

2004 Behavioral Health Care National Patient Safety Goals

The Joint Commission is "tailoring" the NPSGs to each of its non-hospital programs. This is the first phase of a process to make the NPSGs more relevant to the other programs. The second phase will involve identifying new program-specific evidence- or experience-based goals and requirements. Phase II is planned for implementation beginning in January 2005.

1) Improve the accuracy of client identification.

a) *Use at least two client identifiers (neither to be the room number) whenever taking blood samples or administering medications.* [Scored at Standard PC.5.10, EP #4]

b) Not applicable

2) Improve the effectiveness of communication among caregivers.

a) *Implement a process for taking verbal or telephone orders or critical test results that require a verification "read-back" of the complete order or test result by the person receiving the order or test result.* [Scored at Standard IM.6.50, EP #4]

b) *Standardize the abbreviations, acronyms and symbols used throughout the organization, including a list of abbreviations, acronyms and symbols not to use.* [Scored at Standard IM.3.10, EP #2]

3) Improve the safety of using high-alert medications.

a) Not applicable

b) *Standardize and limit the number of drug concentrations available in the organization.* [Scored at Standard MM.2.20, EP #8]

4) Not applicable

5) Improve the safety of using infusion pumps.

a) Ensure free-flow protection on all general-use intravenous infusion pumps used in the organization.

6) Improve the effectiveness of clinical alarm systems.

a) Implement regular preventive maintenance and testing of alarm systems.

b) Assure that alarms are activated with appropriate settings and are sufficiently audible with respect to distances and competing noise within the environment.

7) Reduce the risk of health care-acquired infections

a) Comply with current CDC hand hygiene guidelines, when providing services to a high risk population or administering physical care.

b) Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-acquired infection.