



Enhancing patient safety by eliminating missing patient emergencies with increased video surveillance

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Description

A missing patient is a significant patient safety issue and is considered an emergency code (code yellow) across Ontario hospitals. Patients that are involuntary or vulnerable are at an increased risk of harm if they go missing and pose significant risk. Missing patient/code yellow response traditionally require a multi-agency response (e.g., police, hospital staff, etc.) and are resource intensive. No single hospital standard identifies a prescriptive response or system to manage missing patients (e.g., Joint Commission, Accreditation Canada).

Humber River Hospital invested in security surveillance as a quality improvement initiative to enhance patient safety and reduce missing patient responses.

Aim

Reduce missing patient emergency responses by 50 percent over 12-months.

Actions Taken

A multifaceted QI initiative was undertaken by:

- Incorporating best practices into the safety design of a new facility (e.g., surveillance, RFID tracking)
- Purchasing 1,180 additional surveillance cameras
- Reviewing past events (e.g., root cause and system analysis)
- Engaging high-risk areas (e.g., mental health) as partners in design
- Validating preparedness through training

Summary of Results

On average, 28 missing patient emergencies occurred in the baseline years across 3-sites (table 1). Zero missing patient emergency responses have occurred since implementation of the multifaceted quality improvement initiative.

Next steps include monitoring of trends in absconding behaviour to understand additional preventative approaches.

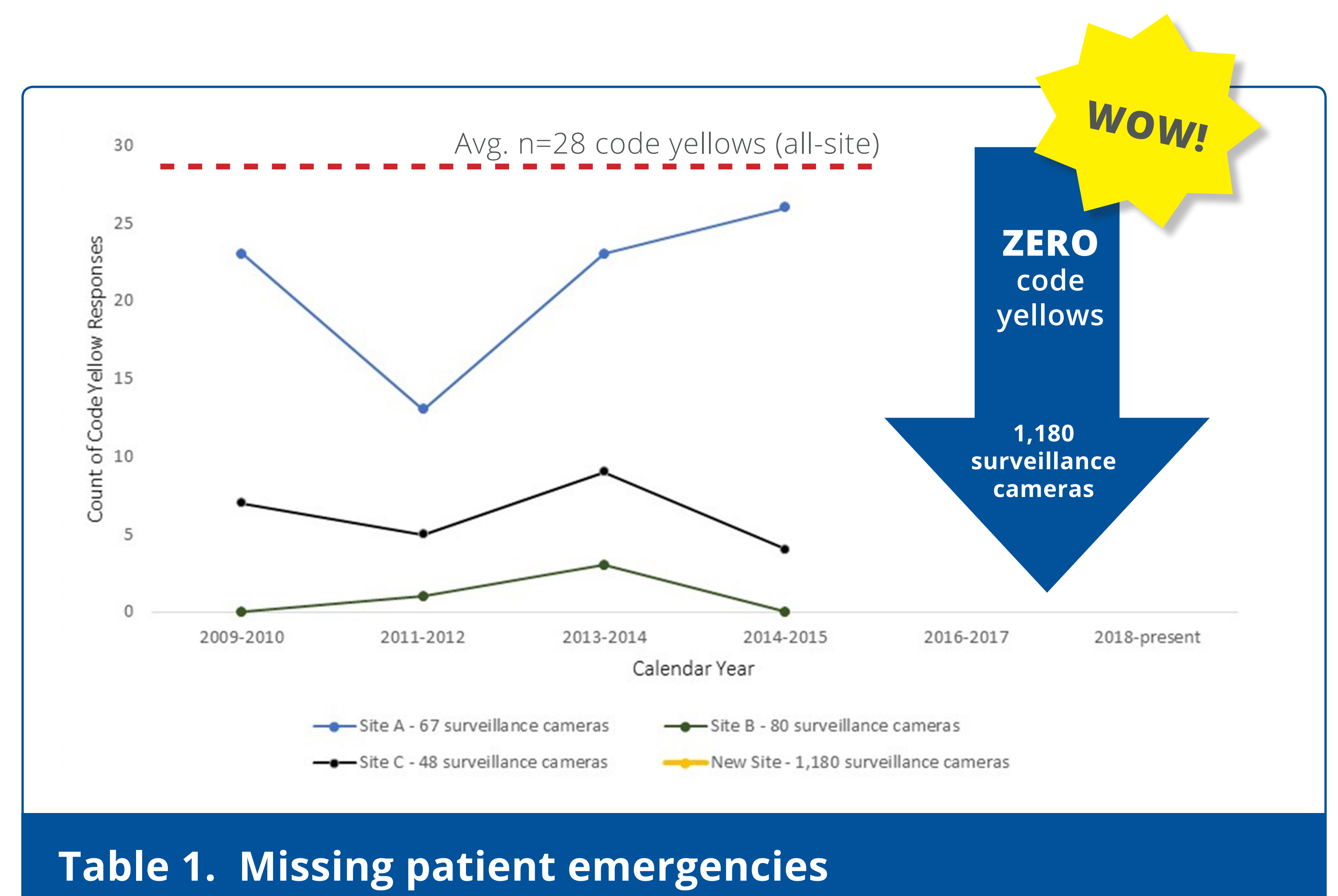


Table 1. Missing patient emergencies