

- QM.23.2 Patients are reassessed for the risk of fall after a change in risk factors (e.g., post-operatively, after receiving sedating medications) and upon transfer from another unit.
- QM.23.3 The hospital implements evidence-based interventions for falls reduction according to the risks identified.

QM.24 The hospital implements evidence-based interventions to prevent catheter and tubing misconnections.

- QM.24.1 Patients and families are informed not to connect or disconnect devices or infusions.
- QM.24.2 High-risk catheters (e.g., epidural, intra-theal, arterial) must always be labeled.
- QM.24.3 All lines (tubes or catheters) are always traced from the patient to the point of origin before connecting any new device or administering medications or infusion.
- QM.24.4 All lines (tubes or catheters) are always traced from the patient to the point of origin upon the patient's arrival to a new setting or service as part of the hand-off process. The hospital standardizes this "line reconciliation" process as part of the hand-over communication.
- QM.24.5 The hospital prohibits the use of standard luer-connection syringes for oral medications or enteric feedings.
- QM.24.6 The hospital conducts acceptance testing (for performance, safety, and usability) and, as appropriate, risk assessment on new tubing and catheter purchases to identify the potential for misconnections and take appropriate preventive measures.

QM.25 There is a written policy on verbal or telephone orders and telephone reporting of critical test results.

- QM.25.1 The policy defines situations for accepting verbal or telephone orders.
- QM.25.2 The policy defines the time frame for orders authentication.
- QM.25.3 The policy defines staff who may accept verbal or telephone orders.
- QM.25.4 The complete verbal or telephone order or critical test result is written down by the receiver of the order or test result.
- QM.25.5 The complete verbal or telephone order or critical test result is read back by the receiver of the order or test result.
- QM.25.6 The order or test result is confirmed by the individual who gave the order or test result.