

# Patient Identification – ‘Wrong To Right’

## The Problem

This process improvement initiative was developed to address the issue of inaccurate patient identification when patients are registered at the medical center. Registration occurs at multiple points of entry for both the inpatient and outpatient population. We have policies and procedures for supporting processes (i.e. identification and wrist banding) however we do not have a formal communication process for correcting identification inaccuracies should/when the process design fails. .

## Aim/Goal

To understand failure points and vulnerabilities in the registration process that lead to misidentification of patients and to develop response plans for timely, effective correction. We plan to ensure that the infrastructure, education, and defined processes are available and utilized by all staff at point of entry to BIDMC and subsequently throughout care should identification correction be necessary.

## The Team

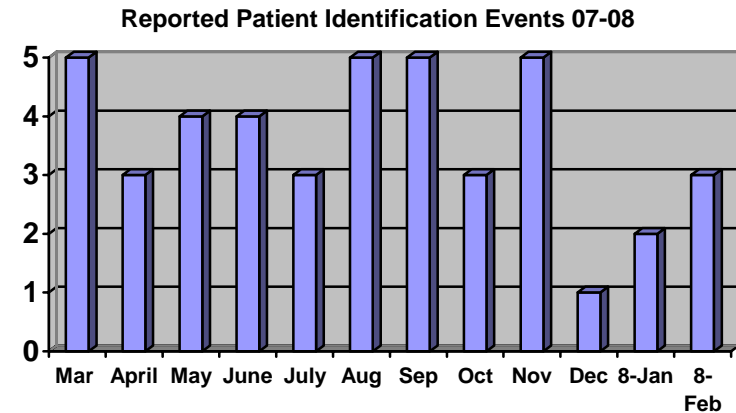
- Healthcare Quality Process Improvement
- Risk Management
- Patient Care Services
- Bed Placement
- Health Information Management
- Emergency Medicine
- Laboratory Services
- Radiology
- Patient Access Services
- Perioperative Services
- Ambulatory Services
- GI
- OB/GYN

## The Interventions

- A registration process flow chart was created and junctions for active accurate patient identification were highlighted.

- The patient identification and patient identification band application policy were reviewed in committee and reinforced within all registration areas and with direct care staff.
- Clear communication steps in the event of ‘call out for correction’ have been outlined for the inpatient population and are being implemented
- Promoting Active communication between departments to manage the resolution of the problem in real time.
- Encouraging the misidentification correction process to take on urgency similar to that of other ‘Code’ events -- urgent need to respond
- Inpatient guideline for responding rapidly to misidentifications- Planned for March, 2008

## Events To Date

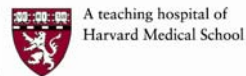


## Next Steps

Emergency Department – Guideline for timely positive identification of EU Critical Patients.



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