AHC Media

November 17, 2015

Advancing Patient Safety in the ED: Risks, Challenges and Corrective Initiatives

Speaker

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Objectives

- Describe suicidal patient safety measures for the ED.
- Describe restraint standards that must be followed.
- Explain new and revised standards, regulations, and laws put forth by CMS, TJC and the federal government.
- Evaluate compliance requirements and penalties.

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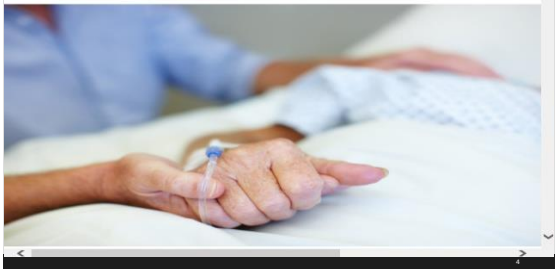
Headlines About Patient Safety in Hospitals

How to Survive Your Hospital Stay

Hospitals aren't always safe havens, as hazards include surgical errors, infections and falls.



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Evidenced Based Study on Patient Harm

- IOM estimated that there are 98,000 patients a year who die from medical errors
- Study published in the Journal of Patient Safety in 2013 estimated that there are 400,000 premature deaths associated with preventable harm to patients
- Serious harm seems to be 10-20 fold more common that lethal harm
  - Use the IHI Global Trigger Tool
- Author said the epidemic of patient harm in hospitals must be taken more seriously to be curtailed

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400, 000 Preventable Deaths a Year

REVIEW ARTICLE

http://journals.lww.com/journalpatientsafety/Fulltext/2013/09000/A_New,_Evidence_based_Estimate_of_Patient_Harms.2.aspx

A New, Evidence-based Estimate of Patient Harms Associated with Hospital Care

John T. James, PhD

Objectives: Based on 1984 data developed from reviews of medical records of patients treated in New York hospitals, the Institute of Medicine estimated that up to 98,000 Americans die each year from medical errors. The basis of this estimate is nearly 3 decades old; herein, an updated estimate is developed from modern studies published from 2008 to 2011.

Methods: A literature review identified 4 limited studies that used primarily the Global Trigger Tool to flag specific evidence in medical records, such as medication stop orders or abnormal laboratory results, which point to an adverse event that may have harmed a patient. Ultimately, a physician must concur on the findings of an adverse event and then classify the severity of patient harm.

Results: Using a weighted average of the 4 studies, a lower limit of 210,000 deaths per year was associated with preventable harm in hospitals. Given limitations in the search capability of the Global Trigger Tool and the incompleteness of medical records on which the Tool depends, the true number of premature deaths associated with preventable harm to patients was estimated at more than 400,000 per year. Serious harm seems to be 10- to 20-fold more common than lethal harm.

Conclusions: The epidemic of patient harm in hospitals must be taken more seriously if it is to be curtailed. Fully engaging patients and their advocates during hospital care, systematically seeking the patients' voice in identifying harms, transparent accountability for harm, and intentional correction of root causes of harm will be necessary to accomplish this goal.

Key Words: patient harm, preventable adverse events, transparency, patient-centered care, Global Trigger Tool, medical errors

(*J Patient Saf* 2013;9: 122–128)

the national level. The amount of new knowledge generated each year by clinical research that applies directly to patient care can easily overwhelm the individual physician trying to optimize the care of his patients.[1] Furthermore, the lack of a well-integrated and comprehensive continuing education system in the health professions is a major contributing factor to knowledge and performance deficiencies at the individual and system level.[2] Guidelines for physicians to optimize patient care are quickly out of date and can be biased by those who write the guidelines.[1–3] At the system level, hospitals struggle with staffing issues, making suitable technology available for patient care, and executing effective handoffs between shifts and also between inpatient and outpatient care.[4] Increased production demands in cost-driven institutions may increase the risk of preventable adverse events (PAEs). The United States trails behind other developed nations in implementing electronic medical records for its citizens.[5] Hence, the information a physician needs to optimize care of a patient is often unavailable.

At the national level, our country is distinguished for its patchwork of medical care subsystems that can require patients to bounce around in a complex maze of providers as they seek effective and affordable care. Because of increased production demands, providers may be expected to give care in suboptimal working conditions, with decreased staff, and a shortage of physicians, which leads to fatigue and burnout. It should be no surprise that PAEs that harm patients are frighteningly common in this highly technical, rapidly changing, and poorly integrated industry. The picture is further complicated by a lack of transparency and limited accountability for errors that harm patients.[6,7]

There are at least 3 time-based categories of PAEs recog-

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HHS Report May 7, 2014

- HHS announces that data shows a reduction in hospital induced harm
- QI and patient safety initiatives prevented 15,000 deaths in hospitals, avoided 560,000 patient injuries
  - It also reduced health care spending by $4 billion
  - Shows a 8% decrease in hospital readmissions
  - Reduced HAI from 145 to 132 per 1,000 discharges
- The public and private partnerships are working to help spread best practices
  - http://innovation.cms.gov/Files/reports/patient-safety-results.pdf

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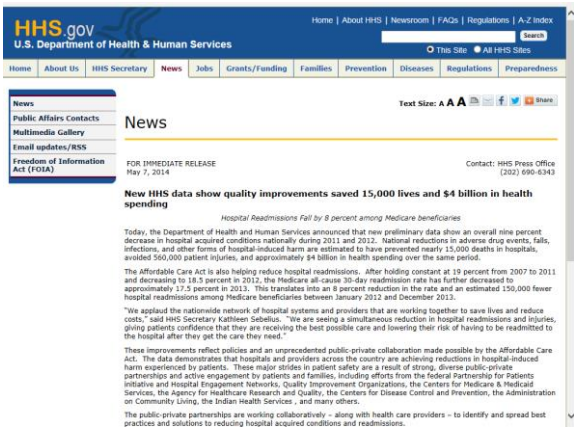

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News

FOR IMMEDIATE RELEASE
May 7, 2014

Contact: HHS Press Office
(202) 690-6343

New HHS data show quality improvements saved 15,000 lives and $4 billion in health spending

Hospital Readmissions Fall by 8 percent among Medicare beneficiaries

Today, the Department of Health and Human Services announced that new preliminary data show an overall nine percent decrease in hospital acquired conditions nationally during 2011 and 2012. National reductions in adverse drug events, falls, infections, and other forms of hospital-induced harm are estimated to have prevented nearly 15,000 deaths in hospitals, avoided 560,000 patient injuries, and approximately $4 billion in health spending over the same period.

The Affordable Care Act is also helping reduce hospital readmissions. After holding constant at 19 percent from 2007 to 2011 and decreasing to 18.5 percent in 2012, the Medicare all-cause 30-day readmission rate has further decreased to approximately 17.5 percent in 2013. This translates into an 8 percent reduction in the rate and an estimated 150,000 fewer hospital readmissions among Medicare beneficiaries between January 2012 and December 2013.

"We applaud the nationwide network of hospital systems and providers that are working together to save lives and reduce costs," said HHS Secretary Kathleen Sebelius. "We are seeing a simultaneous reduction in hospital readmissions and injuries, giving patients confidence that they are receiving the best possible care and lowering their risk of having to be readmitted to the hospital after they get the care they need."

These improvements reflect policies and an unprecedented public-private collaboration made possible by the Affordable Care Act. The data demonstrates that hospitals and providers across the country are achieving reductions in hospital-induced harm experienced by patients. These major strides in patient safety are a result of strong, diverse public-private partnerships and active engagement by patients and families, including efforts from the federal Partnership for Patients initiative and Hospital Engagement Networks, Quality Improvement Organizations, the Centers for Medicare & Medicaid Services, the Agency for Healthcare Research and Quality, the Centers for Disease Control and Prevention, the Administration on Community Living, the Indian Health Services , and many others.

The public-private partnerships are working collaboratively – along with health care providers – to identify and spread best practices and solutions to reducing hospital acquired conditions and readmissions.

Measuring Patient Safety in the ED

- Article recommend developing performance indicators to measure patient safety in the ED
- Practical score cared for measuring patient safety over time has been lacking
- Article proposes a frame work through 4 domains
  - How often are patients harmed
  - How often are appropriate interventions delivered
  - How well errors are identified and corrected
  - ED safety culture
- Am J Med Qual. 2014 Mar-Apr;29(2):99-104

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Measuring Patient Safety in the Emergency Department

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http://ajm.sagepub.com/content/29/2/99

Abstract

As a safety net for the health care system, quality and safety performance in emergency medicine (EM) is important for policy makers, insurers, researchers, health care providers, and patients. Developing performance indicators that are relevant, valid, feasible, and easy to measure has proven difficult. To monitor progress, patient safety should be measured objectively. Although conceptual frameworks and error taxonomies have been proposed, a practical scorecard for measuring patient safety over time in EM

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ED Patient Safety Issues

- There are many patient safety issues
- Inpatient suicides, falls, medication errors, alarm fatigue, fatigue, wrong site surgery, restraint injuries, elopement, retained foreign objects, delay in diagnosis, infant abduction, misdiagnosis, communication errors, transfusion errors, surgical site infection, Heparin complications, Warfarin complications, critical lab results, skin tears, alarm fatigue, improper hand offs, MRI safety, infections like MRSA and VRE.

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The Faces We Should Remember

- Josie King died at 18 months as a result of a hospital error from severe dehydration and misused narcotics
- Condition H now allows families to call a RRT
- Sorrell King has started a foundation to improve patient safety in healthcare

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The Faces We Should Remember

- Ben Kolb, a 7 year old scheduled for elective ear surgery
- The surgeon injected with Lidocaine around the ear to numb the area
- He went in a cardiac arrest and died
- Martin Memorial Hospitals does a full investigation
- He had accidentally been given concentrated Epi which was poured into a unmarked sterile container
- Many Epi medication errors in the ED

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ERCI 2015 Top 10 Patient Safety Issues

- ECRI Institute publishes list of top ten patient safety issues in 2015
- ECRI is a PSO and the list is the result of patient safety event reports, research requests, and root-cause analyses (RCA) submitted to ECRI
- Also from knowledge gained through investigating incidents, observing and assessing hospital practices, and reviewing health-technology-related problem reports
- Mislabeled lab specimens and patient falls while toileting still remains a concern

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ERCI 2015 Top 10 Patient Safety Issues

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ERCI 2015 Top 10 Patient Safety Issues

1. Alarm hazards: inadequate alarm configuration policies and practices
   - Do you have a monitor watcher in the ED?
   - How do you make sure if a monitor goes off in the ED that someone goes in to assess the patient
   - Remember the issue of alarm fatigue where there are so many things that beep that staff may not hear the alarm
   - It is a Joint Commission (TJC) NPSG (National Patient Safety Goal) and as of 2016 must have P&P to manage alarms identified by the hospital
   - Discussed in detail later

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ERCI 2015 Top 10 Patient Safety Issues

2. Data integrity: incorrect or missing data in EHRs and other health IT systems
   - Create an EHR that includes all of the required documentation elements
   - Technology can create safety risks if not designed appropriately or implemented correctly
   - Missed data so no allergy recorded and ED patients gets medication she is allergic to
   - Initially missed diagnosis of EBOLA in Texas ED was reported to be due to ED physician not being able to see ED triage nurses notes but later recanted
   - Outdated information being copied and pasted into chart

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ERCI 2015 Top 10 Patient Safety Issues

3. Managing patient violence
   - Major issue in the ED and with the Emergency Nurses Association (ENA) and American College of Emergency Physicians (ACEP)
   - Accounts for 900 deaths and 1.7 million non-fatal assaults every year
   - ENA has many excellent workplace violence resources along with a study of the problem and a violence position statement at www.ena.org/government/State/Pages/WVResources.aspx
   - ENA has workplace violence toolkit at www.ena.org/practice-research/Practice/ViolenceToolKit/Documents/toolkitpg1.htm
   - Staff need proper training to recognize : CPI, MOAB, etc.
   - TJC requires de-escalation training. See PC.01.01.01 EP 4 and 24

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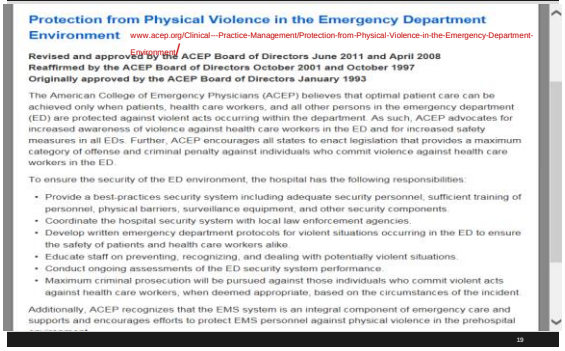
ACEP Violence in the ED Policy



Protection from Physical Violence in the Emergency Department Environment www.acep.org/Clinical---Practice-Management/Protection-from-Physical-Violence-in-the-Emergency-Department-Environment/

Revised and approved by the ACEP Board of Directors June 2011 and April 2008
Reaffirmed by the ACEP Board of Directors October 2001 and October 1997
Originally approved by the ACEP Board of Directors January 1993

The American College of Emergency Physicians (ACEP) believes that optimal patient care can be achieved only when patients, health care workers, and all other persons in the emergency department (ED) are protected against violent acts occurring within the department. As such, ACEP advocates for increased awareness of violence against health care workers in the ED and for increased safety measures in all EDs. Further, ACEP encourages all states to enact legislation that provides a maximum category of offense and criminal penalty against individuals who commit violence against health care workers in the ED.

To ensure the security of the ED environment, the hospital has the following responsibilities:

- Provide a best-practices security system including adequate security personnel, sufficient training of personnel, physical barriers, surveillance equipment, and other security components.
- Coordinate the hospital security system with local law enforcement agencies.
- Develop written emergency department protocols for violent situations occurring in the ED to ensure the safety of patients and health care workers alike.
- Educate staff on preventing, recognizing, and dealing with potentially violent situations.
- Conduct ongoing assessments of the ED security system performance.
- Maximum criminal prosecution will be pursued against those individuals who commit violent acts against health care workers, when deemed appropriate, based on the circumstances of the incident.

Additionally, ACEP recognizes that the EMS system is an integral component of emergency care and supports and encourages efforts to protect EMS personnel against physical violence in the prehospital

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ERCI 2015 Top 10 Patient Safety Issues

4. Mix-up of IV lines leading to misadministration of drugs and solutions
   - CMS now requires nurses to trace back or evaluate all IVs and tubes when getting out of report and to verify everything is current and consider labeling each infusion line
   - CMS requires the nurse to verify that the infusion rate is correct also and hospital should have a P&P
   - CMS has issued a tubing misconnection memo
   - TJC has issued a sentinel event alert
     - Case reported to ECRI was patient sent from the ED to the CCU and when arrived Heparin bag was empty because ED nurse mixed up the two IVs

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Luer Misconnections Memo

- CMS issues memo March 8, 2013
- This has been a patient safety issues for many years
- Staff can connect two things together that do not belong together because the ends match
  - For example, a patient had the blood pressure cuff connected to the IV and died of an air embolism
  - New connectors being developed
- Luer connections easily link many medical components, accessories and delivery devices

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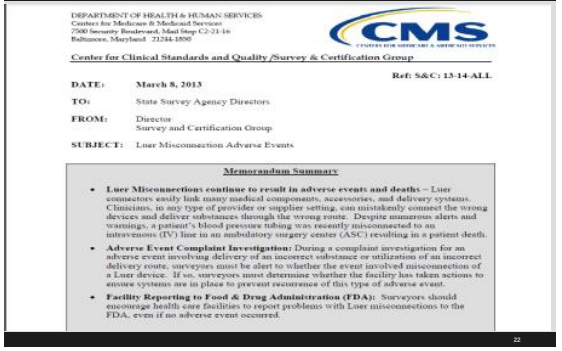
Luer Misconnections Memo



DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Center for Clinical Standards and Quality /Survey & Certification Group

Ref: S&C: 13-14-ALL

DATE: March 8, 2013

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Luer Misconnection Adverse Events

Memorandum Summary

- **Luer Misconnections continue to result in adverse events and deaths** – Luer connectors easily link many medical components, accessories, and delivery systems. Clinicians, in any type of provider or supplier setting, can mistakenly connect the wrong devices and deliver substances through the wrong route. Despite numerous alerts and warnings, a patient's blood pressure tubing was recently misconnected to an intravenous (IV) line in an ambulatory surgery center (ASC) resulting in a patient death.
- **Adverse Event Complaint Investigation:** During a complaint investigation for an adverse event involving delivery of an incorrect substance or utilization of an incorrect delivery route, surveyors must be alert to whether the event involved misconnection of a Luer device. If so, surveyors must determine whether the facility has taken actions to ensure systems are in place to prevent recurrence of this type of adverse event.
- **Facility Reporting to Food & Drug Administration (FDA):** Surveyors should encourage health care facilities to report problems with Luer misconnections to the FDA, even if no adverse event occurred.

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PA Patient Safety Authority Article

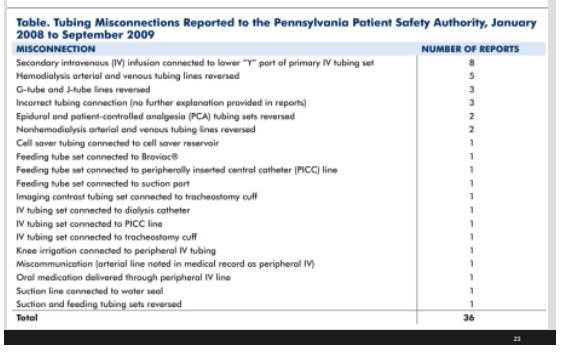

Table. Tubing Misconnections Reported to the Pennsylvania Patient Safety Authority, January 2008 to September 2009

MISCONNECTION	NUMBER OF REPORTS
Secondary intravenous (IV) infusion connected to lower "Y" port of primary IV tubing set	8
Hemodialysis arterial and venous tubing lines reversed	5
G-tube and J-tube lines reversed	3
Incorrect tubing connection (no further explanation provided in reports)	3
Epidural and patient-controlled analgesia (PCA) tubing sets reversed	2
Nonhemodialysis arterial and venous tubing lines reversed	2
Cell saver tubing connected to cell saver reservoir	1
Feeding tube set connected to Broviac®	1
Feeding tube set connected to peripherally inserted central catheter (PICC) line	1
Feeding tube set connected to suction port	1
Imaging contrast tubing set connected to tracheostomy cuff	1
IV tubing set connected to dialysis catheter	1
IV tubing set connected to PICC line	1
IV tubing set connected to tracheostomy cuff	1
Knee irrigation connected to peripheral IV tubing	1
Miscommunication (arterial line noted in medical record as peripheral IV)	1
Oral medication delivered through peripheral IV line	1
Suction line connected to water seal	1
Suction and feeding tubing sets reversed	1
Total	**36**

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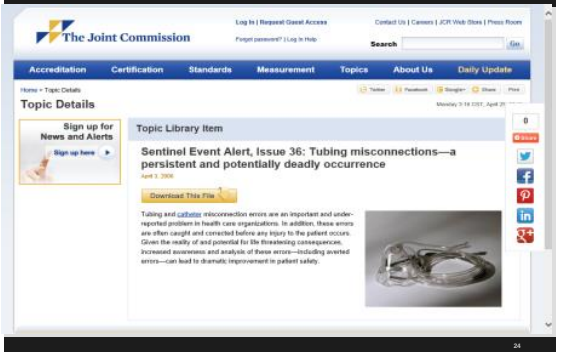
TJC Sentinel Event Alert #36 www.jointcommission.org



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Sentinel Event Alert, Issue 36: Tubing misconnections—a persistent and potentially deadly occurrence

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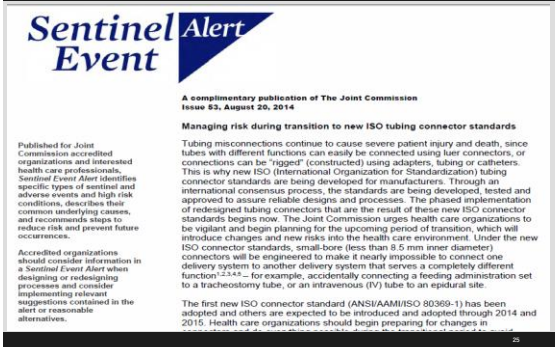
Managing Risk During the Transition



Sentinel Event Alert

A complimentary publication of The Joint Commission
Issue 53, August 20, 2014

Managing risk during transition to new ISO tubing connector standards

Published for Joint Commission accredited organizations and interested health care professionals, *Sentinel Event Alert* identifies specific types of sentinel and adverse events and high risk conditions, describes their common underlying causes, and recommends steps to reduce risk and prevent future occurrences.

Accredited organizations should consider information in a *Sentinel Event Alert* when designing or redesigning processes and consider implementing relevant suggestions contained in the alert or reasonable alternatives.

Tubing misconnections continue to cause severe patient injury and death, since tubes with different functions can easily be connected using luer connectors, or connections can be "rigged" (constructed) using adapters, tubing or catheters. This is why new ISO (International Organization for Standardization) tubing connector standards are being developed for manufacturers. Through an international consensus process, the standards are being developed, tested and approved to assure reliable designs and processes. The phased implementation of redesigned tubing connectors that are the result of these new ISO connector standards begins now. The Joint Commission urges health care organizations to be vigilant and begin planning for the upcoming period of transition, which will introduce changes and new risks into the health care environment. Under the new ISO connector standards, small-bore (less than 8.5 mm inner diameter) connectors will be engineered to make it nearly impossible to connect one delivery system to another delivery system that serves a completely different function[1,2,3,4,5] – for example, accidentally connecting a feeding administration set to a tracheostomy tube, or an intravenous (IV) tube to an epidural site.

The first new ISO connector standard (ANSI/AAMI/ISO 80369-1) has been adopted and others are expected to be introduced and adopted through 2014 and 2015. Health care organizations should begin preparing for changes in

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ERCI 2015 Top 10 Patient Safety Issues

5. Care coordination events related to medication reconciliation
   - Get a list of all medications from every ED patient along with dose and frequency
   - Consult list if any medication is ordered in the ED
   - If patient is admitted then full reconciliation can occur
   - Discussed later under the section on medication reconciliation which is TJC NPSG.03.06.01

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ERCI 2015 Top 10 Patient Safety Issues

6. Failure to conduct independent double checks independently
   - CMS requires hospitals to have two practitioners check to make sure the blood is correct and one must be RN who is administering it
   - CMS requires hospitals to have a list of high alert medication
   - Hospital P&P must specify when independent double checks should occur
   - So two nurses verify Heparin bolus amount and drip or the subq insulin is correct

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ERCI 2015 Top 10 Patient Safety Issues

7. Opioid-related events
   - Use and prescribing of opioids has significantly increases
   - So has the number of adverse events and overdoses with the number of overdoses doubling from 2004 to 420,000 in 2011
   - Commonly involved is Dilaudid (HydroMORPHONE), oxycodone, PCA opioid, and fentanyl patches
   - CMS implemented detailed process for hospitals on June 6, 2015 and discussed in more detail later
   - Must have P&P, must train staff, P&P must be approved by MEC, must include how to monitor patients (VS, Pulse Ox, ETCO2 etc) and how often

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Medication and Safe Opioid Use

- CMS issues 32 page memo on medication administration and safe opioid use March 14, 2014 and effective June 6, 2014
  - Risk and patient safety need to review this besides nursing, pharmacy, MEC, and nurse educator
- Concerned about the number of patients with adverse events when taking opioids
- Must have a P&P
- Must train staff and include information that must be in the assessment
- Must document process
  - **Questions to hospitalscg@cms.hhs.gov**

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CMS Memo Med & Safe Opioid Use

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 14-15-Hospital

DATE: March 14, 2014

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Requirements for Hospital Medication Administration, Particularly Intravenous (IV) Medications and Post-Operative Care of Patients Receiving IV Opioids

Memorandum Summary

- ***Medication Administration:*** We are updating our guidance for the hospital medication administration requirements to:
  - Make clear that the medication administration requirements under the nursing services condition of participation (CoP) are related to only some components of the overall hospital medication process, but that hospitals are expected, through this and the related requirements under the pharmaceutical services and quality assessment performance improvement CoPs, to take a comprehensive approach to the medication process.
  - Update our guidance for IV medications and blood transfusions in general; and
  - Reflect the need for patient risk assessment and appropriate monitoring during and after medication administration, particularly for post-operative patients receiving IV opioid medications, in order to prevent adverse events.
- ***Immediate Post-operative Care:*** Clarification is also being made to the guidance for the surgical services CoP requirement for hospitals to have adequate provisions for immediate post-operative care, to emphasize the need for post-operative monitoring of patients

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ERCI 2015 Top 10 Patient Safety Issues

8. Inadequate reprocessing of endoscopes and surgical instruments
   - ED instruments are wiped down after use, soaked in an enzymatic solution and sent to central supply for processing
9. Inadequate patient handoffs related to patient transport
   - Have good report process and consider bedside report and when transferring patient to their bed and discussed in detail later (safe handoffs)
10. Medication errors related to pounds and kilograms
   - ENA initiative and always weigh in kg and not pounds

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ACEP and ENA Position Statements

- ED physicians and ED staff should always be aware of position statements by national association such as ACEP and ENA
  - American College of Emergency Physicians (ACEP) is www.acep.org
  - Emergency Nurses Association is www.ena.org
- CMS in the hospital Conditions of Participation (CoPs) states that hospitals must follow the acceptable standards of care and practice

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ACEP Policy Statements

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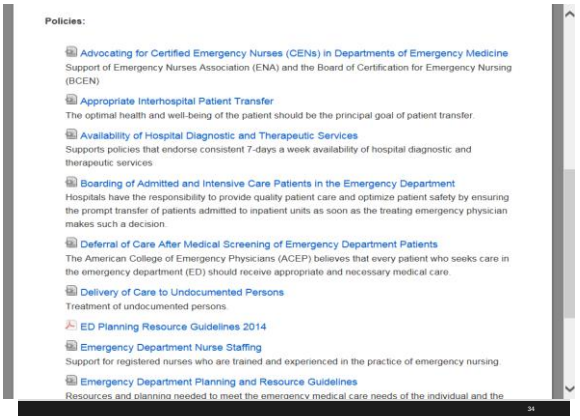

Example of ACEP Clinical Policy

Professional Organizations & Patient Safety

- There are many ED organizations with patient safety committees and they develop research based programs
- ACEP has the QIPS Committee (Quality Improvement and Patient Safety)
- ENA has a patient safety position statement
- The Society of Academic Emergency Medicine (SAEM) also has a patient safety committee
- Others include AHRQ (Patient Safety Tools), ISMP, and IOM Redesigning Work Environment of Nurses

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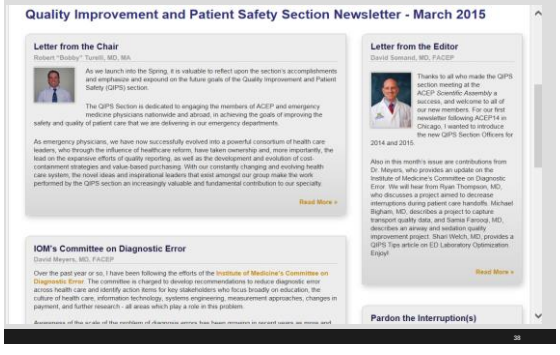
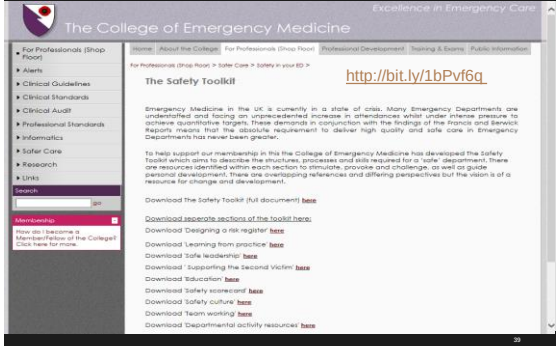
ACEP Patient Safety Sections QIPS

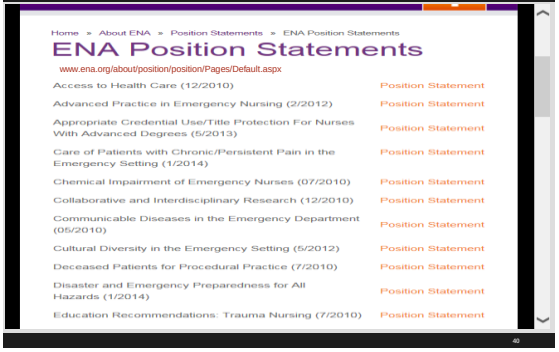
ACEP QIPS



Patient Safety Toolkit in the ED UK



ENA Position Statements



ENA Patient Safety in the ED

- ENA has a two page position statement on patient safety in emergency health care
- Implemented December 20, 2010
- Patients have a right to emergency care that is free from injuries or accidents from medical care
  - National Healthcare report notes that 15% of patients are harmed from the process

ENA Patient Safety in the ED

- Patient safety program must focus on team work approach maintained within a culture of safety
- Culture of safety includes non-punitive environment
  - TJC and CMS Hospital CoP also requires
  - AHRQ Culture survey results show this is still a problem in hospitals
- Hospital must have a patient safety program in place
  - Including error reporting and improving processes
  - Non-punitive environment includes reporting of near misses

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Emergency Nurses Association
Safe Practice, Safe Care

Position Statement

www.ena.org/about/position/position/Pages/Default.aspx

PATIENT SAFETY IN EMERGENCY HEALTH CARE

Patient safety is defined as freedom from accidental or preventable injuries produced by medical care. Emergency nurses have a unique opportunity to assess for risk of patient injury due to medical error and to prevent these events from occurring or recurring. Broad process and system improvements that include all members of the healthcare team are needed to address the specific complexity of the emergency care system. Patient safety programs in the emergency care setting must focus on a team based approach that is carefully developed, implemented, and maintained within a culture of safety. Improving the culture of safety within health care is an essential component of preventing or reducing errors and improving overall health care quality. Through the promotion of a culture of safety that incorporates non-punitive, respectful responses to disclosure and error reporting, health care organization leaders need to encourage and actively support emergency nurses in the delivery of safe patient care. Emergency nurses need to participate in error reporting, patient safety research, and ongoing patient safety education so that error and near-misses can be identified, trapped, and successfully mitigated.

It is the position of the Emergency Nurses Association that:

1. Patients have a right to emergency health care that is free from injuries produced by medical care.
2. Emergency nurses are a critical member of the emergency health care team, providing identification of potential or actual risk, communication of safety threats and prevention of patient harm. Emergency nurses must work to establish and implement practice guidelines and standards that support safe nursing practice and safe patient care.
3. Health care organization leaders must ensure a multidisciplinary teamwork approach to the improvement of faulty processes and systems to improve patient safety. Such programs should include error reporting systems and focus on improving work processes, organizational culture, and

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ENA Patient Safety in the ED

- ED need to respectfully coach and challenge each other
- Leaders should encourage organizational learning
  - We need to learn from our mistakes and share the knowledge
- ED nurses must implement practice guidelines and standards that support safe practice
  - CMS and TJC will cite ED staff for failure to follow a standard of care
  - Violation of a SOC can be used against a practitioner in the court room
- Source: http://www.ena.org/about/position/position/Pages/Default.aspx

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ENA Patient Safety in the ED

- ED nurses need to be involved in patient safety research
- Equipment used should be standardized and universally interchangeable with like pieces of equipment
  - Human factor engineering can help us redesign safer systems
  - National Center for Human Factors Engineering in Healthcare MedStar Institute for Innovation is working on these issues at www.MedicalHumanFactors.net
  - Source: http://www.ena.org/about/position/position/Pages/Default.aspx

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Nurse Can Not See Monitor When Sitting

National Center for Human Factors

Teamwork and Patient Safety Culture

- There are many studies that show the importance of team work on patient safety culture
- Teamwork training provides safer healthcare
- Teamwork is a powerful solution to improve patient safety
- Evidenced based teamwork system will improve both teamwork and communication among ED staff
- Common ones include crew resource management (CRM) or AHRQ TeamSTEPPS
  - AHRQ has many excellent free resources on teamwork and other patient safety tools

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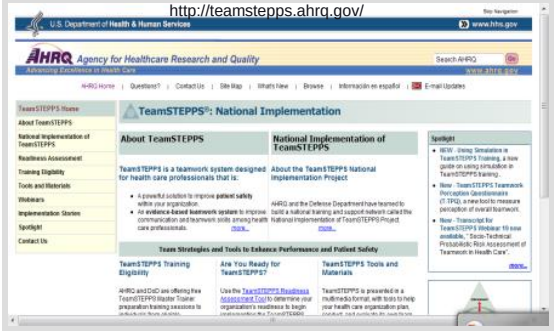
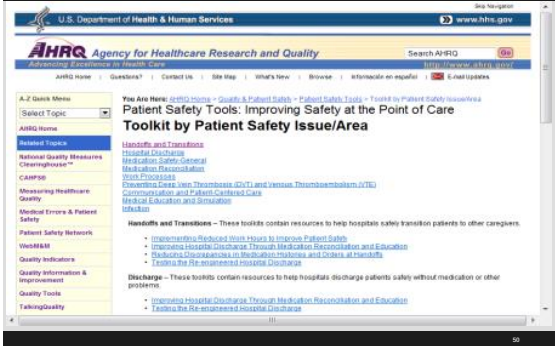
AHRQ Teamwork Resources

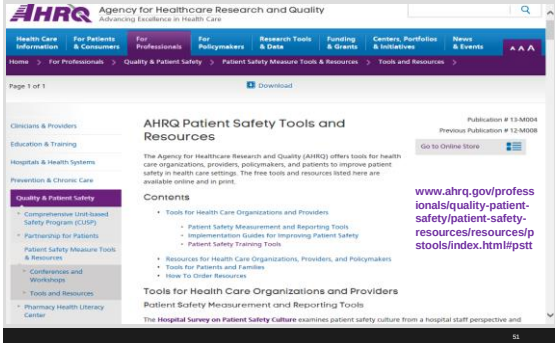
http://teamstepps.ahrq.gov/



AHRQ Patient Safety Tools



AHRQ Patient Safety Tools



www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/pstools/index.html#pstt

AHRQ Patient Safety Tools

- ESI triage tool for emergency care
- Crowding and boarding, ED Simulation Peds
- Medication reconciliation and handoffs
- Hospital survey on patient safety culture
- CUSP toolkit, Falls toolkit
- Evidence for Patient Safety Practices
- Mistake proofing the design of healthcare processes
- Patient safety indicators

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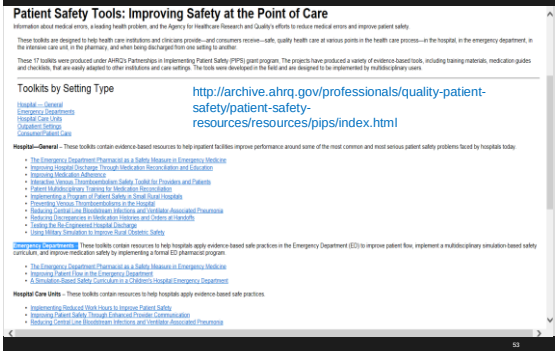
AHRQ ED Patient Safety Toolkits


Patient Safety Tools: Improving Safety at the Point of Care

Information about medical errors, a leading health problem, and the Agency for Healthcare Research and Quality's efforts to reduce medical errors and improve patient safety.

These toolkits are designed to help health care institutions and clinicians provide—and consumers receive—safe, quality health care at various points in the health care process—in the hospital, in the emergency department, in the intensive care unit, in the pharmacy, and when being discharged from one setting to another.

These 17 toolkits were produced under AHRQ's Partnerships in Implementing Patient Safety (PIPS) grant program. The projects have produced a variety of evidence-based tools, including training materials, medication guides and checklists, that are easily adapted to other institutions and care settings. The tools were developed in the field and are designed to be implemented by multidisciplinary users.

Toolkits by Setting Type

Hospital — General
Emergency Departments
Hospital Care Units
Outpatient Settings
Consumer/Patient Care

http://archive.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/pips/index.html

Hospital—General – These toolkits contain evidence-based resources to help inpatient facilities improve performance around some of the most common and most serious patient safety problems faced by hospitals today.

- The Emergency Department Pharmacist as a Safety Measure in Emergency Medicine
- Improving Hospital Discharge Through Medication Reconciliation and Education
- Improving Medication Adherence
- Interactive Venous Thromboembolism Safety Toolkit for Providers and Patients
- Patient Multidisciplinary Training for Medication Reconciliation
- Implementing a Program of Patient Safety in Small Rural Hospitals
- Preventing Venous Thromboembolisms in the Hospital
- Reducing Central Line Bloodstream Infections and Ventilator-Associated Pneumonia
- Reducing Discrepancies in Medication Histories and Orders at Handoffs
- Testing the Re-Engineered Hospital Discharge
- Using Military Simulation to Improve Rural Obstetric Safety

Emergency Departments – These toolkits contain resources to help hospitals apply evidence-based safe practices in the Emergency Department (ED) to improve patient flow, implement a multidisciplinary simulation-based safety curriculum, and improve medication safety by implementing a formal ED pharmacist program.

- The Emergency Department Pharmacist as a Safety Measure in Emergency Medicine
- Improving Patient Flow in the Emergency Department
- A Simulation-Based Safety Curriculum in a Children's Hospital Emergency Department

Hospital Care Units – These toolkits contain resources to help hospitals apply evidence-based safe practices.

- Implementing Reduced Work Hours to Improve Patient Safety
- Improving Patient Safety Through Enhanced Provider Communication
- Reducing Central Line Bloodstream Infections and Ventilator-Associated Pneumonia

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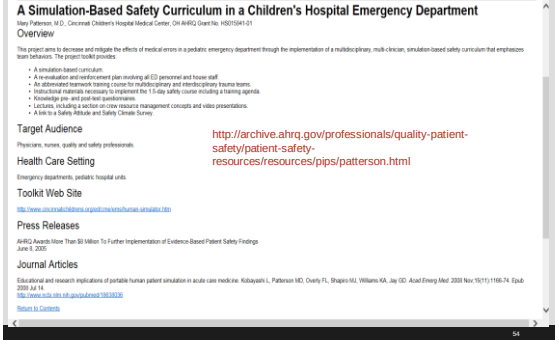
Patient Safety and Simulation


A Simulation-Based Safety Curriculum in a Children's Hospital Emergency Department

Mary Patterson, M.D., Cincinnati Children's Hospital Medical Center, OH AHRQ Grant No. HS015941-01

Overview

This project aims to decrease and mitigate the effects of medical errors in a pediatric emergency department through the implementation of a multidisciplinary, multi-clinician, simulation-based safety curriculum that emphasizes team behaviors. The project toolkit provides:

- A simulation-based curriculum
- A re-evaluation and reinforcement plan involving all ED personnel and house staff
- An abbreviated teamwork training course for multidisciplinary and interdisciplinary trauma teams
- Instructional materials necessary to implement the 1.5-day safety course including a training agenda
- Knowledge pre- and post-test questionnaires
- Lectures, including a section on crew resource management concepts and video presentations
- A link to a Safety Attitude and Safety Climate Survey

Target Audience

Physicians, nurses, quality and safety professionals.

Health Care Setting

Emergency departments, pediatric hospital units.

Toolkit Web Site

http://www.cincinnatichildrens.org/ed/crw/sims/human-simulator.htm

Press Releases

AHRQ Awards More Than $8 Million To Further Implementation of Evidence-Based Patient Safety Findings
June 9, 2005

Journal Articles

Educational and research implications of portable human patient simulation in acute care medicine. Kobayashi L, Patterson MD, Overly FL, Shapiro MJ, Williams KA, Jay GD. *Acad Emerg Med*. 2008 Nov;15(11):1166-74. Epub 2008 Jul 14.
http://www.ncbi.nlm.nih.gov/pubmed/18630036

Return to Contents

http://archive.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/pips/patterson.html

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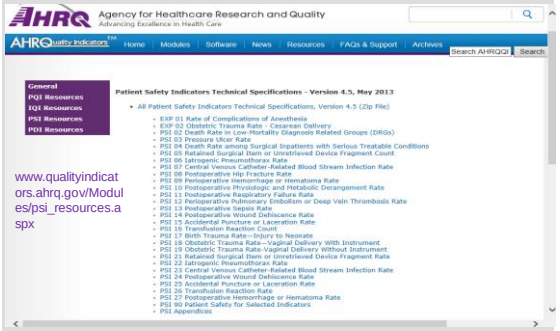
Patient Safety Indicators



www.qualityindicators.ahrq.gov/Modules/psi_resources.aspx

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AHRQ Medical Errors and Patient Safety

- Can sign up to get emails on medical errors and patient safety
  - at www.ahrq.gov/qual/patientsafetyix.htm
  - Journals and primers on patient safety
  - Resources such as patient education material on patient safety
- Be sure to sign up to get the PSNet or patient safety network send to your email
  - Will send list of published research on quality and safety
  - You can do a search and locate articles of interest

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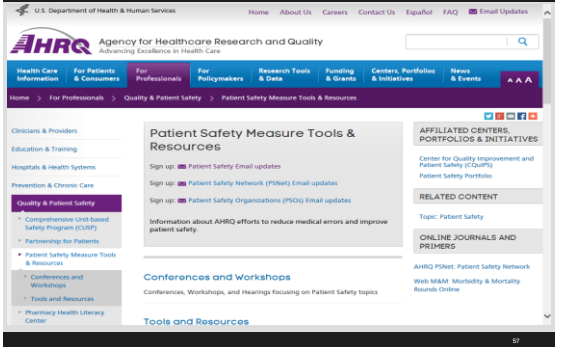
Sign Up for Patient Safety Resources



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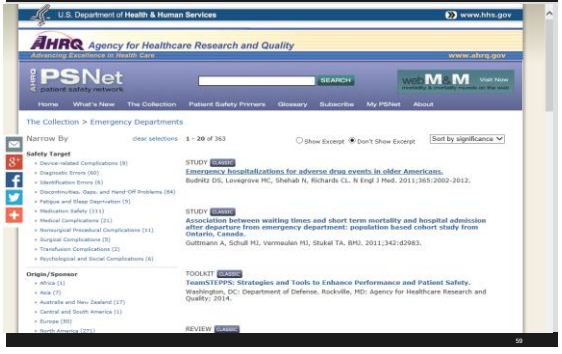
PS Net Patient Safety Articles



AHRQ Patient Safety Videos

Use a Trigger Tools

- There are three trigger tools that could be used in the ED
- CMS in the hospital CoP manual and TJC say you can't just rely on incident reports
- Need another source to discover errors like medication errors
- In the hospital CoPs, there is a list of indicator drugs or IHI had trigger tools
  - August 11, 2010 Mayo Clinic publishes research that the global trigger tool is promising approach to measuring patient safety

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Measuring Hospital Adverse Events: Assessing Inter-rater Reliability and Trigger Performance of the Global Trigger Tool

James M. Naessens; Thomas J. O'Byrne; Matthew G. Johnson; Monica B. Vansuch; Corey M. McGlone; Jeanne M. Huddleston

Posted: 08/11/2010; International Journal for Quality in Health Care. 2010;22(4):266-274. © 2010 Oxford University Press

Abstract and Introduction

Abstract

Objective. To determine the inter-rater reliability of the Institute for Healthcare Improvement's Global Trigger Tool (GTT) in a practice setting, and explore the value of individual triggers.
Design. Prospective assessment of application of the GTT to monthly random samples of hospitalized patients at four hospitals across three regions in the USA.
Setting. Mayo Clinic campuses are in Minnesota, Arizona and Florida.
Participants. A total of 1138 non-pediatric inpatients from all units across the hospital.
Intervention. GTT was applied to randomly selected medical records with independent assessments of two registered nurses with a physician review for confirmation.
Main Outcome Measure. The Cohen Kappa coefficient was used as a measure of inter-rater agreement. The positive predictive value was assessed for individual triggers.
Results. Good levels of reliability were obtained between independent nurse reviewers at the case-level for both the occurrence of any trigger and the identification of an adverse event. Nurse reviewer agreement for individual triggers was much more varied. Higher agreement appears to occur among triggers that are objective and consistently recorded in selected portions of the medical record. Individual triggers also varied on their yield to detect adverse events. Cases with adverse events had significantly more triggers identified (mean 4.7) than cases with no adverse events (mean 1.8).
Conclusions. The trigger methodology appears to be a promising approach to the measurement of patient

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Trigger Tool Finds More Adverse Events

- Recent study found that an adverse event occurred in about one out of three admissions
- This is 10 times the number of previous estimates
- Found that trigger tool confirmed ten times more serious adverse events in hospitals
  - This compared to using the AHRQ 28 patient safety indicators
- Trigger tool has a much broader definition of adverse event
  - Global Trigger Tool Shows That Adverse Events In Hospitals May Be Ten Times Greater Than Previously Thought, Classen, David, Roger, Resar etc. Health Affairs, Vol 30, No.5, May 2011

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Health Affairs Global Trigger Tool

Trigger Tool

- Use to find errors since incident reports are filled out only in small % of cases
- IHI has 44 page global trigger tool at www.ihi.org
- Has separate sections like medication trigger
- PTT greater than 100 seconds if on Heparin-if evidence of bleeding, or INR greater than 6 if evidence of bleeding
- C-diff positive assay if history of antibiotic use
- Review 20 charts per month and no longer than 20 minutes

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Trigger Tools

- Look for opportunities for improvement
- Separate trigger tool for measuring medication related harm at www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/Literature/DevelopmentPediatricFocusedTriggerTool.htm
- See trigger tool to identify errors in pediatric hospitals at www.ihi.org/IHI/Topics/PatientSafety/SafetyGeneral/Literature/DevelopmentPediatricFocusedTriggerTool.htm
- Outpatient trigger tool has ED visit; look at reason for the visit and AE related to ED care

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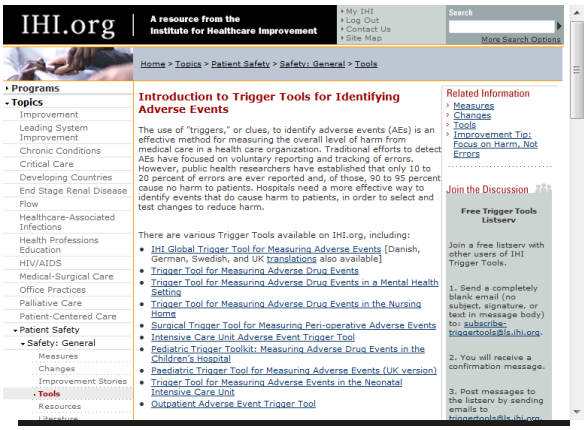
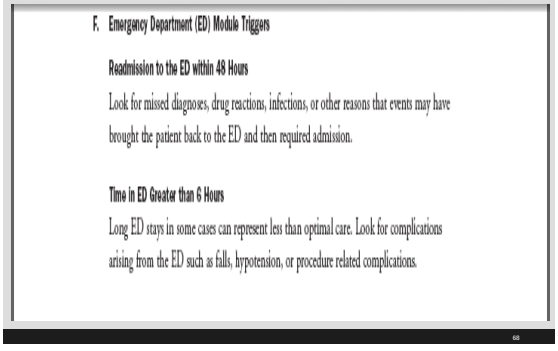


ED Triggers in Global Trigger Tool



F. Emergency Department (ED) Module Triggers

Readmission to the ED within 48 Hours

Look for missed diagnoses, drug reactions, infections, or other reasons that events may have brought the patient back to the ED and then required admission.

Time in ED Greater than 6 Hours

Long ED stays in some cases can represent less than optimal care. Look for complications arising from the ED such as falls, hypotension, or procedure related complications.

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Trigger or Indicator Drugs

- Benadryl, Vitamin K, Digibind, and Romazicon
- Droperidol, Narcan, Zofran, Phenergan, Vistaril, and Reglan
- Platelet count less 50,000
- Glucose less than 50
- Over sedation and fall or lethargy

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Trigger Tool for Measuring Adverse Drug Events

Trigger Tool for Measuring Adverse Drug Events

The use of "triggers," or clues, to identify adverse drug events (ADEs) is an effective method for measuring the overall level of harm from medications in a health care organization. The Trigger Tool for Measuring Adverse Drug Events provides instructions for conducting a retrospective review of patient records using triggers to identify possible ADEs. This tool includes a list of known ADE triggers and instructions for collecting the data you need to measure the number of ADEs per 1,000 doses and the percentage of admissions with an ADE.

NOTE: You can use this tool in conjunction with the interactive Trigger Tool for Measuring ADEs in the Workspace area on IHI.org. Enter your detailed data from all of your ADE Patient Record Review Sheets into the interactive Trigger Tool for Measuring ADEs. The Tool will automatically calculate and graph two measures: ADEs per 1,000 Doses and Percent of Admissions with an ADE.

This tool contains:

- Background

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Trigger Tool for Measuring Adverse Drug Events

ADE Patient Record Review Sheet

Patient Identification Number _____

Admission Date _____ **Patient's Age** _____

Discharge Date _____ **Date** _____

(Two-day minimum hospital stay required)

T1	Diphenhydramine (Benadryl)	T10	PTT > 100 seconds
T2	Vitamin K (Aqua-mephyton)	T11	INR > 6
T3	Flumazenil (Romazicon)	T12	WBC < 3,000
T4	Anti-emetics (Inapsine, Zofran, Phenergan, Vistaril, Compazine, Reglan)	T13	Platelet Count < 50,000
T5	Naloxone (Narcan)	T14	Digoxin Level > 2
T6	Anti-diarrheals (diphenoxylate/Lomotil, loperamide/Imodium, Kaopectate)	T15	Rising Serum Creatinine
T7	Sodium Polystyrene (Kayexalate)	T16	Over-sedation/lethargy/fall/hypotension
T8	Serum glucose < 50	T17	Rash
T9	C. difficile positive	T18	Abrupt Cessation of Medication
		T19	Transferred to a Higher Level of Care

Triggers Found:	ADE Found?		Harm Category*	Description of ADE
	Yes	No		

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IHI Patient Safety Website

Patients Identify Undocumented AE

- Trigger tools can help determine undocumented adverse events (AE) but what else?
- Do we really know the true adverse event rates for our ED patients?
- Telephone interviews with 201 patients after ED discharge
- Identified 10 AEs that had not been reported in their medical records
  - Source CJEM September 26, 2008

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Disclosure of Unanticipated Outcomes

- TJC requires now that patients be informed when unanticipated outcomes under RI.01.02.01
  - EP21 Patient or surrogate decision maker is informed about unanticipated outcomes (UO) of care that related to reviewable sentinel events
  - EP 22 LIP must inform patient if not aware
- Also one of the 34 National Quality Forum Safe Practices for Better Healthcare
- NPSF says patient have a right to receive a truthful and compassionate explanation about the error and remedies available to the patient

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Patient Safety Studies

- Many studies showed that a large percentage of the errors that occur in healthcare are due to system error
- They are not due because of the negligence of a staff member or physician
- It is not a blame and train mentality
- Studies found that healthcare facilities needed a non-punitive environment
- A healthcare facility can not fix a problem it does not know exists

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Patient Safety

- Having a **non-punitive environment** would encourage reporting of errors and near misses
- Both the Joint Commission (TJC) and the Centers for Medicare and Medicaid Services (CMS) require a non-punitive environment
- However, many healthcare facilities have balanced this with the **Just Culture theory**
- A person who is reckless or does something intentional to harm a patient should be terminated from employment

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Reporting Medical Errors and Near Misses

- Staff need to feel comfortable in reporting medical errors and near misses
- Reporting system should facilitate the sharing of patient safety information
  - In fact, this is a TJC requirement
  - We need a learning environment so we can learn from our mistakes
  - Need to use a system analysis approach and fix the system to prevent medical errors in the future
- The entire hospital needs to be focused on patient safety if a culture of safety is to be established

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ACEP Reporting of Medical Errors


American College of Emergency Physicians

Menu myACEP

Clinical & Practice Management

Reporting of Medical Errors

Reaffirmed and approved by the ACEPBoard of Directors April 2014

Revised and approved by the ACEP Board of Directors June 2008
Originally approved by the ACEP Board of Directors September 2001

The American College of Emergency Physicians (ACEP) supports a standardized system of medical error reporting for the purpose of aiding practitioners and institutions in efforts to improve patient safety. Such a system should:

- Define procedures to identify and report errors.
- Utilize a set of definitions and taxonomy of errors developed through consensus.
- Use a centralized data repository that processes and evaluates the data submitted and assures its integrity and confidentiality.
- Ensure that information submitted to reporting systems will be comprehensively analyzed to identify actions that would minimize the risk that reported events recur that reduce recurrence of errors. Reporting systems should facilitate the sharing of patient safety information among providers and health care organizations and foster confidential collaboration with other health care reporting systems.
- Support a non-punitive culture for reporting health care errors focusing on preventing and correcting systems failures rather than on individual or organizational culpability.
- Include statutory protection from liability to providers and institutions that report data to the system.
- Eliminate redundancy in reporting to multiple agencies or governmental bodies.
- Be adequately funded.

Copyright © 2013 American College of Emergency Physicians

Safety Initiatives Any ED Can Do

- Recent article describes safety initiatives a hospital can take
  - Hospital in the study had a patient safety committee
  - This committee created a safety mission statement
  - Developed a non-punitive error reporting policy
  - Created information sheet of safety tips for patients and families
- Educated staff on the science of safety and how to disclose errors
- Developed a safety intranet site to share stories on patient safety
- Implemented senior safety walk abouts

79

QSHC

Evaluation of the culture of safety: survey of clinicians and managers in an academic medical center

P J Pronovost, B Weast, C G Holzmueller, et al.

Qual Saf Health Care 2003 12: 405-410
doi: 10.1136/qhc.12.6.405

80

Suicidal Patients

- Inpatient suicides is the 3rd most common sentinel event for hospitals (TJC)
  - July 2015 data of 11,660 SE and 8% of all sentinel events and has 750
- Don't let suicidal patient sit in ED lobby unattended
- If prevented from leaving then CMS seclusion standards apply
- Sitters or security with suicidal patients in the ED and have a safe room and be aware of policy
  - How to build a safe room Guidelines for the Built Environment of Behavioral Health Facilities at www.naphs.org and now on FGI website at www.fgiguidelines.org/beyond

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May 2015 Edition 7.0

www.fgiguidelines.org/pdfs/DesignGuideBH_7.0_1505_rev.pdf

Design Guide for the Built Environment of Behavioral Health Facilities

Now with Patient Safety Risk Assessment Tool

by James M. Hunt, AIA, NCARB
and David M. Sine, DrBE, CSP, ARM, CPHRM

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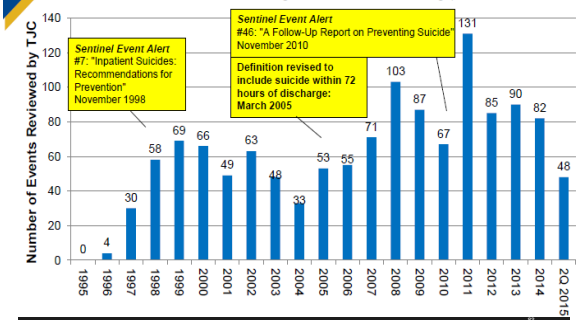
Suicide Events Reviewed by The Joint Commission

(Of any individual receiving care, treatment or services in a staffed around-the-clock care setting or within 72 hours of discharge)



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Root Cause Information for Suicide Events Reviewed by The Joint Commission

(Suicide of any individual receiving care, treatment or services in a staffed around-the-clock care setting or within 72 hours of discharge)

2004 through 2Q 2015 (N=905) *The majority of events have multiple root causes*	
Assessment	718
Communication	536
Human Factors	505
Leadership	474
Physical Environment	355
Information Management	192
Continuum of Care	168
Care Planning	162
Medication Use	25

84

Suicidal Patients

- A good assessment is mandatory
  - Provide training to ED nurses so they feel more comfortable about taking care of suicidal patients
  - Include suicide lethality scale
- Document if suicidal and if plan and document assessments
- Knowledge of state law on involuntary commitment if danger to himself or others
- It is imperative that the ED provide a safe environment to prevent suicidal patients from committing suicide

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Patient Suicide Risk

- TJC has a NPSG on this
- Goal 15, 15.01.01. states that the hospital identifies patients at risk for suicide
- Only 1 left of 2 standards
- NPSG.15.01.01 has 3 EPs
- This section only applies to psychiatric hospitals and patients being treated for emotional or behavioral disorders in general hospitals.
- See TJC Patient Flow Chapter in LD chapter and PC.01.01.01 EP 4 and EP 24.

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Patient Suicide Risk

1. Risk assessment must be conducted that includes factors that increase or decrease the risk for suicide
2. Need to address the immediate safety needs of a suicidal patient and the most appropriate setting
3. Must provide information to patients at risk for suicide when they leave the hospital such as a crisis prevention hotline

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Communication

- Communication break downs are the leading system failure that contributes to error
- TJC sentinel event data support this which is why it became a NPSG
  - Left with notifying physicians of panic values and document
  - Most common root cause of sentinel events is communication and accounts for 70% of all errors
- A communication model (like SBAR or standard report sheet form, ticket to ride, hall pass, or report template) could help
  - Improving communication in the emergency department. Redfern E, Brown R, Vincent CA. Emerg Med J. 2009;26:658-660.

88

Communication Bedside Shift Report

- Important in giving report for ED nurses and physicians going off duty
  - TJC standard on handoff
  - NPSG.02.03.02
  - Bedside shift report improves patient safety and nurse accountability
  - Bedside shift report improves patient safety and nurse accountability. Baker SJ. J Emerg Nurs. 2010;36:355-358
  - Watch chasing zero by Dennis Quade at http://safetyleaders.org/Quaid/
- Good communication is also important for preventing lawsuits

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Watch This Video Bedside Nurse Report

90

Heparin Mix Up Almost Killed Their Twins

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Hand Offs

- Recent study examined handoff communications among ED physicians and found a number of communication errors
- There were errors in 13.1% and omissions in 45.1% of the handoffs
- Errors and omissions were associated with handoff time per patient and ED length of stay
- There were fewer errors with the use of written or electronic support materials
  - ED handoffs: observed practices and communication errors, Brandon Maughan, Lei Lei, Rita Cydulka, American Journal of Emergency Medicine, Volume 29, Issue 5, Pages 505-511, June 2011

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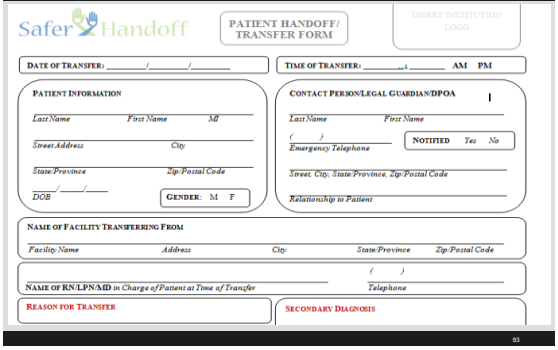
ENA Safer Handoff Tool


Safer Handoff

PATIENT HANDOFF/ TRANSFER FORM

INSERT INSTITUTION LOGO

DATE OF TRANSFER: _____/_____/_____

TIME OF TRANSFER: _____:_____ AM PM

PATIENT INFORMATION

Last Name First Name MI

Street Address City

State/Province Zip/Postal Code

DOB ____/____/____

GENDER: M F

CONTACT PERSON/LEGAL GUARDIAN/DPOA

Last Name First Name

( ) Emergency Telephone

NOTIFIED Yes No

Street, City, State/Province, Zip/Postal Code

Relationship to Patient

NAME OF FACILITY TRANSFERRING FROM

Facility Name Address City State/Province Zip/Postal Code

NAME OF RN/LPN/MD in Charge of Patient at Time of Transfer

( ) Telephone

REASON FOR TRANSFER

SECONDARY DIAGNOSIS

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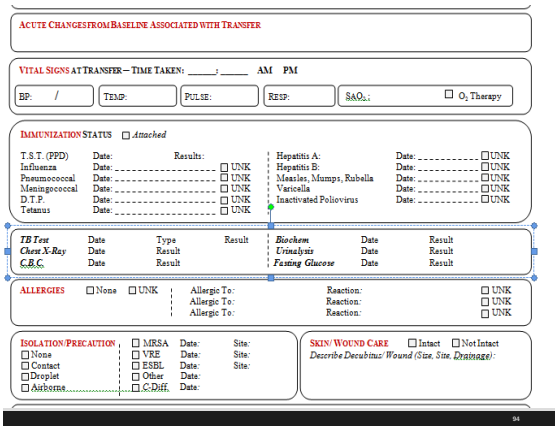
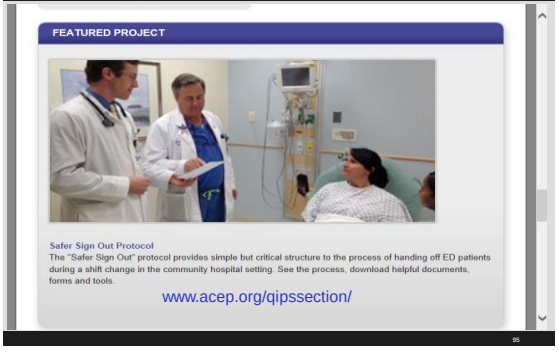
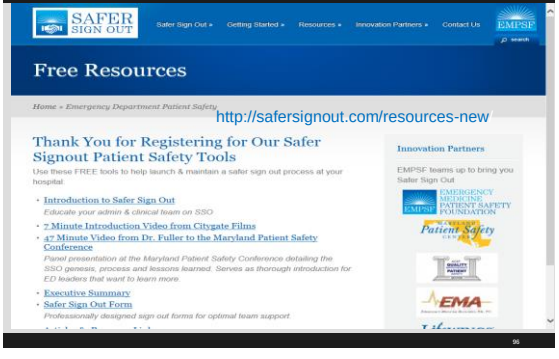


Safer Sign Out Protocol ACEP EMPSF



Tools for Safer Sign Out for LIPs and Physicians



Safer Sign Out Form (v20)

☐ Check if No Patients Signed Out Off-Going Clinician*: ________ Receiving Clinician: ________ Date Shift Started________

Patient Name/Age	Problem List & Key Issues	Pending Items	Disposition	Receiving Clinician's Notes
Room	Diagnosis/CC: Key Issues: Potential Safety Issues or Precautions?		Home___ Admit___ Transfer___ NH___ TBD___	☐ Rounded on Patient ☐ Communicated with Nurse___
Room	Diagnosis/CC: Key Issues: Potential Safety Issues or Precautions?		Home___ Admit___ Transfer___ NH___ TBD___	☐ Rounded on Patient ☐ Communicated with Nurse___
Room	Diagnosis/CC: Key Issues: Potential Safety Issues or Precautions?		Home___ Admit___ Transfer___ NH___ TBD___	☐ Rounded on Patient ☐ Communicated with Nurse___
Room	Diagnosis/CC: Key Issues: Potential Safety Issues or Precautions?		Home___ Admit___ Transfer___ NH___ TBD___	☐ Rounded on Patient ☐ Communicated with Nurse___

This form is a Quality Assurance Tool and is NOT part of the medical record

97

Hall Pass or Ticket to Ride

T i c k e t t o R i d e

PATIENT HAND OFF

Date: Room #:
Time:

S Situation
Type Test ☐ X-ray ☐ CT ☐ US ☐ Cardiology ☐ MRI
Mode of Transportation ☐ Cart ☐ Wheelchair ☐ Ambulatory
Multiple Tests Ordered ☐ Yes ☐ No

B Background
Allergies ☐ Yes (See band) ☐ No
DNR ☐ Yes ☐ No
Precautions ☐ Fall ☐ Suicide ☐ Seizure
Isolation ☐ Contact ☐ Airborne ☐ Droplet
Impairment ☐ Speech ☐ Vision ☐ Hearing ☐ None

A Assessment
Mental Status ☐ Oriented ☐ Disoriented
Mobility ☐ Self ☐ Assist Staff 1 ☐ Assist Staff 2 ☐ Total
Equipment ☐ O2 ____ liters ☐ Intubated ☐ IV started
Restraints ☐ Yes ☐ No ☐ Labs drawn
NPO ☐ Yes ☐ No
Catheter inserted ☐ Yes ☐ No Cath & Fill ☐ Yes ☐ No
Department notified patient ready ☐ Yes ☐ No

R Recommendation
Assistive device/Help needed for transfer:
Other comments:
RN Name:
Contact Number

Return Trip:

98

Communication

- Have a culture where staff feel comfortable in asking questions and clarifying orders
- Hospitals accredited by TJC must do a culture survey which asks this question
- AHRQ has a survey that hospitals can use and can benchmark against other hospitals
- Can confirm communications by asking patient to repeat back information
- Study: The Emergency Medical Services Safety Attitudes Questionnaire. Patterson PD, Huang DT, Fairbanks RJ, Wang HE. Am J Med Qual. 2010;25:109-115.

99

www.ahrq.gov/qual/patientsafetyculture/

100

Holding Admitted Patients in the ED

- Delays lead to overcrowding and boarding in the ED, ambulance unloading to ED cart or diversion, and patients who LWBS
- Holding patients in the ED causes delays in patient care
  - ENA and ACEP position statements
- Place patients at risk for poor outcomes
- Prolongs pain and suffering

101

Holding Patients in the ED Boarding

- Result in patient dissatisfaction
- Decreased staff productivity and frustration and violence
- Increased potential for errors and studies have confirmed increased mortality and morbidity
- GAO, CDC, and ACEP have issued reports on the effects of overcrowding
- TJC has standard in LD chapter called the Patient Flow standard and a Patient Flow Tracer

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TJC Patient Flow Tracer

- Patient flow standard is LD.04.03.11
  - Final changes in 2013 and 2014
- Patients can not get into the ED rooms and patients wait in ED for an inpatient bed
- LD has responsibility to evaluate and manage patient flow and take action to implement plans to improve
  - If patient flow problems are identified during survey will interview hospital leaders about their shared accountability with MS
- Will look at all of the standards on patient flow

103

TJC Amends Patient Flow Standards

The Joint Commission

www.jointcommission.org/standards_information/prepublication_standards.aspx

Standards Revisions to Address
Patient Flow Through the Emergency Department

Hospital Accreditation Program

Standard LD.04.03.11

The hospital manages the flow of patients throughout the hospital.

Element of Performance for LD.04.03.11

1. The hospital has processes that support the flow of patients throughout the hospital.
2. The hospital plans for the care of admitted patients who are in temporary bed locations, such as the post anesthesia care unit or the emergency department.
3. The hospital plans for care to patients placed in overflow locations.
4. Criteria guide decisions to initiate ambulance diversion.
5. The hospital measures ~~the following~~ components of the patient flow process:
   - The available supply of patient beds
   - ~~The efficiency of areas where patients receive care, treatment, and services~~

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Patient Safety Brief

EMPSF EMERGENCY MEDICINE PATIENT SAFETY FOUNDATION

The Joint Commission New Patient Flow Standards

By: Sue Dill Calloway RN MSN JD CPHRM
Chief Learning Officer
Emergency Medicine Patient Safety Foundation
July 2012

The Joint Commission is an organization that accredits about 82% of the hospitals in the United States. Any hospital accredited by the Joint Commission must be in compliance with all of their standards. The Joint Commission has standards on patient flow to prevent overcrowding and boarding of patients in the emergency department and in other temporary locations.

105

TJC Patient Flow Standards

- TJC has revised their standards on patient flow effective January 1, 2013 and 2 changes in 2014
  - Not called JCAHO anymore
- LD.04.03.11 EP 6 goes into effect January 1, 2014 regarding setting a 4 hour window as the goal for boarding of patients in the ED before they get to their bed
- LD.04.03.11 EP 9 goes into effect January 1, 2014 regarding boarding of behavioral health patients in the ED

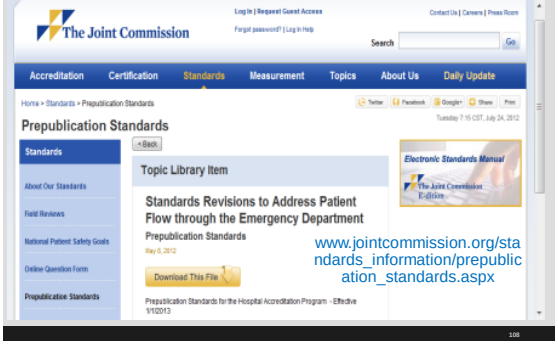
106

LD.04.03.11 Patient Flow

- Standard: The hospital must manages the flow of patients throughout the hospital
- Managing patient flow is very important
- Patient flow tracer added in 2008 surveys and modified in 2012, 2013 and 2014
- Needed to prevent overcrowding that leads to patient safety and quality issues
- Hospital needs to use indicators to monitor process including admitting, assessment, and treatment, patient transfer and discharge

107

TJC Final Pt Flow Changes



www.jointcommission.org/standards_information/prepublication_standards.aspx

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TJC Issues R3 Report

- Published December 19, 2012 and is 5 pages
  - Provides rationale, requirements, and references used
- Can be downloaded off TJC website at www.jointcommission.org/r3_report_issue4/
- Discusses LD.04.03.11 and PC.01.01.01
  - LD.04.03.11: The hospital manages the flow of patients throughout the hospital (Revises EP 5, 7, and 8)
  - PC.01.01.01: The hospital accepts the patient for care, treatment, and services based on its ability to meet the patient's needs (EP 4 and 24)
- LD EP 6 (4 hour time frame) and 9 (boarding behavioral health patients) go into effect Jan 1, 2014

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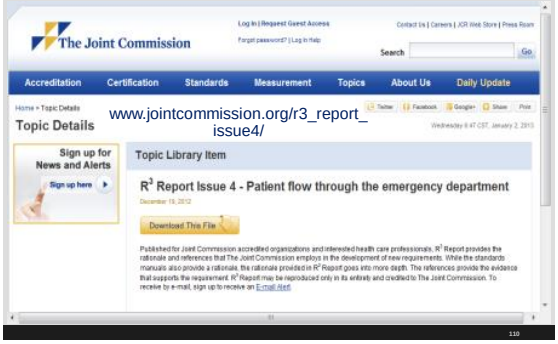
R3 Report Patient Flow Thru the ED



110

Patient Flow Standard LD.04.03.11

- EP1. Must have processes that support the efficient flow of patients throughout the hospital
- EP2. The hospital plans for care of admitted patients who are in temporary-bed locations, such as the PACU and the emergency department (ED)
- EP3. The hospital plans for care to those patients who are placed in overflow locations
- EP4. Criteria guide decisions to initiate ambulance diversion

111

Patient Flow Standard

- EP5. The hospital measures and sets goals for mitigating and managing the boarding of patients who come through the ED
  - Boarding is the practice of holding patients in the ED or a temporary location after the decision to admit or transfer has been made.
  - It is recommended that hospital set goals with attention to best practices and its goals and boarding should not go over 4 hours in the interest of patient safety and quality of care

112

LD.04.03.11 Boarding and the 4 Hour Rule

- EP6 EP was effective January 1, 2014
- The hospital must measure and set goals for mitigating and managing the boarding of patients who come through the ED
- It is recommended that patients not be boarded more than 4 hours
- This is important for safety and quality of care

113

LD.04.03.11 Review Measurement Data

- EP7 was effective January 1, 2013
- EP 7 Requires the staffs or individuals who manage the patient flow processes must review the measurement results
- This is done to assess if the goals made were achieved
- Data required was discussed in EP 5

114

LD.04.03.11 Data Guides Improvements

- EP8 revision was effective January 1, 2013
  - EP8 Requires leaders to take action to improve patient flow when the goals were not achieved
- Leaders who must take action involve the board, medical staff, along with the CEO and senior leadership staff
  - References PI.03.01.01, EP 4, which states that the hospital takes action when it does not achieve or sustain planned improvement

115

LD.04.03.11 Boarding of Psych Patients

- EP9 was effective January 1, 2014
- EP 9 States that the hospital determines if it has a population at risk for boarding due to behavioral health emergencies
- Hospital leaders must communicate with the behavioral health providers to improve coordination and make sure this population is appropriately served
- There is a shortage of behavioral health beds in this country leading to times where these patients have camped out in the ED sometimes for days

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Boarding of Behavioral Health Patients PC

- Hospitals should also be familiar with two sections of PC.01.01.01 under EP4 and EP24
- EP 4 Hospitals that do not primarily provide psychiatric or substance abuse services must have a written plan that defines how the patient will be cared for which includes the referral process for patient who are emotional ill, or who suffer from substance abuse or alcoholism
  - This means that hospitals that do not have a behavioral health unit or substance abuse unit, how do you care for the patient until you transfer them out?

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Boarding of Behavioral Health Patients PC

- PC.01.01.01 EP 24
- EP 24 requires boarded patients with an emotional illness, alcoholism or substance abuse be provided a safe and monitored location that is free of items that the patients could use to harm themselves or others
- Hospitals often use sitters and have a special safe room
- EP24 requires orientation and training to both clinical and non-clinical staff that care for these patients

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Boarding of Behavioral Health Patients PC

- PC.01.01.01 EP 24 (Continued)
- This includes medication protocols and de-escalation techniques
- Assessments and reassessments must be conducted in a manner that is consistent with the patient's needs
- Free guide on how to create a safe room called the Design Guide for the Built Environment of Behavior Health Facilities, at https://www.naphs.org/index

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Examples of Compliance

- LD should be aware of data to show if overcrowding has occurred
- Are patients camped out in the ED for hours awaiting a bed?
- If so what plans did leadership put in place to help resolve issue
- Was staff provided appropriate cross training?
- Evidence of minutes of patient flow committee
- Do pull to full

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Patient Flow Tracer TJC LD.04.03.11

- Look at patient flow and back flow issues
- Evaluate process issues leading to back flow
- Identify temporary holding area such as are patients held in the emergency department or waits for surgery or critical care units
- Treatment delays, medical errors and unsafe practices can thrive in presence of patient congestion
- TJC hospitals are expected to identify and correct patient flow issues

121

Patient Flow Tracer TJC LD.04.03.11

- Look at how the hospital plans for staffing and trains staff about differences in emergent and hospital care
- What you have done to improve and plan for diversion
- Look at past data collection
- How do you identify problems and implement improvements
- LD needs to share accountability with MS

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Triggers Indicative of Patient Flow Problems

- Delay in blood draws or x-rays
- Delay in communication such as reporting handoff from one area to another
- Delay in discharge due to discharge processes
- Delay in OR scheduling
- Hospital process that stop flow of patient in ED such as work up in ED or housekeeping protocols
- Misuse of ED for direct admits

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Triggers Indicative of Patient Flow Problems

- Increase length of stay in the ED
- Insufficient support and ancillary staffing
- Misuse of ED for low acuity patients and direct admits
- Patients experiencing delays with transfers
- Indicators such as MI get ASA and beta blockers on arrival and fibrinolytic with 30 minutes and PCI within 90 minutes
- Pneumonia patients blood cultures and antibiotics timely?

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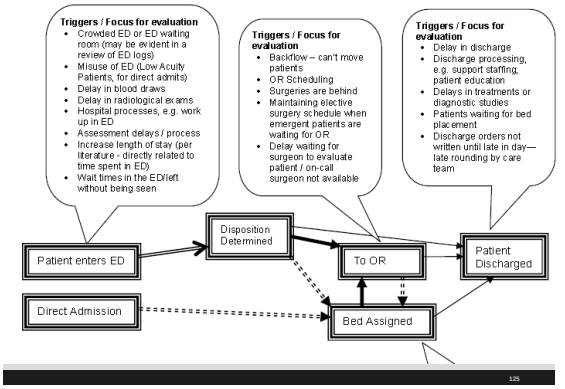
Patient Flow Triggers



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Patient Flow Tracer

- Look at back flow issues and identify temporary holding area
- How does the hospital plans for staffing and train staff about differences in emergent and hospital care
- What you have done to improve, plan for diversion, and what data has been collected
- How you identify problems and implement improvements
- ACEP has good resources at http://www.acep.org/crowding/

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Patient Flow Patient Safety Brief

EMERGENCY MEDICINE PATIENT SAFETY FOUNDATION

The Joint Commission New Patient Flow Standards

By: Sue Dill Calloway RN MSN JD CPHRM
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July 2012

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ACEP Crowding Boarding Resources

Emergency Medicine Crowding and Boarding

www.acep.org/crowding/

Search Crowding: Search

As emergency departments throughout the country deal with the problems of crowding, boarding, and ambulance diversion, solutions have been sought. The resources on this page provide information, resources and examples of a variety of approaches to assist emergency physicians in addressing the crowding problems by working with hospital administrators, local stakeholders, policy makers and the public. Some ACEP chapters have sought relief through state legislative and regulatory action. These additional crowding resources are available in ACEP's Advocacy area.

Emergency Department Crowding: High-Impact Solutions
This comprehensive 2008 report from the ACEP Boarding Task Force includes low and no-cost solutions to the practice of boarding patients in the emergency department. ACEP members get free CME.

ACEP's Suggested Boarding Solutions Generate National Support
May 30, 2008

Crowding Case Studies
Submit your case study for publication on ACEP.org.

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ACEP Crowding Boarding Resources

American College of Emergency Physicians® | Menu | myACEP

Clinical & Practice Management

ARE YOU PREPARED? Life + Disability + Health

Emergency Medicine Crowding and Boarding

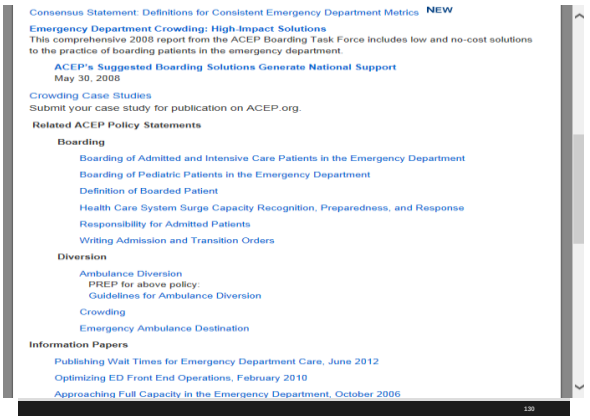
Search this Section: Search

As emergency departments throughout the country deal with the problems of crowding, boarding, and ambulance diversion, solutions have been sought. The resources on this page provide information, resources and examples of a variety of approaches to assist emergency physicians in addressing the crowding problems by working with hospital administrators, local stakeholders, policy makers and the public. Some ACEP chapters have sought relief through state legislative and regulatory action. These additional crowding resources are available in ACEP's Advocacy area.

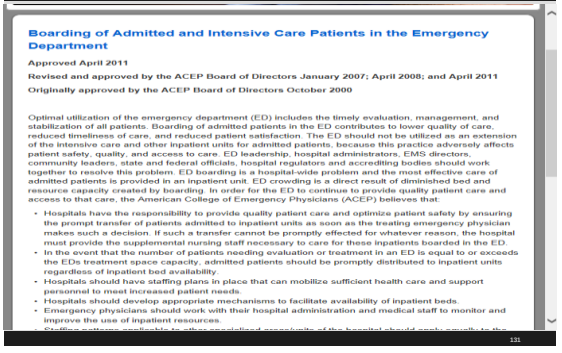
ACEP Sends Comments to The Joint Commission on Patient Flow NEW
ACEP supports the proposed definition, including the 4 hour timeframe, opinions among members are varied.
Jan. 19, 2012

Associations Join Forces to Reduce ED Crowding
ACEP, ENA and seven other associations have signed a consensus statement that proposes standardized emergency department metrics to help reduce crowding and boarding in emergency departments.

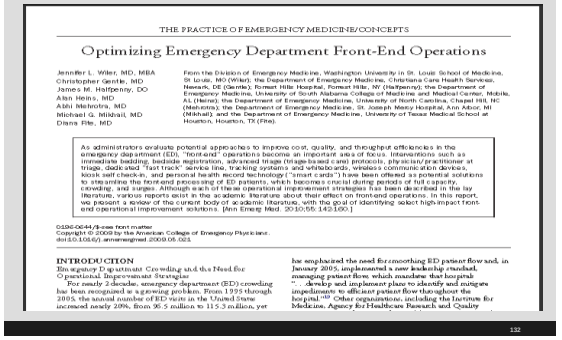
129



ACEP Boarding of Patients in the ED



ACEP Resources Crowding and Boarding



ACEP TASK FORCE REPORT ON BOARDING

Emergency Department Crowding: High-Impact Solutions

http://www.acep.org/crowding

APRIL 2008

Ideas to Reduce Crowding Boarding

- Diversion of ambulances when no beds or not enough staff
- Direct admits do not go through the ED
- Initial orders can be done on admitted patients who are stable and detailed orders can be written upstairs
- Bedside registration to allow rapid intake of patient into the system
- Tracking systems and white boards
- Triage based protocols/standing orders or protocols

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Ideas to Reduce Crowding Boarding

- Standardized pathways for specific disease conditions
- Addition of physician or physician extender to triage assessment
- Urgent care and fast track
- Immediate bedding (pull to full)
- Adequate staffing
- Consolidate all boarders in one area or over flow unit

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Ideas to Reduce Crowding Boarding

- Stat clean process when empty bed needs cleaned
- Hospital in-house protocol when operating at full capacity to get see if inpatients can be discharged or elective surgeries cancelled etc
- Discharge holding areas for patients to be discharged
- Sending one patient to each unit to care for until regular bed available
- Expand the size of the ED
- Examine reasons for delays

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Urgent Matters Crowding and Boarding

www.urgentmatters.org

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Alarm Fatigue

- Recent risk management issue
- Brought to light by several articles in the press including Boston Globe article
- Hospital staff fails to hear a cardiac monitor and patient was found flat lined for more than two hours
- With increased use of alarms they are either ignored or just not heard
- Staff have forgotten to turn them back on
- Staff can tune out the alarm noise

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Patient Alarms Often Unheard or Unheeded


SPECIAL REPORT

The Boston Globe

Patient alarms often unheard, unheeded

The incessant din of beeping monitors can numb or distract hospital staff; the consequences can be deadly

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Alarm Fatigue

- ECRI Institute issues a report and finds 216 deaths from 2005 to mid 2010 in which problems with monitor alarms occurred
- ECRI published top hazards for 2015and alarm hazards makes the top ten list AGAIN
- Staff overwhelmed by sheer number of alarms
- Staff improperly modified the alarm settings
- Staff become desensitized to alarms leading to slow response time
  - CMS cited hospital under staffing when staff did not respond timely and hospital gets monitor watchers

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Alarm Fatigue

- Alarm settings not restored to their normal levels
- Alarms not properly relayed to ancillary notification systems
  - Paging systems, wireless phones, etc.
- ECRI makes recommendations
  - Establish protocols for alarm system settings
  - Ensure adequate staffing
  - Establish alarm response protocols and ensure each alarm will be recognized
  - Assign one person responsible for addressing the alarm

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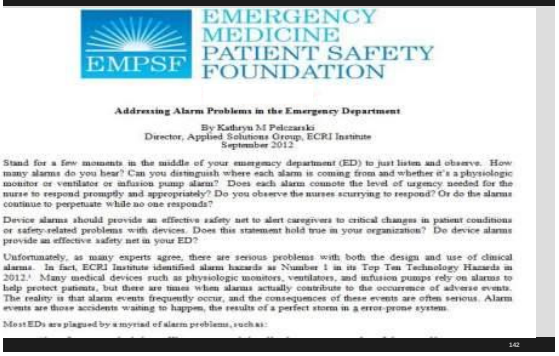
Alarm Problems in the ED



EMPSF EMERGENCY MEDICINE PATIENT SAFETY FOUNDATION

Addressing Alarm Problems in the Emergency Department

By Kathryn M Pelczarski
Director, Applied Solutions Group, ECRI Institute
September 2012

Stand for a few moments in the middle of your emergency department (ED) to just listen and observe. How many alarms do you hear? Can you distinguish where each alarm is coming from and whether it's a physiologic monitor or ventilator or infusion pump alarm? Does each alarm connote the level of urgency needed for the nurse to respond promptly and appropriately? Do you observe the nurses scurrying to respond? Or do the alarms continue to perpetuate while no one responds?

Device alarms should provide an effective safety net to alert caregivers to critical changes in patient conditions or safety-related problems with devices. Does this statement hold true in your organization? Do device alarms provide an effective safety net in your ED?

Unfortunately, as many experts agree, there are serious problems with both the design and use of clinical alarms. In fact, ECRI Institute identified alarm hazards as Number 1 in its Top Ten Technology Hazards in 2012.[1] Many medical devices such as physiologic monitors, ventilators, and infusion pumps rely on alarms to help protect patients, but there are times when alarms actually contribute to the occurrence of adverse events. The reality is that alarm events frequently occur, and the consequences of these events are often serious. Alarm events are those accidents waiting to happen, the results of a perfect storm in a error-prone system.

Most EDs are plagued by a myriad of alarm problems, such as:

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TJC Sentinel Event Alert 50 Alarm Safety

The Joint Commission
Sentinel Event Alert

A complimentary publication of The Joint Commission — Issue 50, April 8, 2013

Published for Joint Commission accredited organizations and interested health care professionals, *Sentinel Event Alert* identifies specific types of sentinel events, describes their common underlying causes, and suggests steps to prevent occurrences in the future.

Accredited organizations should consider information in an Alert when designing or redesigning relevant processes and consider implementing relevant suggestions contained in the Alert or reasonable alternatives.

Please route this issue to appropriate staff within your organization. *Sentinel Event Alert* may only be reproduced in its entirety and credited to The Joint Commission. To receive by email, or to view past issues, visit www.jointcommission.org.

Medical device alarm safety in hospitals

Many medical devices have alarm systems, among them are bedside physiologic monitors that include ECG (electrocardiogram) machines, pulse oximetry devices, and monitors of blood pressure and other parameters, bedside telemetry, central station monitors, infusion pumps, and ventilators. These alarm-equipped devices are intended to help providing caregivers to aid patients in many ways. Clinicians depend on these devices for information they need to deliver appropriate care and to guide treatment decisions. However, these devices present a multitude of challenges and opportunities for health care organizations when their alarms create similar sounds, when their default settings are not changed, and when there is a failure to respond to their alarm signals.

The number of alarm signals per patient per day can reach several hundred depending on the unit within the hospital, translating to thousands of alarm signals on every unit and tens of thousands of alarm signals throughout the hospital every day. It is estimated that between 85 and 99 percent of alarm signals do not require clinical intervention, such as when alarm conditions are set too tight; default settings are not adjusted for the individual patient or for the patient population; ECG electrodes have dried out, or sensors are misspositioned.[1] As a result, clinicians become desensitized or immune to the sounds, and are overwhelmed by information – in short, they suffer from "alarm fatigue."[2] In response to this constant barrage of noise, clinicians may turn down the volume of the alarm, turn it off, or adjust the alarm settings outside the limits that are safe and appropriate for the patient – all of which can have serious, often fatal, consequences.[3] One such example occurred in the summer of 2010. According to a Boston Globe article, a 60-year-old man died in the intensive care unit of a hospital – not from the injury he suffered to his head from a fallen tree branch – but from a system failure that resulted in delayed response to an alarm signal that indicated significant changes in his condition.[4] These changes – that set off alarms – included rapidly increasing heart rate and falling blood oxygen levels. Staff responded only after one hour, when a critical alarm condition signaled that the patient had stopped breathing –

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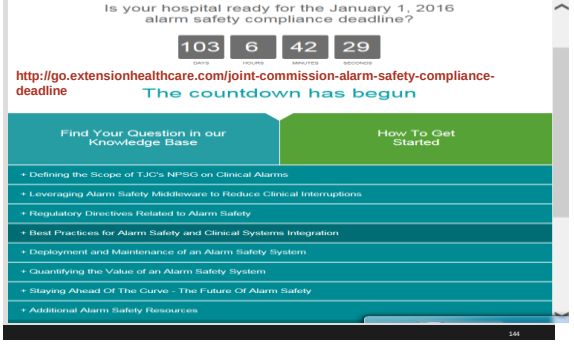
Excellent Resource Extension Healthcare



Is your hospital ready for the January 1, 2016 alarm safety compliance deadline?

103 DAYS 6 HOURS 42 MINUTES 29 SECONDS

http://go.extensionhealthcare.com/joint-commission-alarm-safety-compliance-deadline

The countdown has begun

Find Your Question in our Knowledge Base | How To Get Started

+ Defining the Scope of TJC's NPSG on Clinical Alarms
+ Leveraging Alarm Safety Middleware to Reduce Clinical Interruptions
+ Regulatory Directives Related to Alarm Safety
+ Best Practices for Alarm Safety and Clinical Systems Integration
+ Deployment and Maintenance of an Alarm Safety System
+ Quantifying the Value of an Alarm Safety System
+ Staying Ahead Of The Curve – The Future Of Alarm Safety
+ Additional Alarm Safety Resources

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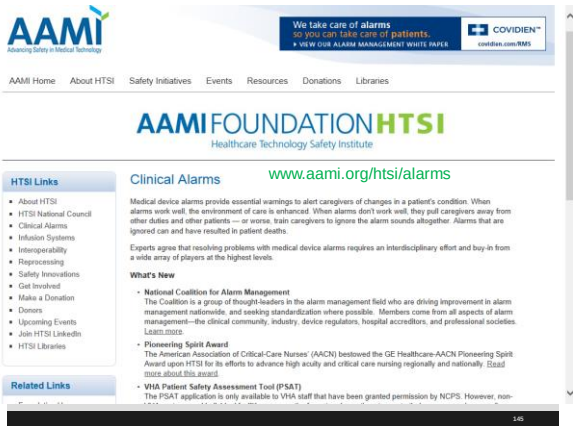
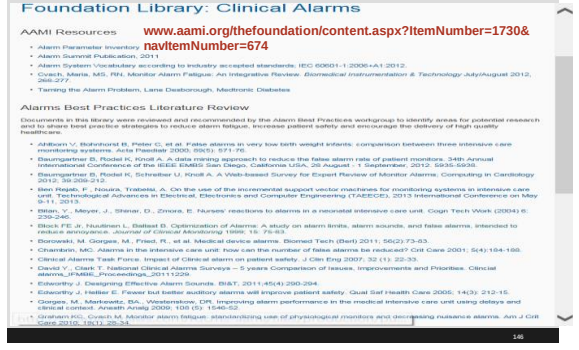


Clinical Alarms Best Practices Library AAMI



Proposed Changes in 2016 CAUTI

- TJC is proposed five changes to catheter-associated urinary tract infections
- Implement evidence-based practices to prevent indwelling CAUTI
  - Discusses located in the Compendium on Strategies to Prevent HAI in Acute Care Hospitals
- Staff and LIPs must be educated in the use of indwelling catheters and the importance of prevention
  - Training required in orientation and annual and if added to person's job description

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Proposed Changes September 2015

The Joint Commission

Proposed NPSG for Catheter-Associated Urinary Tract Infections (CAUTI)

Hospital Accreditation Program

NPSG.07.06.01

Implement evidence-based practices to prevent indwelling catheter-associated urinary tract infections (CAUTI).
Note: ~~This NPSG is not applicable to pediatric populations. Research resulting in evidence-based practices was conducted with adults, and there is no consensus that these practices apply to children.~~

Implement evidence-based practices to prevent indwelling catheter-associated urinary tract infections (CAUTI).
Note: Evidence-based guidelines for CAUTI are located at: Compendium of Strategies to Prevent Healthcare-Associated Infections in Acute Care Hospitals, 2014 at http://journals.cambridge.org/action/displayAbstract?fromPage=online&aid=9369668&fileId=S0195941700003575X and Guideline for Prevention of Catheter-associated Urinary Tract Infections, 2009 at http://www.cdc.gov/hicpac/cauti/001_cauti.html

Elements of Performance for NPSG.07.06.01

1. ~~Insert indwelling urinary catheters according to established evidence-based guidelines that address the following:~~
   - ~~Limiting use and duration to situations necessary for patient care~~
   - ~~Using aseptic techniques for site preparation, equipment, and supplies~~

~~1. Educate staff and licensed independent practitioners involved in the use of indwelling~~

148

Proposed Changes to CAUTI

- Educate patients and families on preventing CAUTI and symptoms of a UTI
  - Reference SHEA's FAQs on CAUTI
- Develop evidence-based written criteria for insertion
  - Critically ill patients who need accurate output measured
  - Patients with urinary retention or bladder outlet obstruction
  - Patients who require prolonged immobilization (pelvis fx)
  - Use in OR for certain procedures and removed in PACU or who need intra-operative monitoring of urinary output or patients who get large volume infusions in OR or diuretics

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Verbal Orders

- Common problematic standard with CMS and TJC
- Should not be a common practice
- Physician is not allowed to give if standing in nursing station absent an emergency
- May take if needed and physician not in the department
- Nurse needs to write it down and **read** it back
- Nurse needs to sign name, date and **time**
- Physician must sign name, date and **time** also

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Verbal Orders

- Physician must sign off the VO (including date and time) within time specified by state law
  - Most states say 24 or 48 hours
  - If state does **not** say then it use to 48 hours and now what your P&P says so many picked 30 days if no state law
- CMS will allow PA or NP to sign off VO for the physician if state and hospital allows and within their scope of practice
- Any physician on the case can sign off the VO for any other doctor including ED doctors signing for each other when relieving them (June 7, 2013)

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Verbal Orders

- Have a P&P on who can accept VO in your facility
  - Must be qualified staff
  - Policy may allow pharmacist for pharmacy orders, dietician for dietary orders, nurses, etc.
- Include in P&P when will not take VO
  - Such as many hospitals do not take a VO for chemotherapy
  - CMS 407-408 and 454 and 457
  - TJC RC.02.03.07. PC.02.02.07 and PC.01.01.01

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Restraints #1 Problematic CMS Standard

- Many changes were made to both TJC and CMS Restraint and Seclusion standards
- CMS Hospital CoPs has 50 pages of restraint standards from Tag 0154-0214
- TJC has 10 standards in PC chapter (deemed status)
- Need to rewrite policies and procedures, order sheet and documentation sheet to comply
- Need to train all staff in accordance with requirements
- Physicians must be trained on R&S P&P

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Restraint Patient Safety Brief

EMERGENCY MEDICINE PATIENT SAFETY FOUNDATION

Restraint and Seclusion Patient Safety Briefing
Emergency Medicine Patient Safety Foundation

Written by: Sue Dill Calloway RN MSN JD CPHRM
Michael Gerardi, MD, FAAP, FACEP
John (Jack) Kelly DO, FACEP, FAAEM

March 2012
Revised July 16, 2012

Introduction

Restraint and seclusion is a very important patient safety issue. Appropriately applied restraints can protect patients from harming

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Emergency Medicine Pt Safety Foundation

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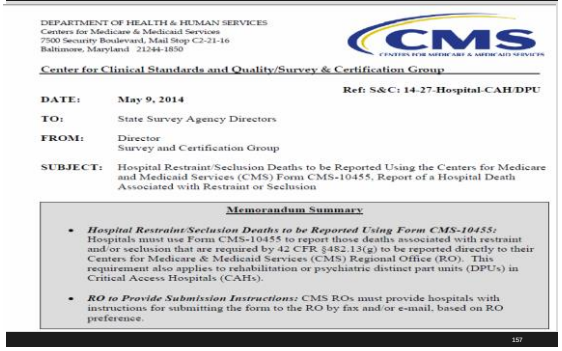
Restraint Worksheet

- Revised CMS restraint worksheet is available off the internet at
- R&S reports are to the regional office not the state agency
- List of regional offices (to put in your P&P) at www.cms.hhs.gov/RegionalOffices/01_overview.asp
- Must still notify regional office by phone the next business day and document this in medical record
- Patient dies in restraint, within 24 hours of being in a restraint or 7 day rule if death caused by R&S
  - Except if patient dies in **wrist restraints** as long as the restraint does not cause the death

156

Reporting Deaths Unless 2 Soft Wrist Restraints



DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850

Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 14-27-Hospital-CAH/DPU

DATE: May 9, 2014

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Hospital Restraint/Seclusion Deaths to be Reported Using the Centers for Medicare and Medicaid Services (CMS) Form CMS-10455, Report of a Hospital Death Associated with Restraint or Seclusion

Memorandum Summary

- ***Hospital Restraint/Seclusion Deaths to be Reported Using Form CMS-10455:*** Hospitals must use Form CMS-10455 to report those deaths associated with restraint and/or seclusion that are required by 42 CFR §482.13(g) to be reported directly to their Centers for Medicare & Medicaid Services (CMS) Regional Office (RO). This requirement also applies to rehabilitation or psychiatric distinct part units (DPUs) in Critical Access Hospitals (CAHs).
- ***RO to Provide Submission Instructions:*** CMS ROs must provide hospitals with instructions for submitting the form to the RO by fax and/or e-mail, based on RO preference.

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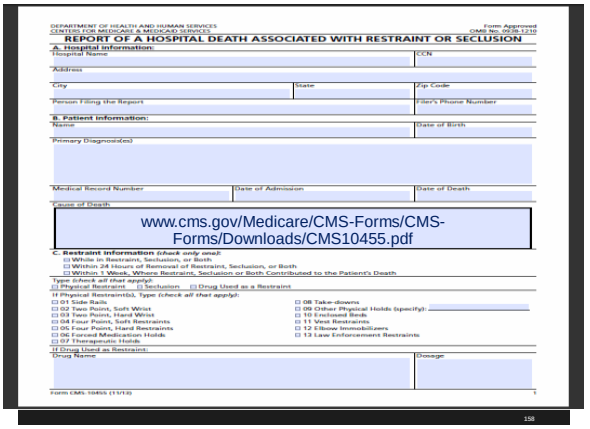

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

Form Approved
OMB No. 0938-1210

REPORT OF A HOSPITAL DEATH ASSOCIATED WITH RESTRAINT OR SECLUSION

A. Hospital information:
Hospital Name | CCN
Address
City | State | Zip Code
Person Filing the Report | Filer's Phone Number

B. Patient information:
Name | Date of Birth
Primary Diagnosis(es)
Medical Record Number | Date of Admission | Date of Death
Cause of Death

www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS10455.pdf

C. Restraint Information *(check only one)*:
- While in Restraint, Seclusion, or Both
- Within 24 Hours of Removal of Restraint, Seclusion, or Both
- Within 1 Week, Where Restraint, Seclusion or Both Contributed to the Patient's Death

Type *(check all that apply)*:
Physical Restraint | Seclusion | Drug Used as a Restraint

If Physical Restraint(s), Type *(check all that apply)*:
- 01 Side Rails
- 02 Two Point, Soft Wrist
- 03 Two Point, Hard Wrist
- 04 Four Point, Soft Restraints
- 05 Four Point, Hard Restraints
- 06 Forced Medication Holds
- 07 Therapeutic Holds
- 08 Take-downs
- 09 Other Physical Holds (specify):
- 10 Enclosed Beds
- 11 Vest Restraints
- 12 Elbow Immobilizers
- 13 Law Enforcement Restraints

If Drug Used as Restraint:
Drug Name | Dosage

Form CMS-10455 (11/13) 1

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Restraint Death

- An exception is if the patient in the ED dies and only used two soft wrist restraints
  - Instead the hospital could just keep an internal log
  - The log would include the patient's name, date of birth, date of death, attending physician, primary diagnosis, and medical record number
  - Name of practitioner responsible for patient could be used in lieu of attending if under care on non-physician practitioner
  - CMS could request to review the log at anytime
  - Published in FR May 16, 2012 and effective July 16, 2012

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Restraint and Seclusion

- Patient has a right to be free from unnecessary R&S
- Leadership has responsibility to create culture that supports right to be free from R&S
- Should not considered as part of routine part of fall prevention
- If use protocol you still need an order
- Know the CMS definition of restraint and seclusion
- Know if drug used as a restraint

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Restraint and Seclusion

- CMS calls it violent and or self destructive as opposed to TJC who calls it behavioral health
- CMS calls it non violent/non self destructive and TJC calls it non behavioral health patient
- Know what restraints do not include such as forensic restraints, orthopedically prescribed devices, holding for medical test, surgical dressings, or postural supports
- Mitt is restraint if boxing glove style

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Restraint and Seclusion

- Know what it does include such as freedom splints, and all 4 side rails if patient can not lower them
- Try or consider and document less restrictive interventions and alternatives
- Document the assessment
- Need order from physician or LIP
- If LIP gives order notify doctor ASAP
- Amend plan of care
- Consider debriefing although not required by CMS on V/SD patients

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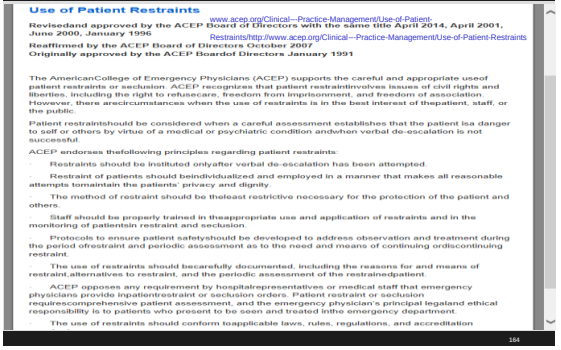
Restraint and Seclusion

- End at the earliest time
- Do PI
- Use as directed
- If V/SD need one hour face to face
- Time limited orders for V/SD patients
- Need P&P on R&S
- Educate staff and document this
- Follow any stricter state law, and
- Report restraint deaths as required

163

ACEP Position on Restraints 2014



Use of Patient Restraints

www.acep.org/Clinical---Practice-Management/Use-of-Patient-Restraints/http://www.acep.org/Clinical---Practice-Management/Use-of-Patient-Restraints

Revisedand approved by the ACEP Board of Directors with the same title April 2014, April 2001, June 2000, January 1996

Reaffirmed by the ACEP Board of Directors October 2007

Originally approved by the ACEP Boardof Directors January 1991

The AmericanCollege of Emergency Physicians (ACEP) supports the careful and appropriate useof patient restraints or seclusion. ACEP recognizes that patient restraintinvolves issues of civil rights and liberties, including the right to refusecare, freedom from imprisonment, and freedom of association. However, there arecircumstances when the use of restraints is in the best interest of thepatient, staff, or the public.

Patient restraintshould be considered when a careful assessment establishes that the patient isa danger to self or others by virtue of a medical or psychiatric condition andwhen verbal de-escalation is not successful.

ACEP endorses thefollowing principles regarding patient restraints:

- Restraints should be instituted onlyafter verbal de-escalation has been attempted.
- Restraint of patients should beindividualized and employed in a manner that makes all reasonable attempts tomaintain the patients' privacy and dignity.
- The method of restraint should be theleast restrictive necessary for the protection of the patient and others.
- Staff should be properly trained in theappropriate use and application of restraints and in the monitoring of patientsin restraint and seclusion.
- Protocols to ensure patient safetyshould be developed to address observation and treatment during the period ofrestraint and periodic assessment as to the need and means of continuing ordiscontinuing restraint.
- The use of restraints should becarefully documented, including the reasons for and means of restraint,alternatives to restraint, and the periodic assessment of the restrainedpatient.
- ACEP opposes any requirement by hospitalrepresentatives or medical staff that emergency physicians provide inpatientrestraint or seclusion orders. Patient restraint or seclusion requirescomprehensive patient assessment, and the emergency physician's principal legaland ethical responsibility is to patients who present to be seen and treated inthe emergency department.
- The use of restraints should conform toapplicable laws, rules, regulations, and accreditation

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Grievances and Complaints

- Every ED practitioner should be aware that CMS has grievance standards
  - CMS standards start at tag 118 and complete copy of the hospital CoP can be downloaded off the CMS website
  - TJC has also but calls them complaints under RI.01.07.01
  - CMS has BFCC QIO in which patients can report grievances to and include their name and information in patient rights to patients

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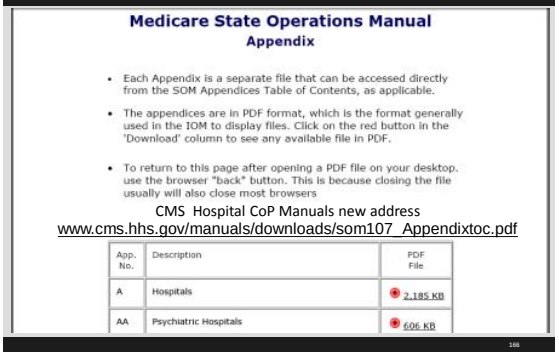
Location of CMS Hospital CoP Manuals



Medicare State Operations Manual
Appendix

- Each Appendix is a separate file that can be accessed directly from the SOM Appendices Table of Contents, as applicable.
- The appendices are in PDF format, which is the format generally used in the IOM to display files. Click on the red button in the 'Download' column to see any available file in PDF.
- To return to this page after opening a PDF file on your desktop, use the browser "back" button. This is because closing the file usually will also close most browsers

CMS Hospital CoP Manuals new address
www.cms.hhs.gov/manuals/downloads/som107_Appendixtoc.pdf

App. No.	Description	PDF File
A	Hospitals	2,185 KB
AA	Psychiatric Hospitals	606 KB

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Grievances and Complaints

- Patients have the right to file a grievance
- ED must investigate
- If meets definition of grievance then CMS requires the patient be given information in writing as to what was done and when it was done
- Must provide in writing the name of person at the hospital that patient can contact with a complaint
- Make sure know P&P
- Must investigate timely and can not resolve in 7 days must send the patient a letter

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Grievances and Complaints

- If patient is not competent then give information to surrogate decision maker
- A written complaint is always a grievance
- Billing issues are not generally a grievance unless a quality of care issue
- Information on a patient satisfaction survey is not a grievance unless patient asks for resolution
- Staff should know the definition of what constitutes a grievance
- Should document process in case CMS shows up

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Grievance Process A-0118

- **Definition:** A patient grievance is a formal or informal written or verbal complaint
  - When the verbal complaint about patient care is not resolved at the time of the complaint by **staff present**
  - By a patient, or a patient's representative,
  - Regarding the patient's care, abuse, or neglect, issues related to the hospital's compliance with the CMS CoP
  - Or a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR 489.

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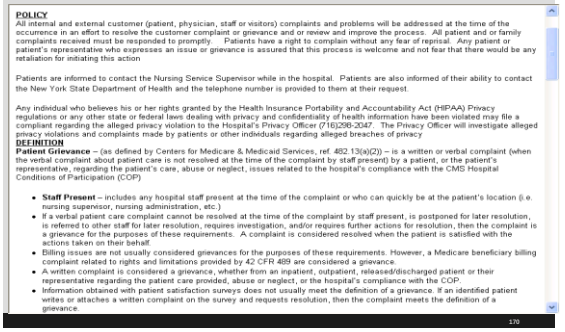
Have a Policy to Hit All the Elements



POLICY
All internal and external customer (patient, physician, staff or visitors) complaints and problems will be addressed at the time of the occurrence in an effort to resolve the customer complaint or grievance and or review and improve the process. All patient and or family complaints received must be responded to promptly. Patients have a right to complain without any fear of reprisal. Any patient or patient's representative who expresses an issue or grievance is assured that this process is welcome and not fear that there would be any retaliation for initiating this action

Patients are informed to contact the Nursing Service Supervisor while in the hospital. Patients are also informed of their ability to contact the New York State Department of Health and the telephone number is provided to them at their request.

Any individual who believes his or her rights granted by the Health Insurance Portability and Accountability Act (HIPAA) Privacy regulations or any other state or federal laws dealing with privacy and confidentiality of health information have been violated may file a compliant regarding the alleged privacy violation to the Hospital's Privacy Officer (716)298-2047. The Privacy Officer will investigate alleged privacy violations and complaints made by patients or other individuals regarding alleged breaches of privacy

DEFINITION

Patient Grievance – (as defined by Centers for Medicare & Medicaid Services, ref. 482.13(a)(2)) – is a written or verbal complaint (when the verbal complaint about patient care is not resolved at the time of the complaint by staff present) by a patient, or the patient's representative, regarding the patient's care, abuse or neglect, issues related to the hospital's compliance with the CMS Hospital Conditions of Participation (COP)

- **Staff Present** – includes any hospital staff present at the time of the complaint or who can quickly be at the patient's location (i.e. nursing supervisor, nursing administration, etc.)
- If a verbal patient care complaint cannot be resolved at the time of the complaint by staff present, is postponed for later resolution, is referred to other staff for later resolution, requires investigation, and/or requires further actions for resolution, then the complaint is a grievance for the purposes of these requirements. A complaint is considered resolved when the patient is satisfied with the actions taken on their behalf.
- Billing issues are not usually considered grievances for the purposes of these requirements. However, a Medicare beneficiary billing complaint related to rights and limitations provided by 42 CFR 489 are considered a grievance.
- A written complaint is considered a grievance, whether from an inpatient, outpatient, released/discharged patient or their representative regarding the patient care provided, abuse or neglect, or the hospital's compliance with the COP.
- Information obtained with patient satisfaction surveys does not usually meet the definition of a grievance. If an identified patient writes or attaches a written complaint on the survey and requests resolution, then the complaint meets the definition of a grievance.

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MRI Guidelines

- Have patients completely undress and in hospital gown
- Use MRI screening form for all patients
- Consider doing FMEA on MRI safety
- Appoint a safety officer to make sure P&P in place
- Make sure consistent with ACR MRI recommendations
- Provide ear plugs to patients
- Note: CMS rewrites all of the radiology standards for hospitals July 2015 and TJC new standards effective July 1, 2015

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MRI Guidelines

- Audit compliance with MRI safety P&Ps
- Show staff multiple pictures of objects pulled into MRI machine
- Carefully screen all patients for magnetic objects in their hair or body
- Have ferromagnetic detector
- Know what devices are harmful
- Divide MRI into 4 zones
- Know the 5 G line of safety

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MRI Guidelines

- Do not bring anything of metal into the MRI room as it can become a missile
- Be aware of what can cause patient burns during MRI such as nitro patches or staples or touching the inside wall (bore) of the MRI scanner
- Be aware that the magnetic field can affect the operation and reliability of medical devices such as PCA pumps, ventilators, monitors
  - FDA just approved first MRI safe pacemaker
- Injury can occur from dislodging implants such as cochlear implant, cerebral aneurysm clips etc

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MRI Safety

- Consider a yearly seminar on MRI safety and include in orientation for new staff
- Have MRI safe equipment such as a special wheelchair
- Cases where oxygen tank brought in room and killed child, Guard came in and bullets came out of gun,
- TJC Sentinel Event Alert on MRI safety
- Careful about ED nurses carrying metal objects like scissors, and stethoscopes
- Patients have received burns from patches like nitro patch
- Nurse take metal IV cart to MRI door and flew across room into the MRI machine

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MRI Safety

- Make sure ED staff aware of P&P on MRI safety
- Recent case of sand bag as they may contain metal shots
- ACR has Updated 2013 white paper on MRI safety full of ideas and tips at www.acr.org and make sure incorporated into your P&P
- Generally no patients with implanted pacemakers, ICD, vagus nerve stimulator, permanent eyeliner, cochlear implants, deep brain stimulators, insulin pumps, surgical pins and screws, aneurism clips, piercings, prosthetics, etc.
- Ice pack to skin staples during exam, problem with tattoos use same ice pack

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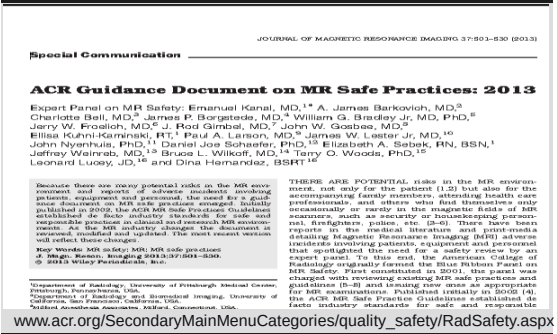
ACR Safe MRI Position Statement



JOURNAL OF MAGNETIC RESONANCE IMAGING 37:501–530 (2013)

Special Communication

ACR Guidance Document on MR Safe Practices: 2013

Expert Panel on MR Safety: Emanuel Kanal, MD,[1]* A. James Barkovich, MD,[2] Charlotte Bell, MD,[3] James P. Borgstede, MD,[4] William G. Bradley Jr, MD, PhD,[5] Jerry W. Froelich, MD,[6] J. Rod Gimbel, MD,[7] John W. Gosbee, MD,[8] Elissa Kuhni-Kaminski, RT,[1] Paul A. Larson, MD,[9] James W. Lester Jr, MD,[10] John Nyenhuis, PhD,[11] Daniel Joe Schaefer, PhD,[12] Elizabeth A. Sebek, RN, BSN,[1] Jeffrey Weinreb, MD,[13] Bruce L. Wilkoff, MD,[14] Terry O. Woods, PhD,[15] Leonard Lucey, JD,[16] and Dina Hernandez, BSRT[16]

Because there are many potential risks in the MR environment and reports of adverse incidents involving patients, equipment and personnel, the need for a guidance document on MR safe practices emerged. Initially published in 2002, the ACR MR Safe Practices Guidelines established de facto industry standards for safe and responsible practices in clinical and research MR environments. As the MR industry changes the document is reviewed, modified and updated. The most recent version will reflect these changes.

Key Words: MR safety; MR; MR safe practices
J. Magn. Reson. Imaging 2013;37:501–530.
© 2013 Wiley Periodicals, Inc.

THERE ARE POTENTIAL risks in the MR environment, not only for the patient [1,2] but also for the accompanying family members, attending health care professionals, and others who find themselves only occasionally or rarely in the magnetic fields of MR scanners, such as security or housekeeping personnel, firefighters, police, etc. [3–6]. There have been reports in the medical literature and print-media detailing Magnetic Resonance Imaging (MRI) adverse incidents involving patients, equipment and personnel that spotlighted the need for a safety review by an expert panel. To this end, the American College of Radiology originally formed the Blue Ribbon Panel on MR Safety. First constituted in 2001, the panel was charged with reviewing existing MR safe practices and guidelines [5–8] and issuing new ones as appropriate for MR examinations. Published initially in 2002 [4], the ACR MR Safe Practice Guidelines established de facto industry standards for safe and responsible

www.acr.org/SecondaryMainMenuCategories/quality_safety/RadSafety.aspx

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MRI Safety

- Purchase only MRI compatible sandbags that are labeled for MRI Use
- Confirm they are ferromagnetic before allowing in MRI room
- Revise MRI screening checklist to include this
- Make sure magnetic objects are not hidden under blankets or sheets by patients
- May need to transfer to MRI compatible transport equipment including MRI safe cart
- Make sure ED staff are educated and include knowledge of policy and procedure

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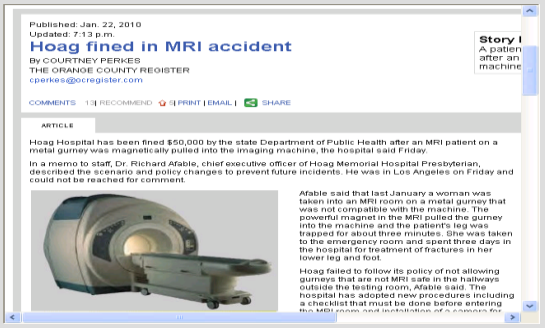
Hospital Fined $50,000



Published: Jan. 22, 2010
Updated: 7:13 p.m.

Hoag fined in MRI accident

By COURTNEY PERKES
THE ORANGE COUNTY REGISTER
cperkes@ocregister.com

COMMENTS 13 | RECOMMEND 9 | PRINT | EMAIL | SHARE

ARTICLE

Hoag Hospital has been fined $50,000 by the state Department of Public Health after an MRI patient on a metal gurney was magnetically pulled into the imaging machine, the hospital said Friday.

In a memo to staff, Dr. Richard Afable, chief executive officer of Hoag Memorial Hospital Presbyterian, described the scenario and policy changes to prevent future incidents. He was in Los Angeles on Friday and could not be reached for comment.

Afable said that last January a woman was taken into an MRI room on a metal gurney that was not compatible with the machine. The powerful magnet in the MRI pulled the gurney into the machine and the patient's leg was trapped for about three minutes. She was taken to the emergency room and spent three days in the hospital for treatment of fractures in her lower leg and foot.

Hoag failed to follow its policy of not allowing gurneys that are not MRI safe in the hallways outside the testing room, Afable said. The hospital has adopted new procedures including a checklist that must be done before entering

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Hospital Fined $50,000 Jan 2010

- Hoag Hospital in California fined by state Dept of Public Health after patient was taken to MRI on a metal gurney
- Patient was pulled into the imaging machine breaking her lower leg
- Leg was trapped for three minutes
- Spent 3 days in the hospital
- Had adopted new procedure and checklist before entering MRI room
- Has installed cameras for monitoring

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Protocols

- Advanced triage protocols or triage based protocols are one approach to optimize ED front end operations
- Make sure approved by MS, order entered into the medical record, and consistent with scope of practice and state law
- Decreases patient length of stay
- Standardized pathways for specific conditions or complaints
  - Ordering x-rays for things like ankle injury, oral analgesic for pain or fever, institute elopement precautions for suicidal patients, EKG for chest pain patient, rapid strep protocol, urine for dysuria etc.

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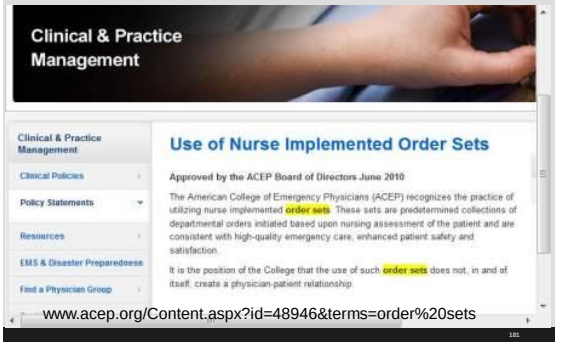
ACEP Position Nurse Implemented Orders



www.acep.org/Content.aspx?id=48946&terms=order%20sets

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Standing Orders

- CMS issued standing orders
  - Includes order sets, preprinted orders, electronic orders, and protocols
- Primarily located in tag 457 but also in 405, 406, and 450
- Make sure all standing orders approved by the Medical Staff (MEC)
- If medications then must be approved by nursing and pharmacy leadership
- Must educate staff on all standing orders

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Standing Orders 457

- Must make sure P&P reflects these requirements
- Must be consistent with national recognize standards and standards of care
- Must be well-defined clinical situations with evidence to support standardized treatments
- Can be initiated as emergency response
- Document in order sheet and practitioner must then sign, date and time the standing order
  - if electronic make sure entire order is present
- Must be medically appropriate

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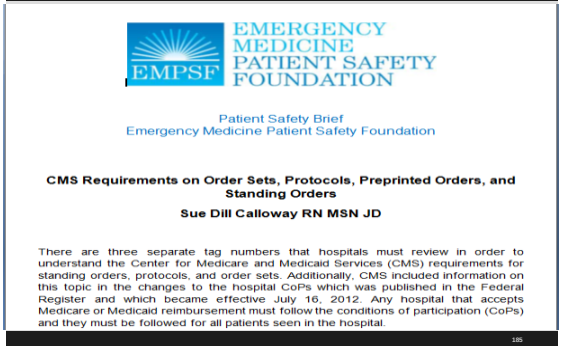
Standing Orders 457

- Make sure there is periodic and regular review of the orders and protocols to determine the continued usefulness and safety
- P&P must address how it is developed, approved, monitored, initiated by staff and signed off or authenticated
- Make sure new ED physicians and staff are trained on existing protocols
- Audit to make sure they are dated, timed, and authenticated both by the person taking the order and the practitioner

184

EMPSF Patient Safety Brief



EMERGENCY MEDICINE PATIENT SAFETY FOUNDATION

Patient Safety Brief
Emergency Medicine Patient Safety Foundation

CMS Requirements on Order Sets, Protocols, Preprinted Orders, and Standing Orders

Sue Dill Calloway RN MSN JD

There are three separate tag numbers that hospitals must review in order to understand the Center for Medicare and Medicaid Services (CMS) requirements for standing orders, protocols, and order sets. Additionally, CMS included information on this topic in the changes to the hospital CoPs which was published in the Federal Register and which became effective July 16, 2012. Any hospital that accepts Medicare or Medicaid reimbursement must follow the conditions of participation (CoPs) and they must be followed for all patients seen in the hospital.

185

Patients Who Leave Without Being Seen (LWBS)

- ED should track these for QI
- More recently refer to them as left before or after medical screening and AMA (2.8% in 2010 data)
- Good indicator of the quality of your ED
- If large number then look for opportunities for improvement including how to decrease wait times
- Document on the chart when it is first discovered that the patient left before screening
- Call patient three times and document times

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Left Before Medical Screening Examine

- TJC and CMS (EMTALA) requires the medical record be maintained on these patients
  - Even if just a patient name or if LBMS before being triaged
- Exponential rise in lawsuits after 2 hour waits
  - How does rate compare with the average rate of LWBS at 2% and AMA at 1.3% in 2009
  - Left before 1.7% or 1,928 and left after medical screen is 1.1% or 1,289 patient and Left AMA rate is 1.2% or 1,381 patients in 2010
  - AMA recommendations addressed in the EMTALA interpretive guidelines

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Refusal of Treatment

- Both CMS and TJC in the patient rights section allows a competent patient to refuse treatment
- However, they must be informed of the risks and benefits
- The risks and benefits should be clearly documented and the patient should sign the form
- The patient must be competent to make an informed decision to refuse care and not under the influence of drugs or alcohol

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Refusal of Treatment

- Patients can refuse part of care without being made to sign out AMA
  - Example is patient having a heart attack and will allow all tests except ABG's but pulse ox is allowed
- If patient wants to refuse a part of something then an informed signed refusal is done and patient is given treatment
- High number of patients return if sign out AMA
- CMS does not want to see ED with high AMA rate

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Patients Leaving AMA

- EMTALA requires that a medical screening exam be done on any patient who comes to the ED
  - Too many AMA may be EMTALA violation
- If the patient is in an emergency medical condition, then the patient must be stabilized
- There must be documentation of the exam that was done
- Documentation of the treatment refused

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Patients Leaving AMA

- An attempt to obtain written AMA form signed if the patient refuses all treatment
- Patient can not be intoxicated or mentally incompetent
  - only competent patients are eligible to sign out AMA
- CMS says hospitals should be very concerned about patients leaving AMA
- Can still give prescription or other call or call to check on patient

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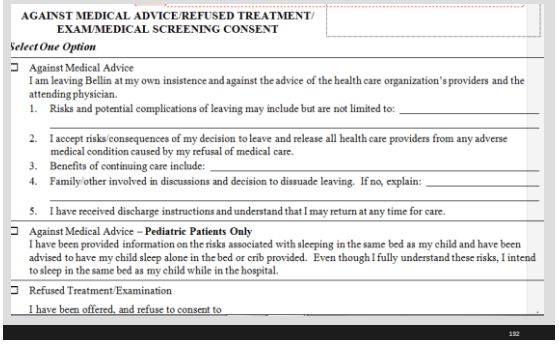
Know How to Fill Out Your AMA Form



AGAINST MEDICAL ADVICE/REFUSED TREATMENT/ EXAM/MEDICAL SCREENING CONSENT

Select One Option

☐ Against Medical Advice
I am leaving Bellin at my own insistence and against the advice of the health care organization's providers and the attending physician.

1. Risks and potential complications of leaving may include but are not limited to: _____
2. I accept risks/consequences of my decision to leave and release all health care providers from any adverse medical condition caused by my refusal of medical care.
3. Benefits of continuing care include: _____
4. Family/other involved in discussions and decision to dissuade leaving. If no, explain: _____
5. I have received discharge instructions and understand that I may return at any time for care.

☐ Against Medical Advice – **Pediatric Patients Only**
I have been provided information on the risks associated with sleeping in the same bed as my child and have been advised to have my child sleep alone in the bed or crib provided. Even though I fully understand these risks, I intend to sleep in the same bed as my child while in the hospital.

☐ Refused Treatment/Examination
I have been offered, and refuse to consent to _____

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Patients Leaving AMA EMTALA

- First, offer the patient further medical exam and treatment as needed to stabilize their condition
- Second, inform the patient of the risks of withdrawal prior to receiving such exam and treatment (be specific such as you could die, infection, death, etc.)
- Third**,** takes all reasonable steps to ensure written informed consent. This should contain a description of the risks discussed and that it was refused

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Patients Leaving AMA

- If the patient leaves without notifying the staff, document that the person has been there, and what time the hospital discovered the patient had left
- Retain all triage or other records
- The burden is on the hospital to show that is has taken all the appropriate steps to discourage the patient from leaving

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AGAINST MEDICAL ADVICE (AMA FORM)

This is to certify that I, _____,
a patient at _____(fill in name
of your hospital), am refusing at my own insistence and without the authority
of and against the advice of my attending physician(s)
_____, request to leave against
medical advice.

The medical risks/benefits have been explained to me by a member of the medical staff and I understand those risks.

I hereby release the medical center, its administration, personnel, and my attending and/or resident physician(s) from any responsibility for all consequences, which may result by my leaving under these circumstances.

MEDICAL RISKS

_____Death _____Additional pain and/or suffering

_____Risks to unborn fetus _____Permanent disability/disfigurement

_____Other:_____
_____
_____

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5 Level Triage System ESI

- ACEP and ENA recommend five level triage system ESI or emergency severity index
- Can get copy of DVD and handbook on this at no cost by emailing ahrqpubs@ahrq.hhs.gov
- Called Emergency Severity Index, Version 4: Everything You Need To Know, (AHRQ Publication No. 05-0046-DVD)\
- Discusses evolution of triage
- Can print it off at www.ahrq.gov/research/esi/esi1.htm

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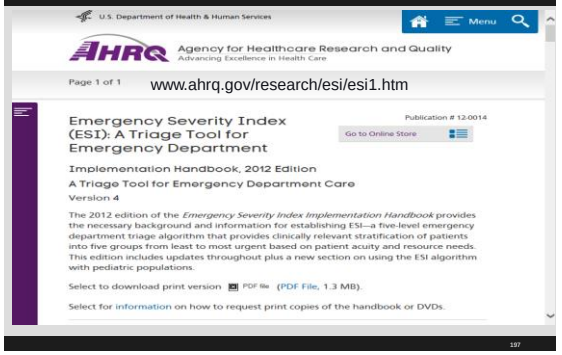
5 Level Triage System



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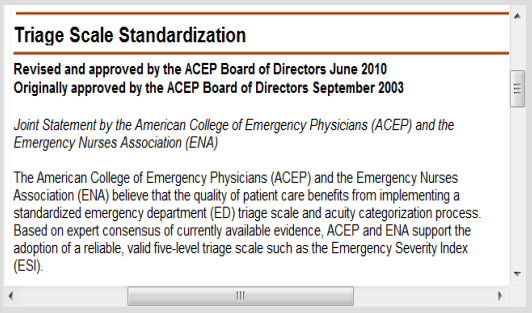
ACEP and ENA Position on Triage Scale



Triage Scale Standardization

Revised and approved by the ACEP Board of Directors June 2010
Originally approved by the ACEP Board of Directors September 2003

Joint Statement by the American College of Emergency Physicians (ACEP) and the Emergency Nurses Association (ENA)

The American College of Emergency Physicians (ACEP) and the Emergency Nurses Association (ENA) believe that the quality of patient care benefits from implementing a standardized emergency department (ED) triage scale and acuity categorization process. Based on expert consensus of currently available evidence, ACEP and ENA support the adoption of a reliable, valid five-level triage scale such as the Emergency Severity Index (ESI).

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ENA Triage Documentation

- Time seen by triage nurse
- Chief complaint,
- Medications and allergies
- Vital signs (weight, LMP, immunization status)
- Subjective and objective based on chief complaint
- Acuity category (ESI emergency severity index **five** level)
- Past medical/surgical history

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ENA Triage Documentation

- Diagnostic tests initiated and care rendered
- Proper assessment
- Disposition
- Reevaluation
- Changes in condition
- Actions taken to comply with legal, institutional, and insurance company requirements

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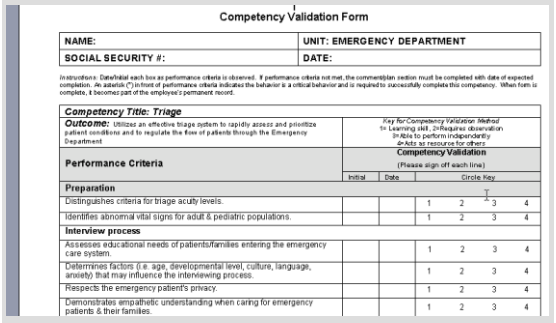
Triage Competency Validation Form



Competency Validation Form

NAME:	UNIT: EMERGENCY DEPARTMENT
SOCIAL SECURITY #:	DATE:

Instructions: Date/Initial each box as performance criteria is observed. If performance criteria not met, the comment/plan section must be completed with date of expected completion. An asterisk (*) in front of performance criteria indicates the behavior is a critical behavior and is required to successfully complete this competency. When form is complete, it becomes part of the employee's permanent record.

Competency Title: Triage						
Outcome: Utilizes an effective triage system to rapidly assess and prioritize patient conditions and to regulate the flow of patients through the Emergency Department.			*Key for Competency Validation Method* In Learning skill...2=Requires observation 3=Able to perform independently 4=Acts as resource for others			
Performance Criteria			**Competency Validation** (Please sign off each line)			
	Initial	Date	Circle Key			
Preparation						
Distinguishes criteria for triage acuity levels.			1	2	3	4
Identifies abnormal vital signs for adult & pediatric populations.			1	2	3	4
Interview process						
Assesses educational needs of patients/families entering the emergency care system.			1	2	3	4
Determines factors (i.e. age, developmental level, culture, language, anxiety) that may influence the interviewing process.			1	2	3	4
Respects the emergency patient's privacy.			1	2	3	4
Demonstrates empathetic understanding when caring for emergency patients & their families.			1	2	3	4

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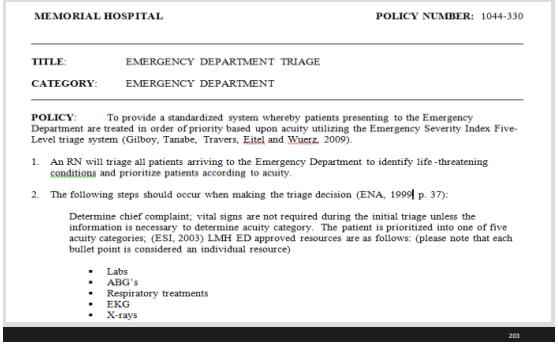
So What's in your Triage Policy?



MEMORIAL HOSPITAL **POLICY NUMBER:** 1044-330

TITLE: EMERGENCY DEPARTMENT TRIAGE

CATEGORY: EMERGENCY DEPARTMENT

POLICY: To provide a standardized system whereby patients presenting to the Emergency Department are treated in order of priority based upon acuity utilizing the Emergency Severity Index Five-Level triage system (Gilboy, Tanabe, Travers, Eitel and Wuerz, 2009).

1. An RN will triage all patients arriving to the Emergency Department to identify life -threatening conditions and prioritize patients according to acuity.
2. The following steps should occur when making the triage decision (ENA, 1999 p. 37):

   Determine chief complaint; vital signs are not required during the initial triage unless the information is necessary to determine acuity category. The patient is prioritized into one of five acuity categories; (ESI, 2003) LMH ED approved resources are as follows: (please note that each bullet point is considered an individual resource)

   - Labs
   - ABG's
   - Respiratory treatments
   - EKG
   - X-rays

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Triage

- Follow standard of care
- Hot spot of liability risk so get the best and the brightest RN with positive attitude
- Document recommendations made by ENA
- Have system in case triage gets backed up
- Have system to reassess patients if delay in getting them in a room
- Triage: Meeting the Challenge, Making the Right Decision: A Triage Curriculum

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Triage

- Nurse should have specialty training (ACEP)
- Protocols should be in effect so nurse can order EKG, X-ray, U/A, etc
- Remember reassessment is important if beds are full
- Patients should never be registered first as matter of policy (EMTALA)
  - Can not delay medical screening exam to inquire about insurance or form of payment
  - Never call an HMO for authorization after triage (EMTALA)
- Flexible staffing as may need to increase staff temporarily with float nurse, MD, or charge nurse

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Triage Policy

http://ena.org/document_share/documents/pp-10triage.pdf

TITLE: EMERGENCY DEPARTMENT TRIAGE

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   - Labs
   - ABG's
   - Respiratory treatments
   - EKG
   - X-rays
   - CT/MRI/Ultrasound/angiography
   - IV fluids
   - IV/IM medications
   - Specialty consultations
   - Simple procedures ex.
   - Laceration repairs, Foley cath's – 1 resource
   - Complex procedures ex: (conscious sedation) – 2 resources

   Level I Presentation

ED Pharmacist in the ED

- Some of larger EDs are placing a pharmacist in the ED
  - Pharmacist in the ED is not there to dispense pills
  - There to work as troubleshooters and consultants to ED physicians and staff
- Help with medications during code, review medication orders, and watch for patient allergies
- Help prevent IV errors which are common in the ED
- 1 to 3% of hospitals have a pharmacist in the ED in 2007 when pharmacy residency program was started
- Rochester Democrat and Chronicle, Oct. 16, 2007

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ED Pharmacist

- American Society of Health System Pharmacist (ASHP) started the Emergency Department Pharmacy Mentorship Program in 2007
- Initially, 50 hospitals applied for the 10 slots so expanded to 20
- Supported by a grant from AHRQ
- ARHQ has many resources on the use of the pharmacist in the ED
  - http://www.emergencypharmacist.org/index.html
- Many article show a reduction in medication errors

Principal Investigator/Program Director (Last, First, Middle): Fairbanks, Rollin Jonathan

The ED Pharmacist as a safety measure in Emergency Medicine

AHRQ U18 HS15818 "Partnerships in Implementing Patient Safety"

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Department of Emergency Medicine

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Robert J. Panzer, MD, Chief Quality Officer; J. Edward Bell, PharmD, Associate Chief Quality Officer
University of Rochester Medical Center

Advisory Board:
Daniel J. Cobaugh, PharmD, Research Director, American Society for Health-System Pharmacists
Robert L. Wears, MD, MS, Professor, University of Florida Dept of Emergency Medicine

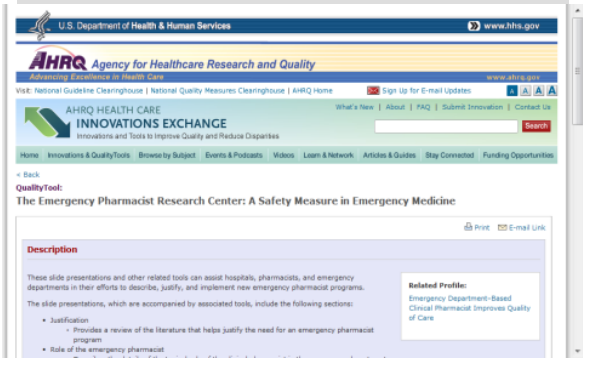
Research Coordinator: Karen E. Kolstee, BSN, MPA
Research Nurses: Karen Dewar, RN; Heather Martin, MS, RN
Research Assistant: Lindsey Clark, BS

ABSTRACT

BACKGROUND: The Emergency Department (ED) is a unique environment in medicine, and many safety mechanisms used in other hospital settings cannot be applied in the ED. For example, clinical pharmacists have traditionally provided extra layers of protection to hospital inpatients by cross-checking provider orders for appropriate dosing, contraindications, and interactions. Because medications in the ED must be accessed immediately and are often one-time doses, the use of central pharmacy services would introduce an unacceptable delay to the administration of medication. Although some hospitals have programs in place in which a pharmacist responds to the ED for cardiac arrests or trauma team activations, few have reported programs which involve a clinical pharmacist assigned exclusively to the emergency department. Nonetheless, published reports have asserted that ED-based pharmacists can increase patient safety. Although this concept appears logical, no study has attempted to show that these programs reduce potential adverse drug events in the ED.

PROJECT SUMMARY: We propose to implement and optimize an ED Pharmacist (EDP) program as a safe

ED Pharmacist Research Center AHRQ



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AHRQ Agency for Healthcare Research and Quality

Advancing Excellence in Health Care www.ahrq.gov

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QualityTool:

The Emergency Pharmacist Research Center: A Safety Measure in Emergency Medicine

Print E-mail Link

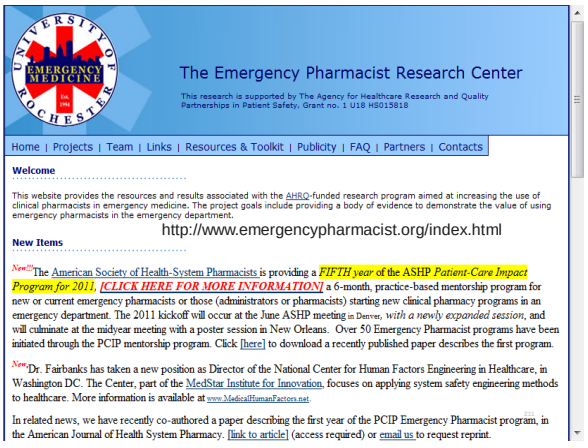
Description

These slide presentations and other related tools can assist hospitals, pharmacists, and emergency departments in their efforts to describe, justify, and implement new emergency pharmacist programs.

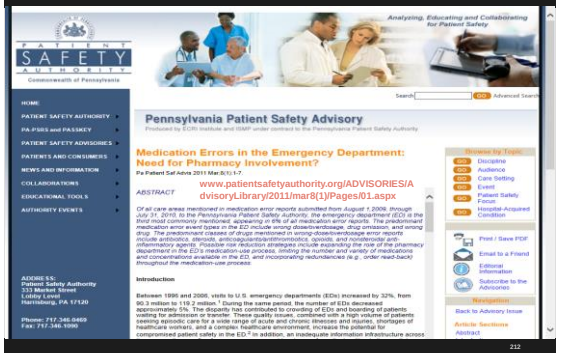
The slide presentations, which are accompanied by associated tools, include the following sections:

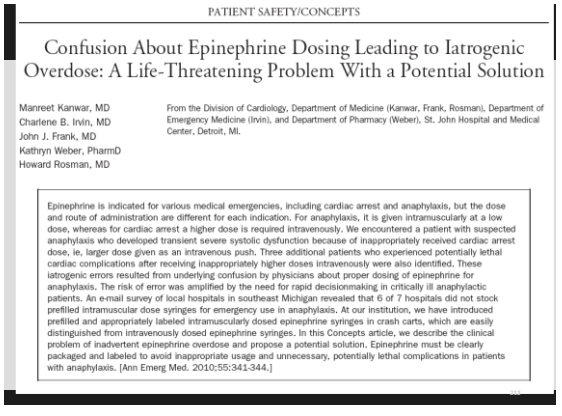
- Justification
  - Provides a review of the literature that helps justify the need for an emergency pharmacist program
- Role of the emergency pharmacist

Related Profile:
Emergency Department–Based Clinical Pharmacist Improves Quality of Care



Pa Patient Safety Authority ED Medications





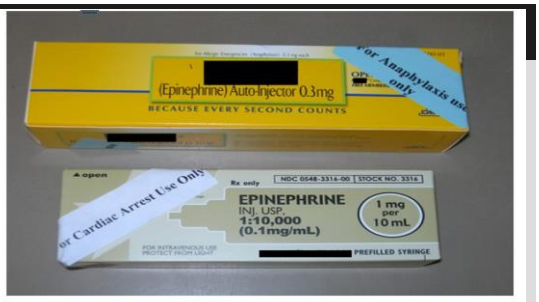


Figure. Clearly labeled prefilled syringes containing (upper box) 0.3 mg of 1:10,000 concentration IM dose in an autoinjector labeled "for anaphylaxis use only." Lower box contains 1 mg of 1:10,000 concentration IV dose labeled "for cardiac arrest use only."

ISMP IV Push Medications Guidelines

- ISMP has published a 26 page document called "ISMP Safe Practice Guidelines for Adult IV Push Medications
- The document is organized into factors that increase the risk of IV push medications in adults,
  - Current practices with IV injectible medications
  - Developing consensus guidelines for adult IV push medication and
  - Safe practice guidelines
  - About 90% of all hospitalized patients have some form of infusion therapy

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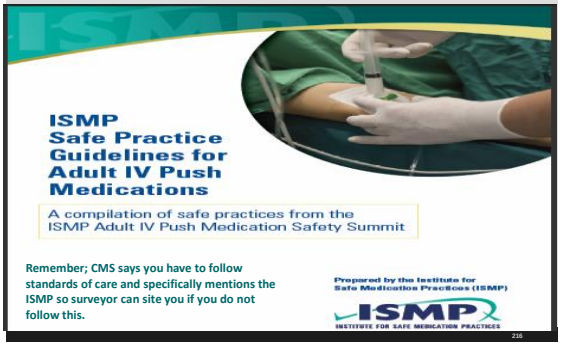
IV Push Medicine Guidelines



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IV Push Medications Guidelines

- Provide IV push medications in a ready to administer form
- Use only commercially available or pharmacy prepared prefilled syringes of IV solutions to flush and lock vascular access devices
- If available in a single dose vial then need to buy in single dose vial
- Aseptic technique should be used when preparing and administering IV medication
  - This includes hand hygiene before and after administration

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IV Push Medications Guidelines

- The diaphragm on the vial should be disinfected even if newly opened
  - The top should be cleaned using friction and a sterile 70% isopropyl alcohol, ethyl alcohol, iodophor, or other approved antiseptic swab for at least ten seconds to it dr
- Medication from a glass vial should be with a filter needle unless the specific drug precludes this
- Medication should only be diluted when recommended by the manufacturer or in accordance with evidence based practice or approved hospital policies

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IV Push Medications Guidelines

- If IV push medication needs to be diluted or reconstituted these should be performed in a clean, uncluttered, and separate location
- Medication should not be withdrawn from a commercially available, cartridge type syringe into another syringe for administration
- It is also important that medication not be drawn up into the commercially prepared and prefilled 0.9% saline flushes
  - This are to flush an IV line and are not approved to use to dilute medication

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10 Reasons Your ED May Not Be as Safe

- Article called “Ten Reasons Your ED May Not Be As Safe As You Think It Is” at http://www.thesullivangroup.com/
- The ED sent patients home with abnormal vital signs
  - Be sure to repeat any abnormal vital signs and reassess patient
  - Studies show association between discharging patients with abnormal vital signs and morbidity and mortality
- Risk Factor Analysis
  - John Ritter came the ED with chest pain

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10 Reasons Your ED May Not Be as Safe

  - No one asked about a family history
  - If they had he would have told them that his father died of a thoracic aortic dissection and likely doctor would have ordered a CT scan and discovered it (clinical decision support system can help)
- Patients in severe pain are not getting their pain meds within one hour
- ED is not taking full advantage of the power of discharge instructions
  - Patient riding his motorcycle gets something in his eye
  - ED doctor diagnosis as corneal abrasion and applied eye patch

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10 Reasons Your ED May Not Be as Safe

  - Patient gets back on the motorcycle to drive home
  - Hits and kills a mother and three children
  - No warning about impaired vision
- Analysis of immunization status of febrile children is inadequate
- Also has new emerging patient safety and risk issues
- Evaluation of the immunization status is a critical part of the history
  - Some children are poorly immunized
  - Could fail to recognize a life threatening infection

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New Emerging Patient Safety and Risk

- Septic patients are severely under treated
- Patient are bleeding into the perispinal space
  - Hospitals are trying to reduce PE and DVT in post operative patients
  - Patients are increasingly being put on anticoagulants
  - Consider if severe back pain and no injury and look at medication list
- There is an increased incidence of perispinal abscesses
  - Use to be from drug addicts but now from community MRSA

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Infection Control

- Infection control is very important now
- CMS had 12 pages of infection control standards in the CMS Hospital CoP manual and has IC final Worksheet
- TJC has 12 pages of standards in the IC or Infection Prevention and Control Chapter
- Hand hygiene is big issue and compliance is still an issue in many EDs
  - Must follow CDC guidelines or WHO guidelines

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Infection Control

- The CDC says there are 1.7 million healthcare infection (HAI) in America every year
- There are 99,000 deaths in American hospitals every year
- Leadership need to make sure there is adequate staffing and resources to prevent and manage infections
- Healthcare-Associated Infections (HAIs) are one of the top ten leading causes of death in the US[1]

1 www.cdc.gov/ncidod/dhqp/hai.html

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Infection Control

- Need policies and protocols to prevent catheter associated urinary tract infections
- Need to use the central line bundle to reduce catheter associated infections
- Clean glucometers between use
- Clean carts off between use
- Hospital needs a good infection control plan and program including safe injection practices
- Infection preventionist needs to have frequent contact with nursing

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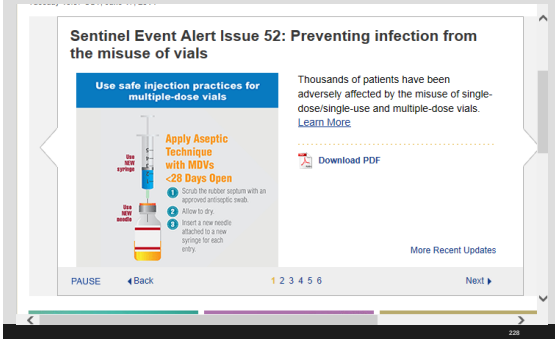
SEA 52 Safe Injection Practices



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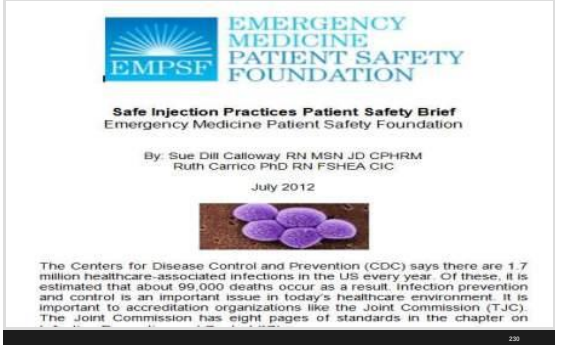
Video on Preventing HAI

Safe Injection Practices in the ED



Nursing Linked to Safety

- AHRQ has published 3 volume, 51 chapter handbook for nurses and available at no charge
- Has chapter on staffing levels and outcomes and effect of fatigue on patient safety
  - Discusses **staff nurse fatigue** and patient safety study
- Patient Safety and Quality: An Evidence-Based Handbook for Nurses, 2008
  - AHRQ website at www.ahrq.gov/qual/nurseshdbk
- Also important IOM study and AHRQ did comprehensive evidence based report

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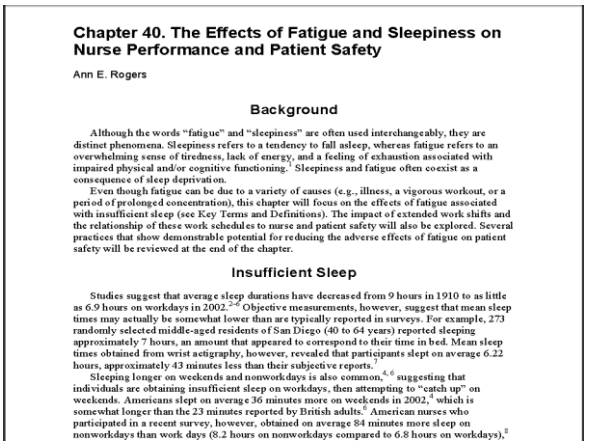

Chapter 40. The Effects of Fatigue and Sleepiness on Nurse Performance and Patient Safety

Ann E. Rogers

Background

Although the words "fatigue" and "sleepiness" are often used interchangeably, they are distinct phenomena. Sleepiness refers to a tendency to fall asleep, whereas fatigue refers to an overwhelming sense of tiredness, lack of energy, and a feeling of exhaustion associated with impaired physical and/or cognitive functioning.[1] Sleepiness and fatigue often coexist as a consequence of sleep deprivation.

Even though fatigue can be due to a variety of causes (e.g., illness, a vigorous workout, or a period of prolonged concentration), this chapter will focus on the effects of fatigue associated with insufficient sleep (see Key Terms and Definitions). The impact of extended work shifts and the relationship of these work schedules to nurse and patient safety will also be explored. Several practices that show demonstrable potential for reducing the adverse effects of fatigue on patient safety will be reviewed at the end of the chapter.

Insufficient Sleep

Studies suggest that average sleep durations have decreased from 9 hours in 1910 to as little as 6.9 hours on workdays in 2002.[2-5] Objective measurements, however, suggest that mean sleep times may actually be somewhat lower than are typically reported in surveys. For example, 273 randomly selected middle-aged residents of San Diego (40 to 64 years) reported sleeping approximately 7 hours, an amount that appeared to correspond to their time in bed. Mean sleep times obtained from wrist actigraphy, however, revealed that participants slept on average 6.22 hours, approximately 43 minutes less than their subjective reports.[7]

Sleeping longer on weekends and nonworkdays is also common,[4, 6] suggesting that individuals are obtaining insufficient sleep on workdays, then attempting to "catch up" on weekends. Americans slept on average 36 minutes more on weekends in 2002,[4] which is somewhat longer than the 23 minutes reported by British adults.[6] American nurses who participated in a recent survey, however, obtained on average 84 minutes more sleep on nonworkdays than work days (8.2 hours on nonworkdays compared to 6.8 hours on workdays),[8]

Fatigue

- Nurses working nights and rotating shifts rarely obtain optimal amounts of sleep
- Insufficient sleep has variety of adverse effects
- Associated with cognitive problems, mood alterations, reduced job performance, increased safety risks and physiological changes
- Reviewed several hundred studies and none showed any positive effects from insufficient sleep
- Growing body of evidence linked to metabolism and can contribute to obesity

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Nursing Linked to Safety & Fatigue

- Limits to number of hours worked to prevent fatigue
- No mandatory overtime and don't let a nurse do a double and then double back
- Never work over **12 hours** or **60 hours** in one week (or will have 3 times the error)
- Also showed medication error rate linked to staffing
- Redesigning the work force
  - See Keeping Patients Safe: Transforming the Work Environment of Nurses 2004 by IOM
  - www.nap.edu/openbook/0309090679/html/23/html

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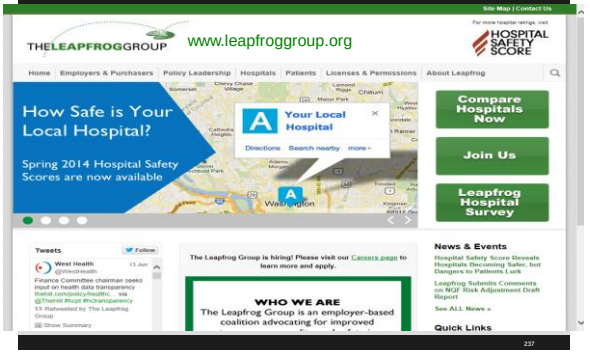
TJC Issues SEA 48

www.jointcommission.org/sentinel_event.aspx

National Patient Safety Foundation

Leapfrog Group for Patient Safety



www.leapfroggroup.org

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The End! Questions?

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- AD, BA, BSN, MSN, JD
- President of Patient Safety and Education
- Board Member
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- sdill1@columbus.rr.com

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