

## JCAHO 2009 National Patient Safety Goals

### **Goal: Improve the accuracy of patient identification.**

- Use at least two patient identifiers (neither to be the patient's room number or physical location) whenever administering medications or blood products; taking blood samples and other specimens for clinical testing, or providing any other treatments or procedures.
- Prior to the start of any invasive procedure, conduct a final verification process to confirm the correct patient, procedure, site, and availability of appropriate documents. This verification process uses active - not passive - communication techniques.\*

### **Goal: Improve the effectiveness of communication among caregivers.**

- For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having person receiving the order or test result 'read-back' the complete order or test result.
- Standardize a list of abbreviations, acronyms and symbols that are not to be used throughout the organization.
- Measure, assess and, if appropriate, take action to improve timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical test results and values.
- Implement a standardized approach to 'hand off' communications, including an opportunity to ask and respond to questions.

### **Goal: Improve the safety of using medications.**

- Standardize and limit the number of drug concentrations available in the organization.
- Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.
- Label all medications, medication containers (e.g. syringes, medicine cups, basins), or other solutions on and off the sterile field in perioperative and other procedural settings.

### **Goal: Reduce the risk of health care-associated infections.**

- Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.
- Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with health care-associated infection.

### **Goal: Accurately and completely reconcile medications across the continuum of care.**

- There is a process for comparing the patient's current medications with those ordered for the patient while under the care of the organization.
- A complete list of the patient's medications is communicated to the next provider of service when a patient is referred or transferred to another setting, service, practitioner or level of care within or outside the organization. **The complete list of medications is also provided to the patient on discharge from the facility**

**Goal: Reduce the risk of patient harm resulting from falls.**

- Implement a fall reduction program including an evaluation of the effectiveness of the program.

**Goal: Reduce the risk of surgical fires.**

- Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels, and establish guidelines to minimize oxygen concentration under drapes.

**Goal: Eliminate wrong-site, wrong-patient, wrong-procedure surgery.**

- Create and use a preoperative verification process, such as a checklist, to confirm that appropriate documents (e.g., medical records, imaging studies) are available.\*
- Implement a process to mark the surgical site and involve the patient in the marking process.\*

**Goal: Improve the effectiveness of clinical alarm systems.**

- Implement regular preventive maintenance and testing of alarm systems.\*
- Assure that alarms are activated with appropriate settings and are sufficiently audible with respect to distances and competing noise within the unit.\*

**Goal: Reduce the risk of influenza and pneumococcal disease in older adults.**

- Develop and implement a protocol for administration and documentation of the flu vaccine.
- Develop and implement a protocol for administration and documentation of the pneumococcal vaccine.
- Develop and implement a protocol to identify new cases of influenza and manage an outbreak.

**Goal: Encourage patients' active involvement in their own care as a patient safety strategy**

- Define and communicate the means for patients and their families to report concerns about safety, and encourage them to do so.

**Goal: Prevent health care—associated pressure ulcers**

- Assess and periodically reassess each patient's risk for developing a pressure ulcer and take action to address any identified risks.

**Goal: The organization identifies safety risks inherent in its patient population**

- The organization identifies patients at risk for suicide.

*\*JCAHO has incorporated these goals into the hospital, ambulatory, and office-based surgery standards and they are no longer considered part of the National Patient Safety Goals. However, First Assist has included the information for 2009 to reiterate the importance of these standards.*