



Achieving 100% Patient ID Verification and Enhancing the Auditing Process

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Description

Patient identification verification involves healthcare workers checking at least two person-specific identifiers before providing any service or procedure. It is essential in ensuring patients receive the care intended for them, and avoiding harmful incidents, such as, medication errors, allergic reactions, and wrong-person procedures.

To ensure patient identification verification is completed at all times and correctly, staff are audited on an ongoing basis. Our previous audit process involved a copy of a MS Excel file per patient area, which did not allow timely access to data, as well as reporting results across the organization.

Aim

To achieve 100% patient identification verification, access to real time data, and organizational wide reporting.

Actions Taken

Using the model for improvement and human factors methodologies, we implemented the following interventions:

- Nursing Team Lead provides individual staff feedback upon completing audit.
- Created MS Access database and designed a digital data collection form to meet auditors needs. (Figure 1)
- Automated data analysis and distribution per patient area and program.

Summary of Results

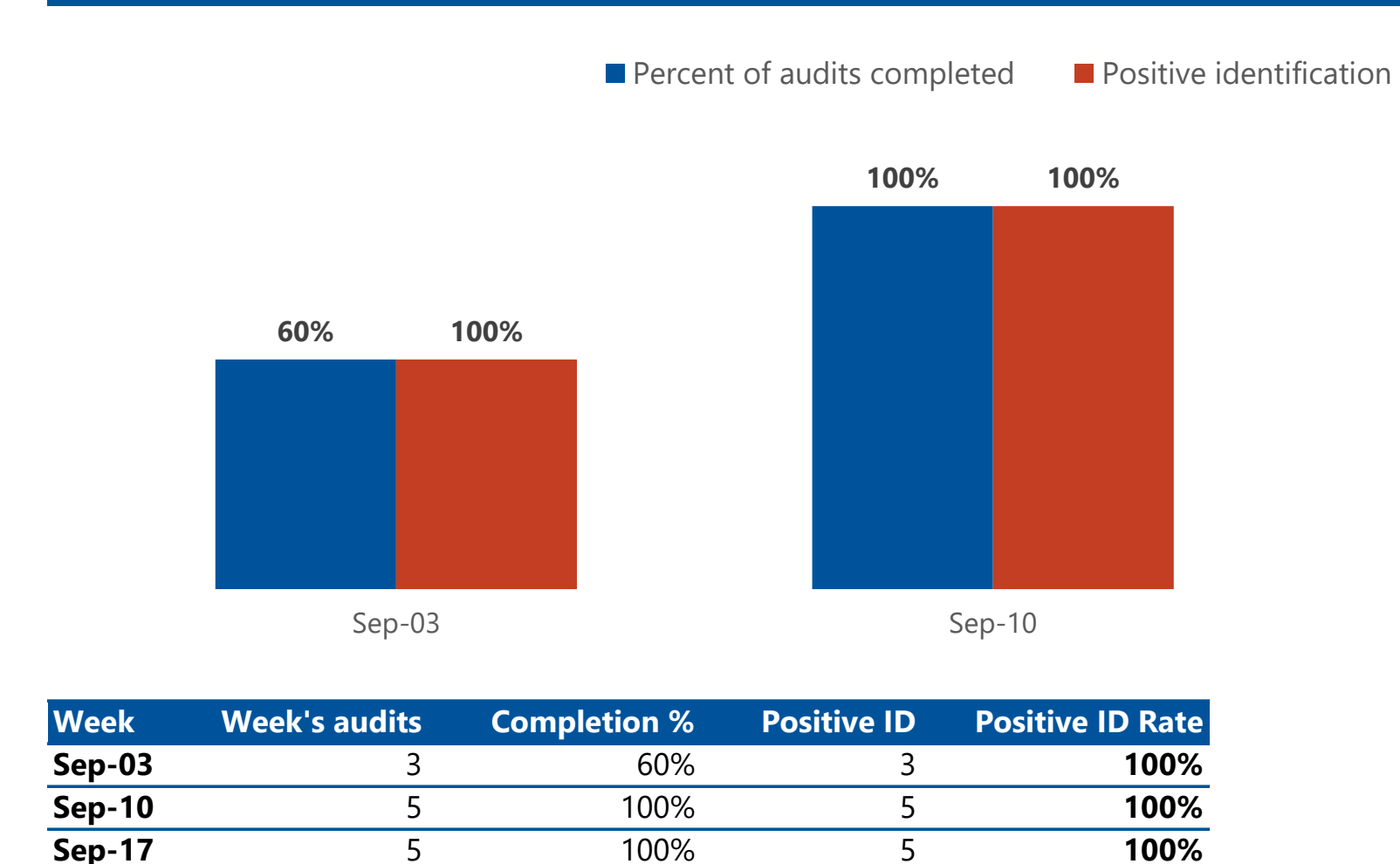
Over a period of six months, we have achieved:

- 11,446 audits completed across 69 patient areas
- 93% patient identification verification
- Weekly reporting to staff and senior leadership (See Figures 2 and 3)
- Better understanding of audit results per patient area
- Improved auditing process, refer to Table 1 for comparative details

	Before	After
Auditor	Patient area's educator	Nursing team lead
Auditing tool	Local file	Centralized database
Access to data	Inconsistent	Real time
Data analysis	Manual	Automatic
Reporting frequency	Inconsistent	Weekly
Reporting scope	Patient area	Organization wide
Reporting method	Verbal	PDF file through email and posted on intranet site

Table 1. Comparison metrics before and after changes were implemented.

Child & Adolescent Inpt - Patient ID Audit Results



Updated on 2018-Sep-24 09:35

Figure 2. Unit level report showing results for the last three weeks of audits.

Patient ID Audit

Week of September 3, 2018

3 out of 10 completed

Location: Child & Adolescent Inpt

Name verified: [Redacted]

H number verified: [Redacted]

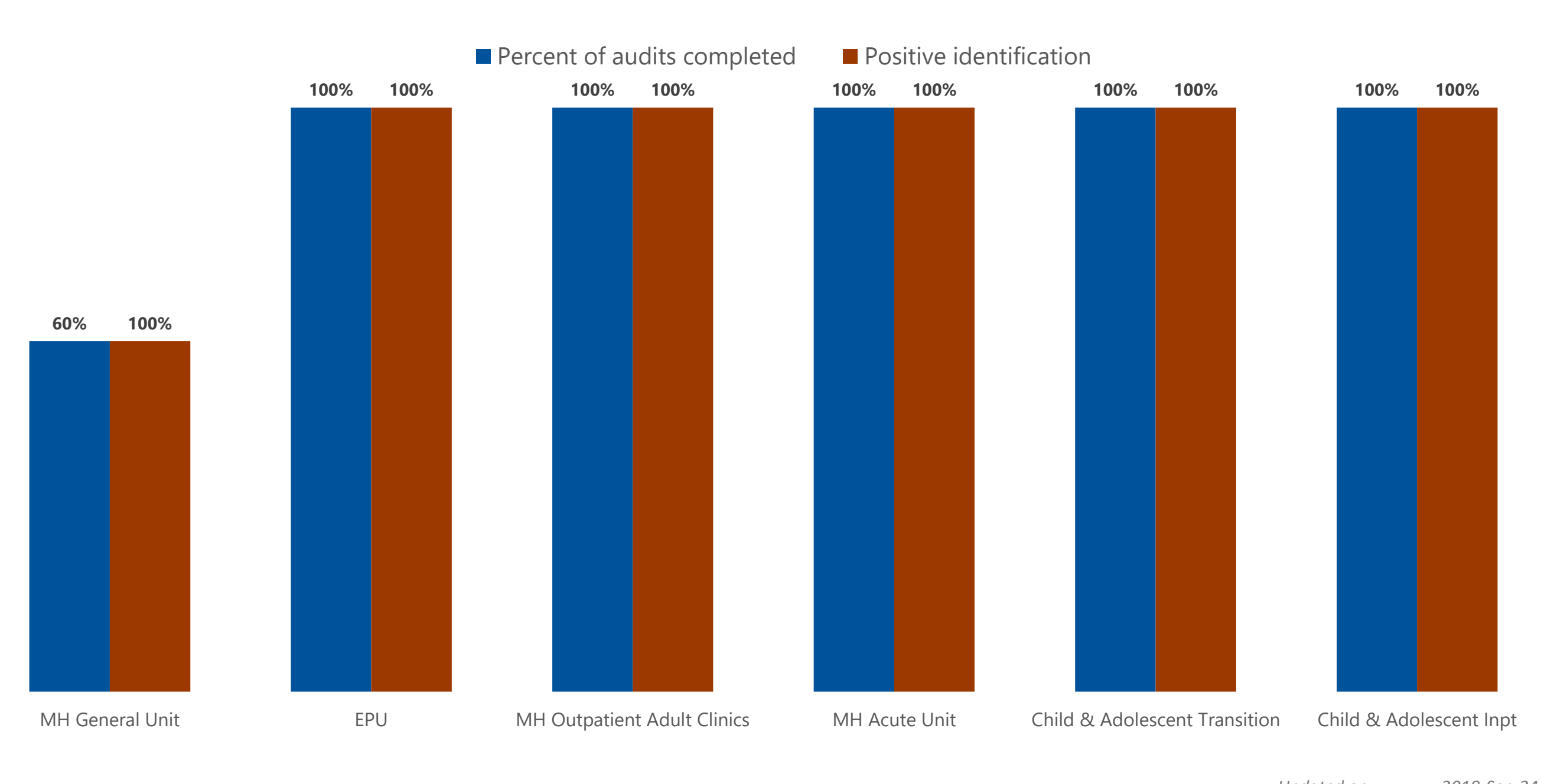
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Figure 1. MS Access user interface for auditing patient ID verification.

Mental Health & Addictions Program

Week of September 17



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Figure 3. Program level report comparing performance of units across each other.