

AN IMPROVEMENT OF PATIENT SAFETY :A CASE STUDY OF POST-SPECIMEN COLLECT PROCESS

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INTRODUCTION

The National Taiwan University Hospital Biomedical Park Branch was established on December 16th, 2019,and apply to Taiwan patient-safety system (TPR) immediately. Base on the Annual report 2020 of Taiwan patient-safety system, The total number of cases related to “communication factors ” as the possible cause of the incident was 12,232, an increase from previous years, and “Poor communication in healthcare team” accounted for 30.7 cases/100 cases, “examination incidents ” (80.2 cases/100 cases). With the detailed division of labor in the medical profession,opportunities for multidisciplinary cooperation have increased, and improving the effectiveness of communication is an important issue that is also the focus of this poster.

This poster is aim to improve the patient safety and infection control efficiency by this event. Our infectious disease doctor did not receive the report after he made a doctor’s order of specimen collection for communicable disease surveillance for 4 days.

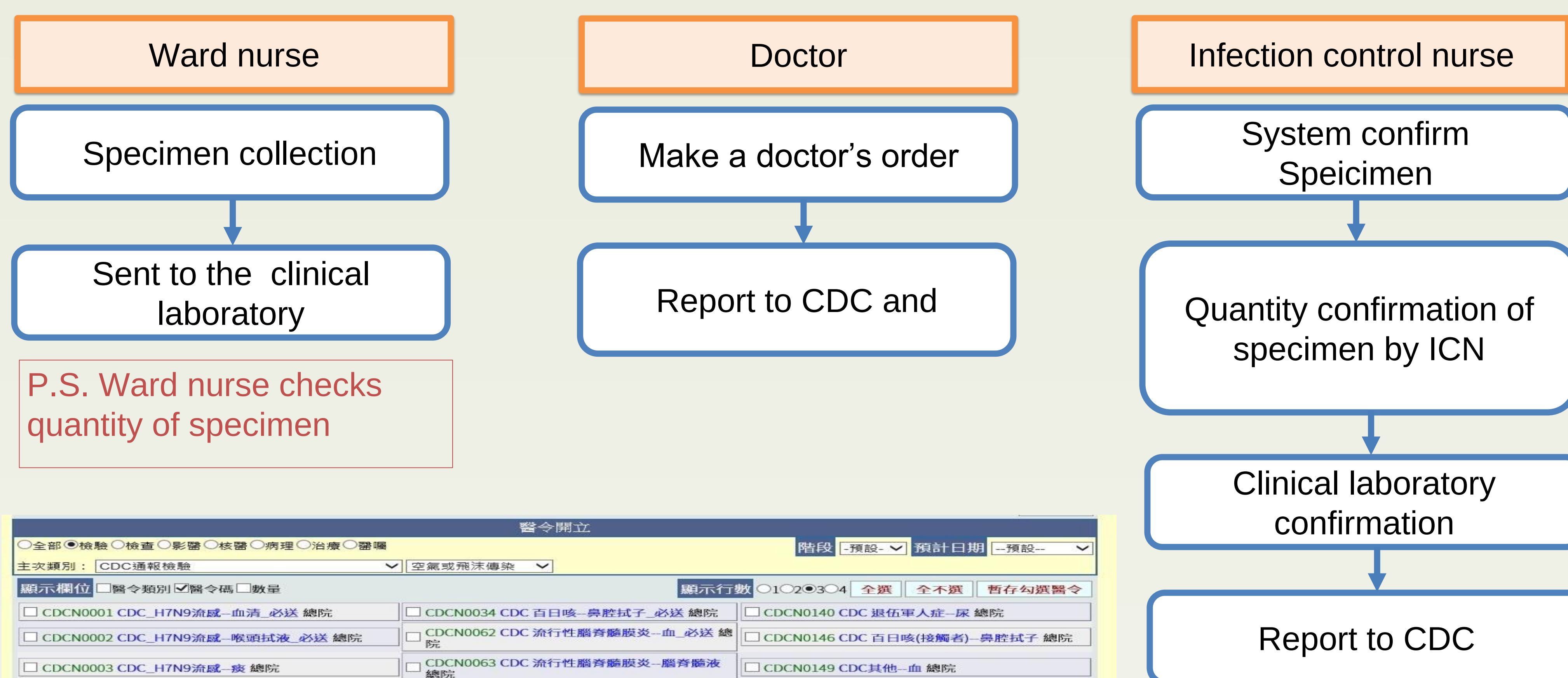
METHOD

In order to improve the event, we organize a workshop with related people including infectious disease doctor, infection control nurse and clinical scientist. In final we improve the specimen collection workflow through benchmarking National Taiwan University Hospital, lean management and Team Resource Management(TRM).

RESULTS

Then, we have the following outcomes.

- 1.We benchmarking National Taiwan University Hospital add a new physician order in our physician order code entry system for infectious disease doctor.
 - (1)Reduce verbal order.
 - (2)Nurses can double check the medical order.
- 2.Optimize the specimen collection workflow by lean management and Team Resource Management.
 - (1)Reducing the workloads of infection control nurse and clinical nurse.



醫令開立		
主檢類別：CDC通報檢驗		
顯示欄位：醫令類別 醫令碼 數量		
☐ CDCN0001 CDC_H7N9流感-血清_必送 總院	☐ CDCN0034 CDC 百日咳-鼻拭子_必送 總院	☐ CDCN0140 CDC 退伍軍人症-尿 總院
☐ CDCN0002 CDC_H7N9流感-喉嚨拭液_必送 總院	☐ CDCN0062 CDC 流行性腦脊髓膜炎-血_必送 總院	☐ CDCN0146 CDC 百日咳(接觸者)-鼻拭子 總院
☐ CDCN0003 CDC_H7N9流感-痰 總院	☐ CDCN0063 CDC 流行性腦脊髓膜炎-腦脊液 總院	☐ CDCN0149 CDC其他-血 總院
☐ CDCN0004 CDC_Q熱-血_必送 總院	☐ CDCN0079 CDC 退伍軍人症-血清_必送 總院	☐ CDCN0150 CDC其他-血清 總院
☐ CDCN0005 CDC_Q熱-血清_必送 總院	☐ CDCN0080 CDC 退伍軍人症-痰_必送 總院	☐ CDCN0151 CDC其他-腦脊液 總院
☐ CDCN0010 CDC 不明原因肺炎-血清_必送 總院	☐ CDCN0088 CDC 麻疹-尿_必送 總院	☐ CDCN0152 CDC其他-痰 總院
☐ CDCN0011 CDC 不明原因肺炎-痰_必送 總院	☐ CDCN0089 CDC 麻疹-喉嚨拭液_必送 總院	☐ CDCN0153 CDC其他-糞便拭子 總院
☐ CDCN0012 CDC 不明原因肺炎-血清_必送 總院	☐ CDCN0099 CDC 新型A型流感-血清_必送 總院	☐ CDCN0154 CDC其他-喉嚨拭子 總院
☐ CDCN0013 CDC 不明原因肺炎-腦脊液_必送 總院	☐ CDCN0100 CDC 新型A型流感-喉嚨拭液_必送 總院	☐ CDCN0155 CDC其他-痰 總院
☐ CDCN0014 CDC 中東呼吸症候群症狀病毒感染症-血清_必送 總院	☐ CDCN0101 CDC 新型A型流感-痰_必送 總院	☐ CDCN0156 CDC其他-嘔吐物 總院
☐ CDCN0015 CDC 中東呼吸症候群症狀病毒感染症-喉嚨拭液_必送 總院	☐ CDCN0114 CDC 漢他病毒出血熱-血清_必送 總院	☐ CDCN0157 CDC其他-尿 總院
☐ CDCN0016 CDC 中東呼吸症候群症狀病毒感染症-痰_必送 總院	☐ CDCN0115 CDC 漢他病毒血症候群-血清_必送 總院	☐ CDCN0158 CDC其他-關節液 總院
☐ CDCN0017 CDC 天花-水痘_必送 總院	☐ CDCN0121 CDC 德國麻疹-血清_必送 總院	☐ CDCN0159 CDC其他-肝膽液 總院
☐ CDCN0020 CDC 水痘併發症-水痘 總院	☐ CDCN0122 CDC 德國麻疹-喉嚨拭液_必送 總院	☐ CDCN0160 CDC其他-引流傷口 總院
☐ CDCN0021 CDC 水痘併發症-血清 總院	☐ CDCN0125 CDC 嚴重急性呼吸道症候群-血清_必送 總院	☐ CDCN0161 CDC其他-口水 總院

P.S.

- 1.Department of Laboratory Medicine：Specimens of notifiable infectious diseases should be double-packaged, labeled with identification tags, and then placed in a box.
2. Infection Control Unit：When a doctor issues a medical order, immediately report to the Infection Control Unit and the CDC.

CONCLUSIONS

The clinical work of medical institutions is busy and Infection Control Nurses (ICN) has their hands full during the era of COVID-19. In order to improve the efficiency, we simplify workflow of specimen collection and prevent recurring errors in operations.

REFERENCES

- 1.<https://www.patientsafety.mohw.gov.tw/>
- 2.Taiwan patient-safety system Annual report 2020.

Keywords: benchmarking, patient safety, specimen collection

