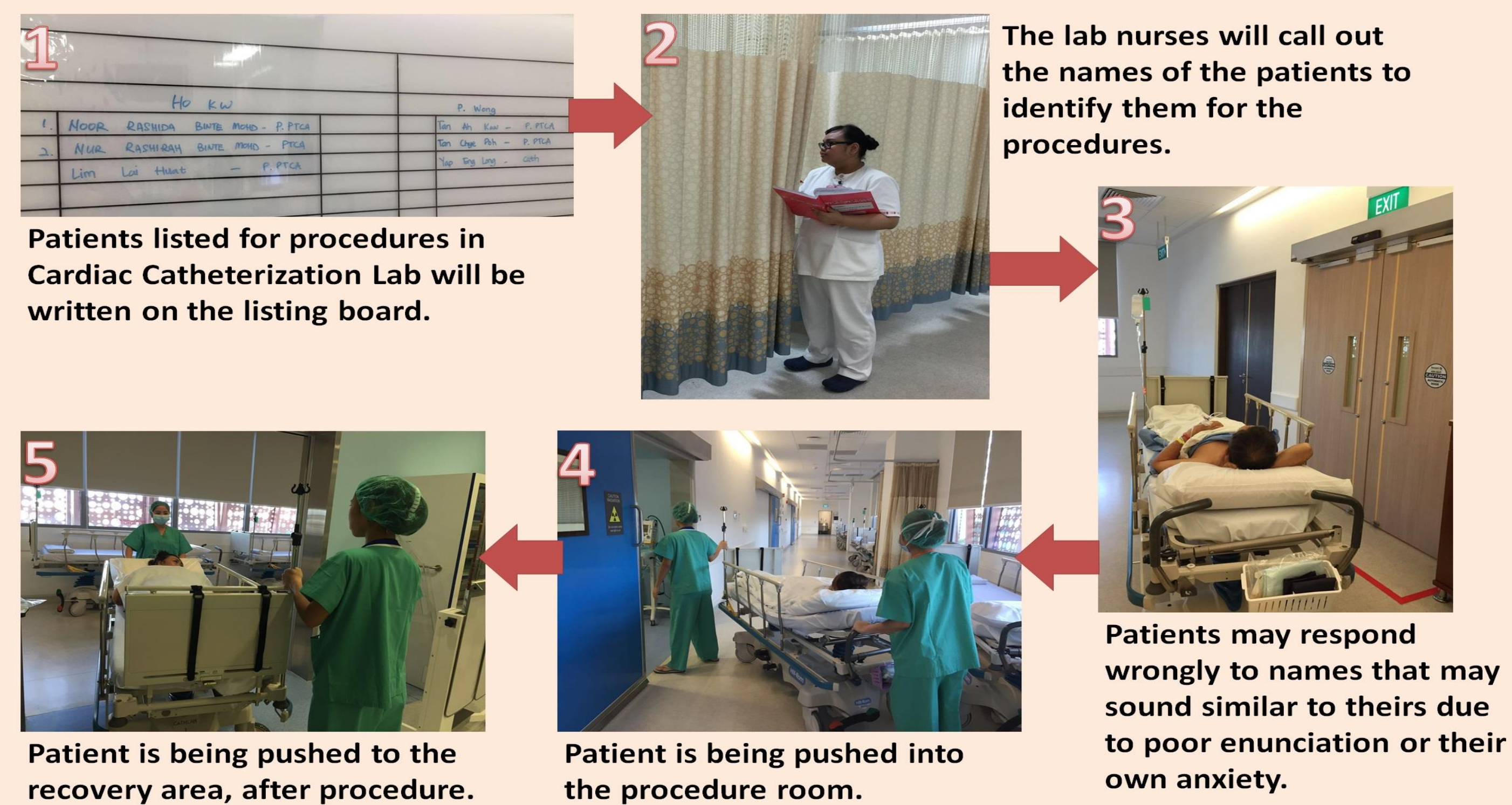
Therefore, we initiated a project which provides a better way to alert nurses of patients with similar/sound alike names to prevent major incidents like preparing the wrong patient for the wrong procedure.

## Objectives

Our aim is to provide a better way to alert nurses regarding patients with same name/sounds alike names(SN/SA) to prevent major incidents and achieve zero near misses in identifying patients.

## Current Conditions

### Process Map Before Implementation



## Results

### Tangible Results

- **Achieved ZERO near mistake in putting wrong patient**

The SN/SA Magnet and signage creates awareness and nurses are alerted whenever there is patient with SN/SA. This create a **safe practice and enable us to achieved ZERO MISTAKE.**



- **Time Saving**

There was a total waste of 5 minutes when a near misses of putting the wrong patient into the wrong procedure room happened. By using SN/SA Magnet and Signage can increase work efficiency by saving time from the near misses.



### Intangible Results

- **Patient safety**



This project **helps to avoid any possibilities to mix up the same name/ sound alike patient** in cardiac catheterization lab. This aligned with the JCI patient safety goal, to **ensure correct patient for correct procedure.**

- **Patient and staff satisfaction**



The project improves patient's satisfaction as we continuously seek to strengthen our processes to ensure maximum efficiency and satisfaction. The improved communication also creates better awareness among the nurses and allow them to perform their jobs more confidently and efficiently.

This project explore into a new and hassle-free method that provides a better way to alert nurses regarding patients with similar/ sound alike names which increase staff confident and satisfaction.

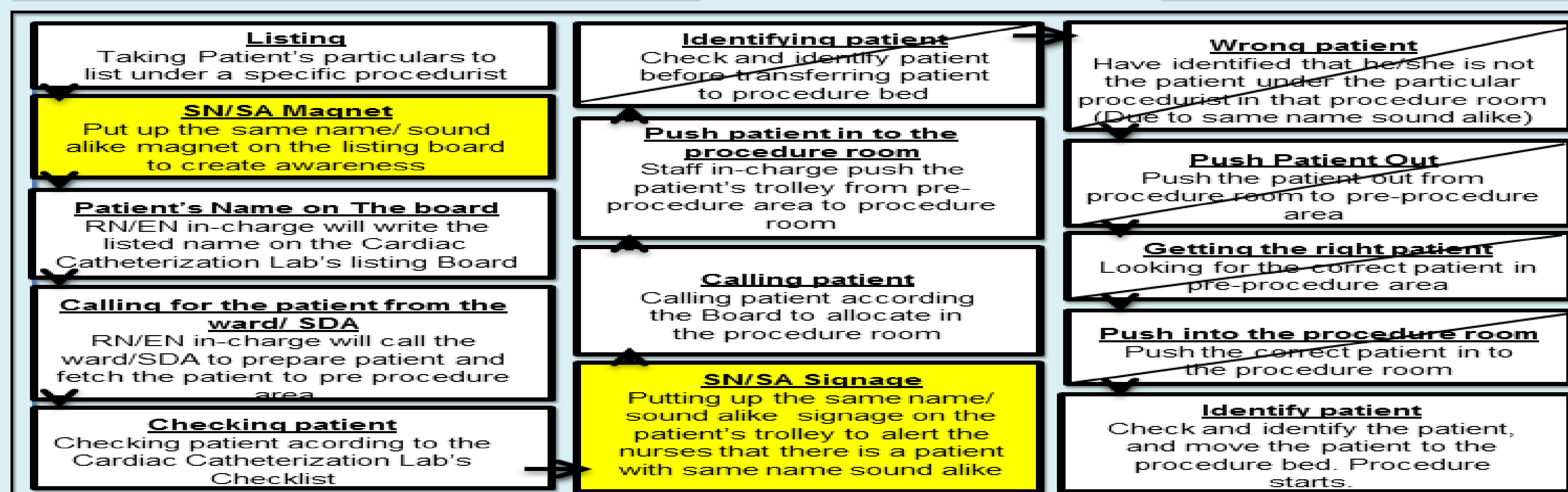
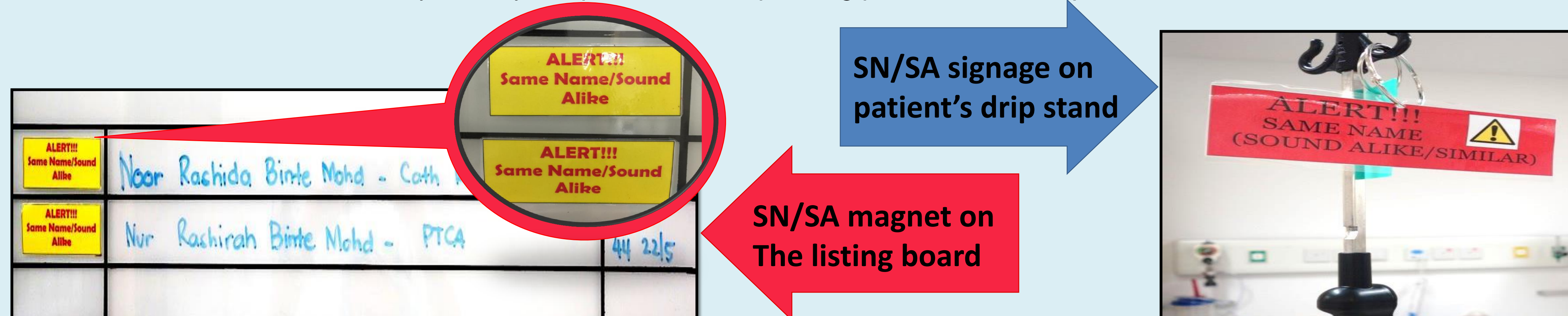
## Feedback

- ✓ The trial use of SN/SA Magnet and Signage was done in Cath Lab and feedback were collected from the staff in the Cardiac Catheterisation Laboratory.
- ✓ The staff feedback that this intervention was useful and easy to use as a precaution to prevent mistakes.
- ✓ The new process will be included as part of the orientation for the new staff. Regular audit by the supervisor on use of SN/SA Magnet and Signage will be done from time to time by the project team member.

## Solutions

A SN/SA magnet in bright yellow colour that stated **"Alert! Same name/sound Alike"** will be placed, beside the patients name that are same name/ sounds alike on the listing white board to alert the nurses/staffs in catheterization laboratory.

A **red in colour alert signage** will also be put up at the side of the patient's trolley drip stand, where the nurses can see it easily and be alert to check and correctly identify the patients when pushing patients in to the procedure room.



## Conclusion

Patient safety is paramount during hospitalisation and it is the responsibilities of all health care workers.

This project is aligned to our organization's vision and mission of providing quality healthcare and achieving excellence in healthcare as people-centred organization.



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