

2004 Laboratory Services National Patient Safety Goals

1) Improve the accuracy of patient identification.

- a) Use at least two patient identifiers (neither to be the patient's room number) whenever collecting laboratory samples or administering medications or blood products. [Scored at APR 16, EP #1]
- b) Immediately 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. The patient's identity is reestablished if the practitioner leaves the patient's bedside prior to initiating the procedure. [APR 16, EP#2]

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.3.10, EP #10]
- 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) Not applicable.

4) Not applicable.

5) Not applicable.

6) Not applicable.

7) Reduce the risk of health care-acquired infections

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