

Accreditation News

Provision of Services

What's New?

Highlights from Provision of Services

- CAH Services
- Contracted Services
- Code Blue/Rapid Response
- Emergency Medications
- Clinical Guidelines
- Orders
- Medication Dispensing
- Medication Administration
- After Hours Pharmacy
- Nutritional Support
- Point of Care Testing
- Radiology Services
- Discharge Planning
- Visitation Rights
- Fall Prevention

1. ECRI's (Emergency Care Research Institute) Top 10 Patient Safety concerns for 2024
 - a. Challenges transitioning newly trained clinicians from education into practice
 - b. Workarounds with barcode medication administration systems
 - c. Barriers to access maternal and perinatal care
 - d. Unintended consequences of technology adoption
 - e. Decline in physical and emotional well-being of healthcare workers
 - f. Complexity of preventing diagnostic error
 - g. Providing equitable care for people with physical and intellectual disabilities
 - h. Delays in care resulting from drugs, supply and equipment shortages
 - i. Misuse of parenteral syringes to administer oral liquid medications
 - j. Ongoing challenges with preventing patient falls.
2. Medication reconciliation needs to be completed prior to discharging patients. Nursing staff needs to correct any discrepancies in the list of medication to continue and those that are to be stopped. Corrected lists should be sent to next caregiver (PCP, Home Health, or nursing home).
3. Crash carts and emergency drugs boxes are to be checked according to policy.
4. Staff need to be able to address safety measures used with high risk medications (double checks, drip protocols, single dose concentrations, and look alike/sound alike precautions).
5. Clinical guidelines have been incorporated into the CPOE order sets.
6. Distraction free zones should be incorporated around Pyxis and medication storage areas to decrease potentials for errors.
7. Fall prevention measure are to be utilized for inpatients and outpatients. Education and annual competency tests are located at departments/Management Team/Patient Safety Education (Fall Prevention Educations, Falls Prevention Test IP or OP).
8. Contract Services need to be evaluated to verify staff competencies and quality of service.
9. When providing patient education, tell the patient what they can do, then what they can't do. Make the "Can do" list longer than the "Can't do" list. During service recovery, focus on what you can do for the patient or family to help resolve their concerns.
10. Just Environment incorporates three steps:
 - a. Find out if employee knew what was correct process. If not, educate.
 - b. Find out if employee has the resources (equipment, supplies, staff) to correctly follow the process. If not, provide resources.
 - c. Find out why correct process was not followed. If employee knew what to do & had appropriate resources but just did not want to correctly follow process, start disciplinary action.

Do You Know?

1. How are medications controlled in this organizations?
2. How are medications obtained when pharmacy is closed?
3. How is KCL kept secure?
4. Where are emergency drugs kept? How often are they checked?
5. What 5 pieces of information should be verified prior to giving a medication?

6. How are medication incidents reported?
7. Where would you find a list of medication approved for use at SCH?
8. What is done with expired drugs?
9. What tests can be run outside of lab?
10. What documentation is required when restraints are used?