

QM.16.8 Relevant information developed from patient safety activities is integrated into quality improvement and risk management activities.

QM.16.9 Patient safety activities and their results are communicated to the staff and other relevant groups and used as the base for improving the hospital's processes.

Standard Intent:

The Hospital must have a Patient Safety Program that focuses on the continuous enhancement of safety for all patients, visitors and employees and to reduce the risk to patients and decrease medical errors. The program collects and analyzes aggregate data to support patient care and hospital management. The aggregated data can help the hospital understand its current performance and identify opportunities for improvement as well as to compare with hospital historical data and bench mark with an exemplary performing hospitals or the best practice.

Leadership commitment to patient safety is essential. There should be ongoing patient safety education for physicians, employees and patients. The education programs should create a culture of safety in which employees are encouraged to come forward when they or others make mistakes, allowing the opportunity to improve the care we deliver and prevent potential errors.

QM.17 The hospital has a process to ensure correct identification of patients.

QM.17.1 At least two patient identifiers (e.g., patient full name and medical record number) are required whenever taking blood samples, administering medications or blood products, or performing procedures.

QM.17.2 The hospital has a standardized approach to patient identification (e.g., use of ID bands with standardized information).

QM.17.3 Patients are actively involved in the process of patient identification.

Standard Intent:

To assure correct patient identification and eliminate errors that can have fatal consequences, there should be a standard process for patient identification throughout the healthcare institution.

The identification process should include at least two identifiers (e.g., patient full name and medical record number). The identification process is required in any circumstance involving patient interventions e.g., performing procedures (such as inserting a catheter or performing lumbar puncture), before providing treatment (such as administering medication, or blood and blood products) and before any diagnostic procedures (such as taking blood samples or radiological investigations).

When possible, patients are required to be involved in the identification process.

QM.18 The hospital has a process to prevent wrong patient, wrong site, and wrong surgery/procedure.