Accreditation Preparation – 5 weeks

Today's focus: Standard 6 - Communicating for Safety

- Patient Identification
- Communication boards
- Handover

Monash
Health

Patient Identification

All patients must be correctly and appropriately identified upon registration and admission;

- When care is provided

- Medication

- Therapy

- Diagnostic imaging

- Undergoing a procedure

- Clinical handover

- Transfer of care or transfer to another ward/site

- Discharge

Patient Identification

- In accordance with the National Standards, the following approved identifiers must be used when verifying a patient's identity:

Approved Identifiers	
Patient's FULL Name (Family and Given Name)	✓
Date of Birth	✓
Unit Record Number	✓
Patient's address	The patient/client's address can be used as the 3rd identifier, when date of birth or Unit Record Number cannot be verified

Patient Identification band specifications:

- A single white band is to be used for Adult patients.

- Two identification bands are to be used for paediatrics (one on two separate limbs).

- A red band is to be used for patients with allergies/ADRs.

Patient Identification

- Patients with a known allergy/ADR are issued with a red patient identification band.

- **A red Patient ID Band** must replace the white Patient ID Band

- Patient Identification Bands must be **changed when transferring between Monash Health sites** as the barcode used for Positive Patient Identification (PPID) for medication administration and pathology collection is specific to that episode of care at a particular site

- Patients transferring from ED to the ward at the same site do not need to change their identification band

- Photographic identification is supported in areas where the use of patient identification bands is **not** possible/reliable/appropriate (i.e. Mental Health)

Meal delivery

Any **three** of these identifiers can be used in combination to identify a patient when distributing meals to a patient:

1. Tray ticket with patients name, ward and bed number
2. Name above the bed or on the room door
3. An up to date patient ward list obtained just before the meal service from the Nurse in charge
4. Asking the patient for their name
5. The patient's identification band can be read to check for the patients full name
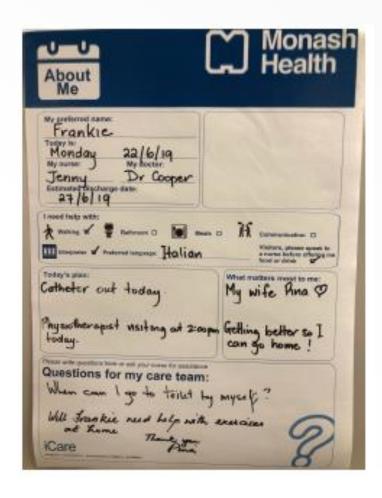6. Photo identification

Communication boards

Purpose….

- The patient communication board is a tool to improve communication between clinical staff and patients and family/carers, therefore improving patient experience.

- It does **NOT** replace clinical handover or the falls mobility chart.

- All inpatient areas where bedside communication boards are in place MUST use the correct template (Adult, Children's or Palliative Care). The Adult template was updated in March 2020.

- The board is located at the patient bedside, visible to the patient, staff and family.

- The board is reviewed at bedside handover and updated to reflect any change in information.

- All clinicians are encouraged to update the board.

- No personal or sensitive information is to be displayed.

Communication boards

Ordering communication boards

Bedside communication board templates (Adult) are available by emailing patientinfo@monashhealth.org with the following information:

- Site
- Ward
- Quantity required
- Cost Centre Code

Clinical Handover – shift to shift

- Handover at change of shift is critical for continuity of care and patient safety and is an essential part of daily work at Monash Health.

- Involve the patient/family/carer and allow them the opportunity to clarify details about their care.

- At Monash we use the ISBAR framework to represent a standardised approach to communication.

ISBAR	I - Identify	Yourself to the patient. If the staff are present then introduce staff to the patient Check 3 Approved patient identifiers
	S – Situation	Explain what is going on, include recent vital signs and relevant results
	B - Background	Plan of care discussed, alerts, advanced care directives
	A – Assessment	Provide your assessment of the patient's current status
	R - Request	Explain what you want the staff member to do, check for understanding and answer any questions

Ensuring Workstation on Wheels (WOWs) are not a barrier between employees and patients during handover as this doesn't facilitate patient-centred care.

Safety Scan before leaving the room

- Call bell – in reach and functional
- Patient needs – including bedside table, belongings and gait aids in reach
- Local safety and equipment checks completed
- Equipment functioning and correctly set
- Patient is comfortable
- Communication board updated
- Correct patient identification band in place

Employee accreditation website

- Employee accreditation website:
  - The latest accreditation news and updates
  - Planning and preparation resources
  - National Standards information
- Easily accessible via the intranet homepage
- The site can be accessed at home, work, or on your device
- The site is updated regularly with news, events and resources

Visit: accreditation.monashhealth.org/