

## NSQHS Standard 5: Patient Identification and Procedure Matching

### Western Health: Sunshine Lecture Theatre (am) Footscray Auditorium (pm)

### Monday 15 September 2014

<p><b>Workshop Outcomes</b></p> <p>At the completion of the program participants will have developed skills and knowledge to enable them to:</p> <ul style="list-style-type: none"> <li>• Understand identification of individual patients</li> <li>• Use patient identification at handover, transfer and discharge</li> <li>• Match patients to their intended care</li> <li>• Understand how to evaluate the effectiveness of the system</li> <li>• Implement and monitor the required data collection to monitor and evaluate the systems and identify any required improvements</li> </ul> <p><b>Who Should Attend?</b></p> <p>Health Administrators, Directors of Nursing, Nursing Administrators, Quality and Safety Managers, Quality Managers, Clinical Managers, Clinical Unit / Department Heads, staff involved in Clinical review.</p> <p><b>Prior to attending this workshop all attendees should download and read the Safety and Quality Improvement Guides for NSQHS Standard 5</b></p> <p>Available at: <a href="http://www.safetyandquality.gov.au">http://www.safetyandquality.gov.au</a></p> <p><b>Workshop Presenter</b></p> <p>Ros Pearson (ACHS Contracted Survey Coordinator) Masters of Health Administration, Graduate Diploma Business, Bachelor of Applied Science, Graduate of Institute of Company Directors, Registered Midwife, Registered Nurse, RABQSA Lead Auditor. Ros is passionate about quality and safety in health care, supported by efficient and effective business systems. She has a practical common sense approach based on 35 years' experience in the health industry working as a clinician and manager and executive leader. Ros is an experienced surveyor and survey coordinator with The Australian Council of Healthcare Standards (ACHS) with a wide variety of survey experience.</p>	<p style="text-align: center;"><b>Morning Program</b></p> <p>09:00 <b>Welcome and Introduction:</b> Program outline, workshop outcomes, terminology</p> <p>09:15 <b>What is the organisation's role in ensuring Patient ID and Procedure Matching is effective?</b></p> <ul style="list-style-type: none"> <li>• The risks</li> <li>• Policies/procedures/ processes in place to ensure effective Patient ID and Procedure Matching?</li> <li>• Inpatient ID bands</li> <li>• Other ID systems: use of photographs, read back etc.</li> <li>• Where do Patient ID and Procedure Matching occur?</li> <li>• Audits to support Standard 5</li> </ul> <p>10:15 Tea Break</p> <p>10:30 <b>Patient ID at handover, transfer of care &amp; discharge Processes to match patients to their intended care –What is required?</b></p> <p>11:30: <b>Small Group Exercise:</b></p> <ul style="list-style-type: none"> <li>• Analysis of current system</li> <li>• What are the gaps in meeting standard 5?</li> <li>• What needs to be done?</li> </ul> <p>11:45 <b>Summary and Evaluation</b> Questions and Answers</p> <p>12:00 CLOSE</p> <hr/> <p style="text-align: center;"><b>Afternoon Program</b></p> <p>13:00 <b>Welcome and Introduction:</b> Program outline, workshop outcomes, terminology</p> <p>13:15 <b>What is the organisation's role in ensuring Patient ID and Procedure Matching is effective?</b></p> <ul style="list-style-type: none"> <li>• The risks</li> <li>• Policies/procedures/ processes in place to ensure effective Patient ID and Procedure Matching?</li> <li>• Inpatient ID bands</li> <li>• Other ID systems: use of photographs, read back etc.</li> <li>• Where do Patient ID and Procedure Matching occur?</li> <li>• Audits to support Standard 5</li> </ul> <p>14:15 Tea Break</p> <p>14:30 <b>Patient ID at handover, transfer of care &amp; discharge Processes to match patients to their intended care –What is required?</b></p> <p>15:30 <b>Small Group Exercise:</b></p> <ul style="list-style-type: none"> <li>• Analysis of current system</li> <li>• What are the gaps in meeting standard 5?</li> <li>• What needs to be done?</li> </ul> <p>15:45 <b>Summary and Evaluation</b> Questions and Answers</p> <p>16:00 CLOSE</p> <p style="text-align: center;"><i>This program may be subject to amendments when necessary</i></p>
--	---