A Perfect Match: ID Banding on Shapiro 8

Aim/Goal

The goal is to meet the guidelines of Joint Commission of having two patient identifiers and improve the accuracy of patient identification. Our aim is to also be complaint with the pre-verification process for universal protocol, and to mitigate the amount of mislabeling mistakes which are occurring

The Team

- TCC8 Front Desk/Phlebotomy Staff
- TCC8 Coordinating Team
- IS Programming Team
- Ambulatory Systems' Team

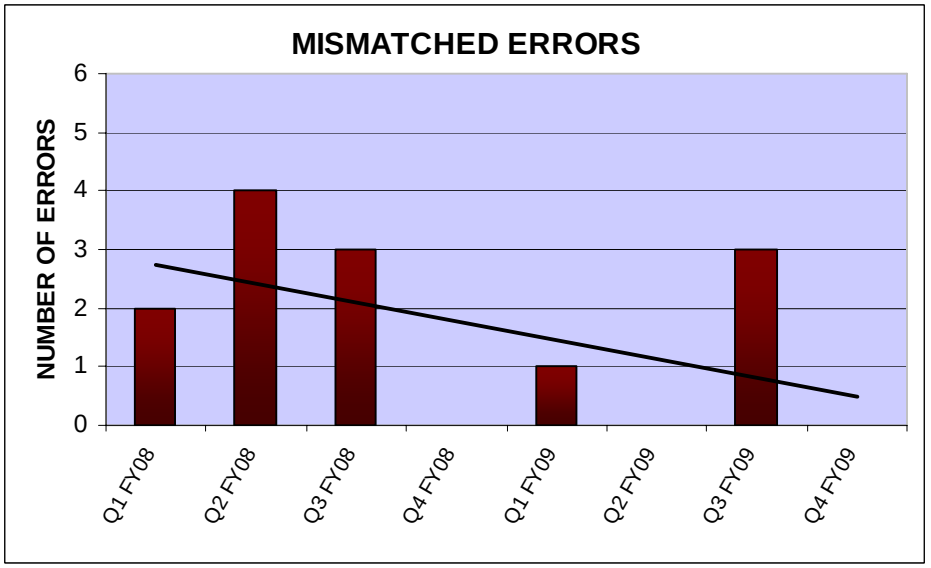
The Interventions

- Request the help of IS Programming Team
- Request two automated ID-Band Machines from IS
- Meet with IS Team and work out the flow of our patients for check-in of scheduled visits and phlebotomy.
- Meet with Ambulatory Systems to determine where in Appointments/Scheduling to add CCC fields to inquire about ID printing at check-in, and also when patient presents for blood work.
- Request IS to activate data jacks to support cognitive printers.
- Installed Printers
- Work on the different types (Adhesive or Clip) of bands that will complement our patient population.

The Results

Our go-live date was Nov 5th 2008. We saw a decrease of mismatched errors in Quarter 4 of 2008 which was due to the implementation of ID banding prior to a visit and/or having blood drawn. We draw about 900-1000 patients a month. We saw a peak in the number of mismatch errors in Quarter 3 2009 because we realized that we needed to tweak how the staff delegate work when they are drawing patients and retrieving the requisitions

Progress to Date



Lessons Learned

We realized that clear distinction of responsibility when two staff are assigned to Phlebotomy was imperative. We also realized that if a patient did not have an appointment that staff at times forgot to band the patient. We changed our guidelines and process to ensure that every patient is banded prior to Phlebotomy and their appointment. We also emphasized that labeling of the tubes need to occur with the patient as well.

Next Steps/What Should Happen Next:

We continue to monitor the type of errors and checking the trend to ensure any type of errors are mitigated. Full review of every incident to discover system flaws and make immediate changes.

Beth Israel Deaconess Medical Center
A teaching hospital of Harvard Medical School
The Silverman Institute For Healthcare Quality and Safety

For More Information Contact
Menrika Louis MHA, MPA Operations Manager OB/GYN
mlouis1@bidmc.harvard.edu