

FOX PATIENT SAFETY



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Could this happen at Fox?

What Happened? Employee with complaint of chest pain with slight distress appears in clinic for assistance. The employee is told to wait a few minutes until the nurse can come and make an assessment. The employee did not want to wait and left the clinic and went back to assigned work area. Still having the pain in the chest, the supervisor asks if an ambulance should be called? The employee refuses the ambulance considering the cost to be too expensive. At this point the supervisor engages another employee to drive the employee to the emergency room in their private vehicle. The employee agrees to that.

What should have happened? A Registered Nurse should assess any employee with reports of chest pain presenting to any clinic in FAHC. A doctor should be notified after an initial assessment is done. After assessment by a doctor, the employee should be stabilized and an ambulance should be called for transport to the nearest emergency room. If the employee refuses to be transported he can call a family member to transport him. Under no circumstances should an employee with chest pain be transported in the vehicle of another employee. It is not safe and puts everyone at risk.

JCAHO QUESTION

Q: What is a sentinel event?

A: It is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. Examples of sentinel events include unanticipated death, major permanent loss of function, rape by another patient or staff member, and surgery on the wrong patient or body part.

National Patient Safety Goals

Time for another 2004 JCAHO National Patient Safety Goal.

Goal # 2: Improve effectiveness of communication among caregivers.

2.a. Implement process of taking verbal or telephone orders or critical test results requiring verification "read-back" of complete order by person receiving order or critical test results.

When taking a verbal order it should be written down. The order should then be read back verbatim to the health care provider who initiated the order. The provider should verbally confirm the order is correct.

2.b. Standardize abbreviations, acronyms and symbols used throughout the organization and include a list of those not to use.

A healthcare organization should thoroughly review its abbreviation list and develop, with the help of its primary care providers, a list of acceptable and unacceptable abbreviations, acronyms, and symbols not to use.

FAHC List of Dangerous Abbreviations

JCAHO require an organization to have a list of dangerous abbreviations and acronyms. That list for FAHC has been approved and distributed throughout the Health Center. If you did not receive a copy please notify the Patient Safety/Risk Manager and the list will be delivered to you. FAHC is getting prepared to score big with the upcoming JCAHO inspection. With your help we will do just that. Fox Rocks!