

Right Patient, Right Care!



Singapore Healthcare Management 2016

KK Women's and Children's Hospital
SingHealth

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Root cause analysis from the mislabelling incidents revealed that staff did not use 2 key patient's identifiers consistently when attending to patients at the clinics.

Background

Aim

To drive patient identification culture through multi-prong approach.

Campaign I - Video

A video was developed to standardise the language and gestures used when identifying patients using two patient's identifiers at all touch points in the clinic.

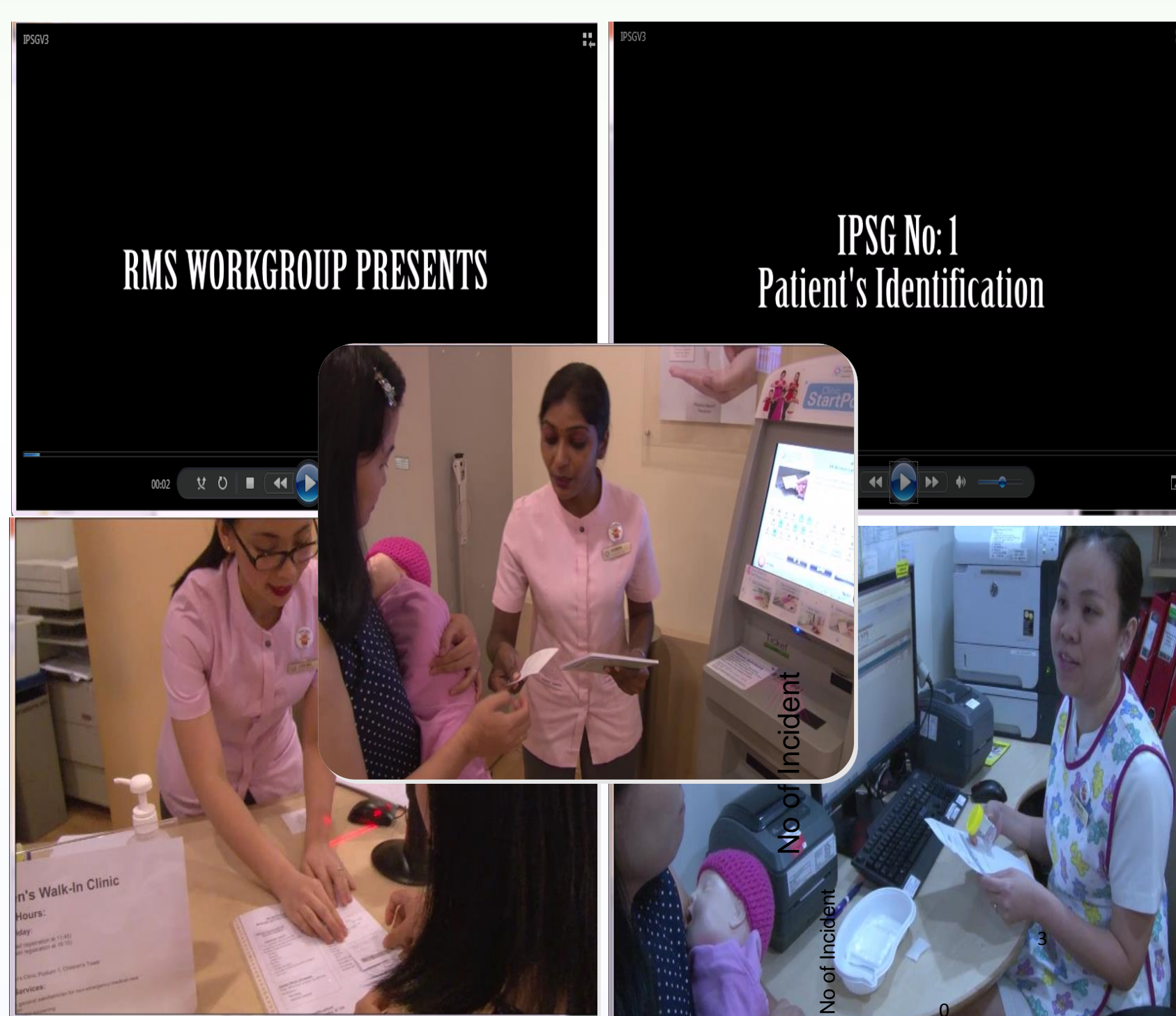
The touch points are:

- At triage
- At registration
- Before entering the consultation room
- Handing over of documents (if any) to patient at the end of doctor's consultation
- At payment

Methodology

Patient Safety Campaign

June to December 2015



Patient Identification Video

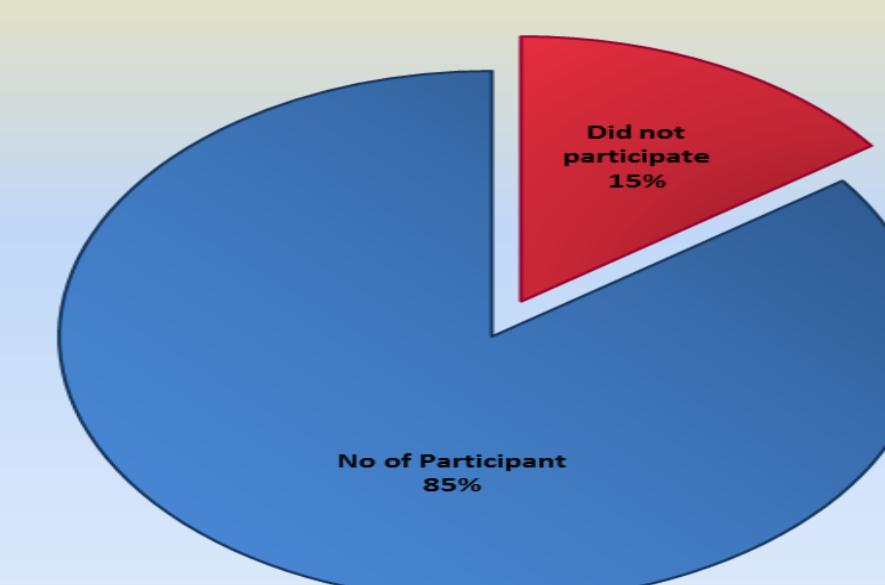
Campaign II - MCQs

A set of multiple choice questions (MCQs) were developed and put online.

All clinic staff were encouraged to attempt the MCQs. Objective is to ensure that all staff understand the methodology of identifying patients correctly.

Participation rate was 85%.

Patient Safety Quiz on IPSP Goal 1 Identify Patient Correctly



Patient Safety Quiz on IPSP Goal 1- Identify Patients Correctly

Campaign III – Posters and wobblers

Poster and wobbler were designed.

The poster was placed on the wall in every consultation and treatment rooms.

The wobbler was affixed on every computer screen in these rooms.

These visual aids serve as reminder to identify patients correctly.



1. In the Consultation room, what would you do if you received 1 strip of sticky label which consists of 2 different patients' name from the registration counter?

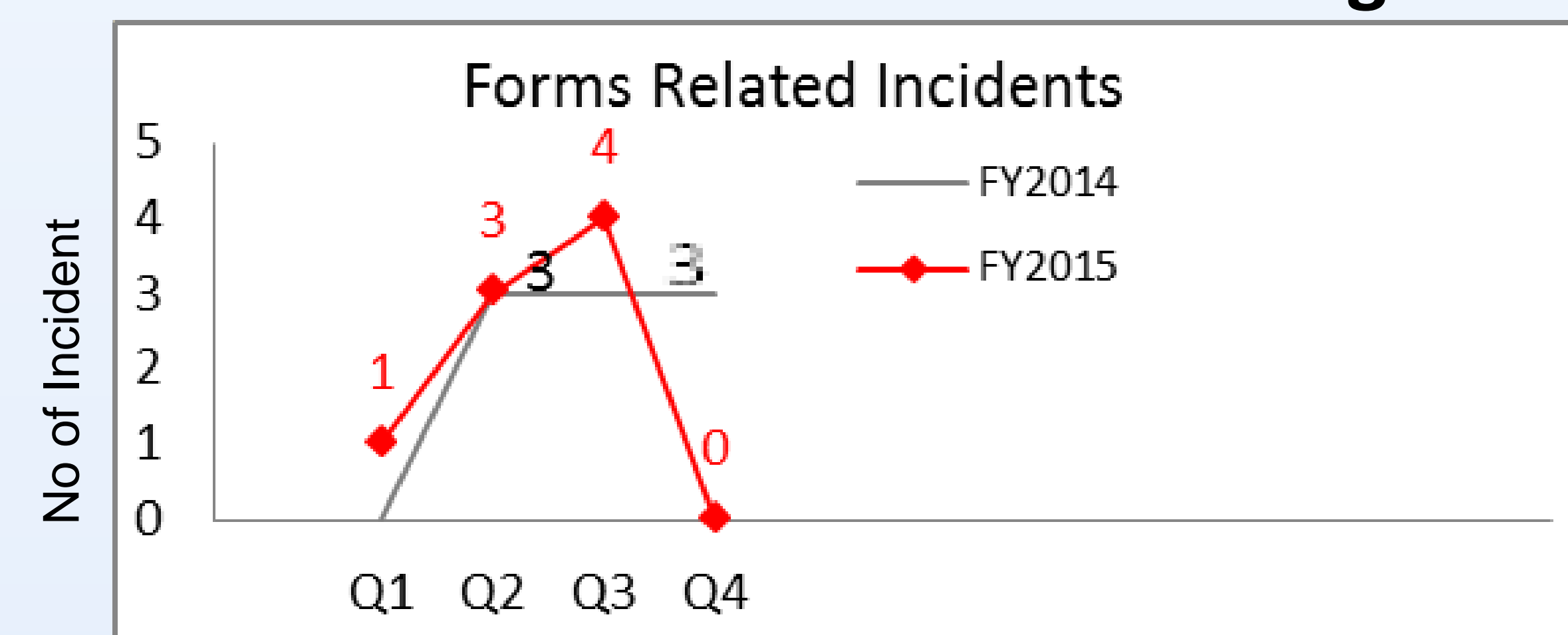
- A) Highlight the error to supervisor and counter staffs.
- B) Discard the sticky labels that do not match the registration form.
- C) Inform at roll-call so that all staff would be more vigilant.
- D) All of the above.

2. The correct way of checking the identification of the patient is....

- A) Are you Fershila Ong and your IC number is S12345671?
- B) Your name is Fershila right?
- C) Point and ask patient whether the name printed on the form is correct.
- D) May I have your full name and IC number please?

Results

Though the result was not so impactful, it has created the awareness to Do It Right!



Year	Q1	Q2	Q3	Q4
2014	0	3	3	3
2015	1	3	4	0

A reduction of one case in the number of incorrect identification in year 2015 as compared to 2014.

Conclusion

Building a culture of identifying patients correctly is fundamental in ensuring a safe care for our patients.

Awareness heightened to use 2 Patient's Identifiers Always!