Universal Protocol/ Side/Site Discrepancies

The Problem

Side / Site discrepancies during the OR Scheduling process

Aim/Goal

- Ensure accuracy during the OR Scheduling process to reduce and eventually eliminate side/site discrepancies
- Standardization of policies and procedures as they pertain to the OR scheduling process
- Ensure policies are aligned with patient safety goals of Beth Israel Deaconess Hospital's Annual Operating Plan of 2009 and the Joint Commission's Universal Protocol

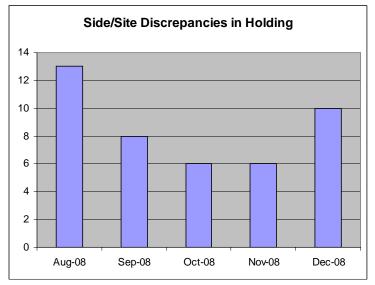
The Team

- RN Clinical Advisor OR Scheduling
- RN Nurse Manager CVI
- RN Clinical Advisor PACU
- Perioperative Nurse Specialist
- PIMS Administrator
- Department of Surgery, OB/Gyn, Orthopedics Administrators

The Interventions

- Implementation of e-mail alerts when discrepancies are found in Preadmission Testing and Holding Area patient assessments
- Implementation of procedures in PIMS with side/site verification
- Standardization of the OR Scheduling booking form
- Developed orientation plan for physician office staff
- Collaboration with physician office staff to standardize booking form
- Education of PAT staff to recognize "true "discrepancies

The Results/Progress to Date



Lessons Learned

- Lack of standardized booking forms within the medical center
- Reports necessary to verify and quantify discrepancies
- Collaboration and communication with physicians offices are essential for surgical bookings

Next Steps/What Should Happen Next:

- Continue to develop standardized scheduling forms for all surgeons and services
- PAT Scanning Project automatic scanning of all preoperative documentation (lab work, H&P's, consents) from physician offices to PAT



