

Applying auditing to improve the patient identification

Hui-Ning Wang¹, Ming-Yuan Hsieh¹, Chih-Cheng Wu^{1, 2}

1 Center for Quality Management, National Taiwan University Hsin-Chu Hospital Hsin-Chu Branch

2 Superintendent office, National Taiwan University Hsin-Chu Hospital Hsin-Chu Branch

Introduction:

Patient identification is one of most important factor to ensure Patient Safety. According to the operation standard process, the Center of Quality Management colleagues audited the patient identification before the nurse giving medicine in the ward and examination room. The correctness of patient identification is 87.5% (35/40) in January 2019. Through the education training and promote advocacy at meetings, the goal of correctness in patient identification is 100% in the future.

Methods:

At first, we feedback the miss to nurse and Head Nurse immediately, and review the miss, analysis the problem, and improve the correctness. Through re-checking operation standard process of patient identification, promoting advocacy at meetings and organize education trainings on a regular basis and regular auditing to ensure consistency. The countermeasures have been planned as a compulsory course in education training for the current and newly recruited staff.

Results:

By February to December 2019, nursing department audited the patient identification before the nurse giving medicine by checklist per month, and the correctness is 100%.

Conclusion:

The most important of ensuring patient safety is patient identification, and it is daily work of nurse. However, how to make sure the correctness every time is a challenge and the goals that we need to work toward.

