

Training requirements for student placements

Patient Identification and Procedure Matching

learning module – Transcript

December 2015

Slide 1

Welcome to this learning module on patient identification and procedure matching.

There are 10 National Safety and Quality Healthcare Service Standards. Standard 5 is patient identification and procedure matching.

Slide 2 – Learning objectives

The aim of this module is firstly to describe how and when to perform patient identification and procedure matching. Secondly to correctly name three approved patient identifiers which are also referred to as three forms of ID.

Slide 3 – Patient identification means

Throughout health care, the failure to correctly identify patients and match that information to an intended clinical intervention continues to result in wrong person or wrong site procedures, and medication errors.

Patient identification means correctly identifying a patient whenever care is provided, while, procedure matching means the correctly identified patient is matched or confirmed to be receiving the right care

Examples of care that could be provided and should be matched to the correct patient by Allied Health staff include: a sonographer performing an ultrasound, a dietician providing dietary advice, an exercise physiologist or physiotherapist conducting exercise for assessment or prescription and a speech therapist conducting an oromotor and swallow assessment. In each of these cases, there could be adverse outcomes if the care is provided to the wrong patient.

Slide 4 – Three forms of ID every time you see a patient

Every time that you greet a patient to provide care, therapy or services, you must confirm that they are the right person. This is true whether it is the first time that you have met the patient or if you have provided care to them previously. This can be done with any 3 of the patient identifiers, which include: the patient's full name, date of birth, address, or their hospital or Medicare number. This helps to reduce the risk of providing care to the wrong patient.

Armbands are worn in many hospital settings and can be useful where communication with the patient is limited. Restrictions apply regarding the colour, layout and legibility of armbands to minimize risk to patients.

Slide 5 – Patient Identification

Signs such as this may be posted in your area as a reminder to staff and students and to educate patients.

Historically matching a patient with intended care was described for surgery. The concept can be extended easily to any type of care, even something as simple as taking a patient for a walk. For example if the patient that you walk is supposed to be non-weight bearing, or their blood pressure is too low there could be negative outcomes of having walked with them, such as damage to a joint or collapse. There are also specific resources available regarding ensuring correct patient, correct site, correct procedure protocols for radiology, radiation, oncology, nuclear medicine and oral surgery.

Next are two videos demonstrating the use and importance of patient identification and procedure matching.

Slide 6 – Why do we need 3 forms of ID?

Two videos are shown.

Video one:

Scene: Patient is lying in hospital bed and is approached by a psychologist.

SARAH: “Hi I’m Sarah, I’m a psychologist. Are you Chi Wong?”

PATIENT: (patient nods)

SARAH: (Sarah checks patient’s identification badge and identifies patient as Mr. Lee)

SARAH: “I’m sorry Mr. Lee I must have the wrong bed. Thanks for your time.”

SARAH: (walks away from that patient’s bedside and approaches nurse)

SARAH: (to nurse) “Excuse me, I’m looking for the patient Chi Wong”

NURSE: “Oh yes, ah, he’s just moved down to room three”

SARAH: “Great, thank you”

Video two:

Scene: Three patients waiting in waiting room, one female and two male. One of the male patients is wearing headphones. OT student approaches patients in waiting room.

OT Student: (approaches patient in waiting room) “John?”

Patient 1: (stands in response to the approaching student) “Oh, hi”

OT Student: “Hi John, can I please check your full name, date of birth and address?”

Patient 1: “Sure my name’s John Jones, and it’s the 6/09/1951”

OT Student: “Sorry John, I’m actually looking for a John Smith”

Patient 1: “Well, won’t you be my physio today then?”

OT Student: “No, I’m one of the OT students, but I’m sure your physio will be out shortly to come and grab you”

Patient 1: “Thank you”

OT Student: “Thanks”

Second male patient stands and identifies himself as John Smith

Patient 2: “Hi, I’m John Smith”

OT Student: “Hi John, can I please check your full name, date of birth and address?”

Slide 7 – Take home message

Remember, 3 forms of ID should be used at every episode of care for every patient, during clinical handover and to match a patient with intended care.