

# Alaska Native Medical Center Patient Safety Quarterly



## Hand hygiene compliance on the ANMC Accredited Campus

Hand hygiene is the most important practice to prevent the spread of infections in the hospital.

Findings by a recent Joint Commission mock survey and a visit by the Centers for Disease Control and Prevention (CDC) found hand-washing compliance among ANTHC and SCF staff working on the ANMC accredited campus to be extremely low – near 50%. Our goal was to achieve  $\geq 90\%$  by March 15, 2023. As of April 5, we are at 96% compliance.

### When are staff required to perform hand hygiene?

Hand hygiene should be done:

- Before and after patient contact, and/or before entering and upon leaving a patient’s room
- Before donning gloves or other personal protective equipment (PPE), either sterile or non-sterile
- Before a procedure
- Before moving from work on a soiled body site to a clean body site on the same patient
- After a procedure or exposure to potentially infectious materials
- After touching a patient’s immediate environment
- After removing gloves or other PPE

Visit the [Infection Control dashboard](#) for more detailed data.

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## Ambulatory visit medication lists: Updated process to improve compliance and patient safety

Medication errors are the most common patient safety error. Over 40% of these errors are a result of inadequate medication reconciliation and 20% result in patient harm. An updated and accurate medication list at ambulatory visits, admission, transfer, and discharge can aid in preventing medication errors, medication duplication, and adverse drug effects.

A medication list shall be compiled by a member of the health care team during an ambulatory visit with a medical provider who prescribes medication. This can include the provider, nurse, CMA, or other trained and authorized team member. The list shall be compiled by the health care team member and will include scheduled active prescriptions and as-needed prescription medications. Additional information should include indications, over-the-counter medications, and herbal supplements. Information obtained in good faith effort may include medication name, dose, route, frequency, and purpose. If a medication is going to be administered, the health care team member should verify the time and date of last dose.

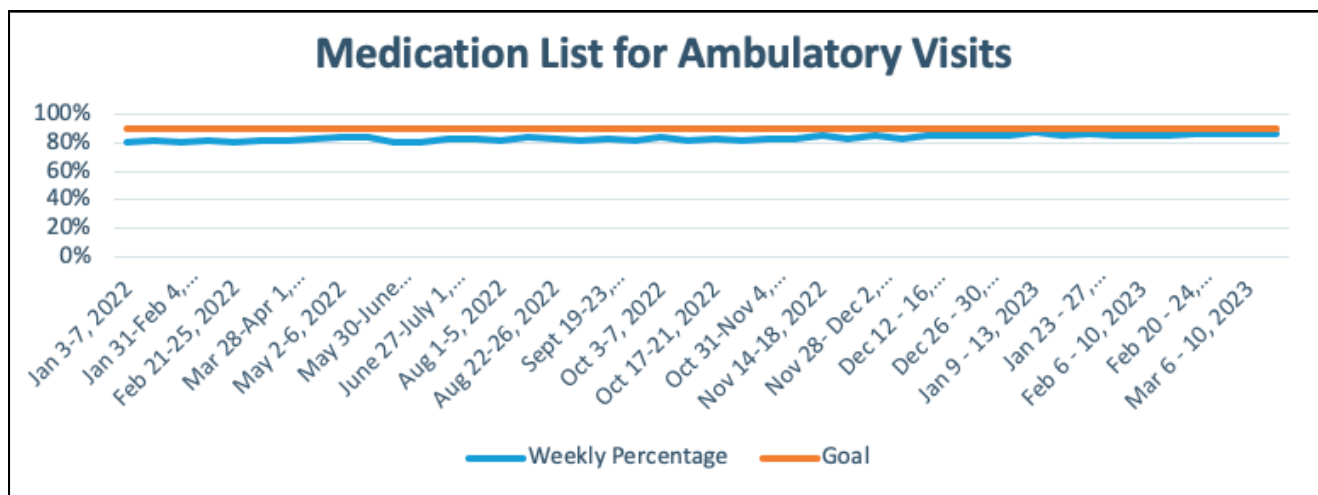
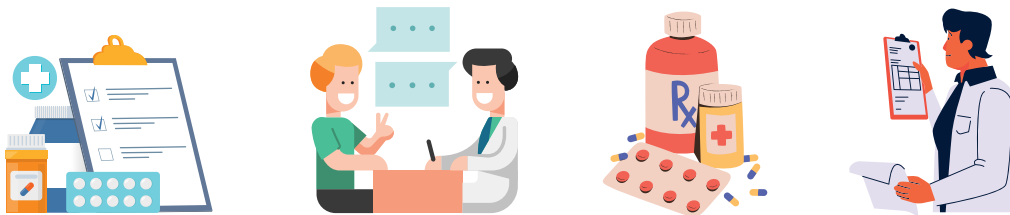
Over the past several months we have been working with departments and clinics to improve medication list compliance. Completing an updated and accurate medication list at each of these visits not only helps us to meet our Joint Commission standard of 90% completion, but prevents medication-related errors, and improves patient safety.

Please utilize this recently revised job aid that supports our efforts to ensure medication lists are reviewed and updated with each outpatient encounter. Share with your staff doing this work as it truly supports patient safety.

We are almost to our goal of 90%! Currently, we are at 87%...let's get to our goal!

Link to the document in eCoach can be found here:

<https://wiki.cerner.com/display/ANTHAK/Medication+Reconciliation+with+Outside+Medication>



## AIDET: ANMC Patient Experience Service Standard

# A

### Acknowledge

- Smile and show a positive attitude.
- Acknowledge everyone in the room.
- Greet the patient by their name.
- Make eye contact. Be aware of cues that suggest eye contact may not be appropriate.

# I

### Introduce

- Introduce who you are, including where you are from.
- Share your skill set, professional certification and experience.
- Manage up (coworkers, providers, other departments).

# D

### Duration

- Give an accurate time expected for service(s) being provided (tests, results).
- Share the next steps and what to do when patient returns home.
- Share timeframe of future updates.

# E

### Explanation

- Explain the step-by-step the process of what is/will happen and what to expect.
- Use language that is appropriate for the patient/family member to understand. Avoid acronyms and medical terms.
- Actively listen and answer the patient/family member questions.
- Talk in a clear, steady pace.
- Be aware of body language that may suggest further clarification is needed.
- Leave your contact information.

# T

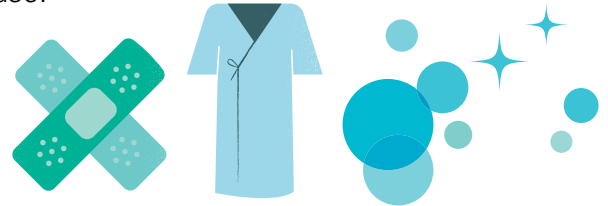
### Thank you

- Thank the patient for using ANMC.
- Thank the patient for communicating and cooperating with you.
- Thank the family for their support.
- Show gratitude for the interaction and wish them well.

## Protect patient care supplies: Make sure to store supplies in a clean, safe space

Here are some reminders:

1. Do not store patient care supplies in a dirty space, such as the Soiled Utility Room. Items in these rooms are considered dirty.
2. Keep supplies up off the floor. This also improves the ability to thoroughly clean floors. Supplies and items stored on the bottom shelf close to the floor should have a plastic liner or barrier to protect items from dust and debris.
3. Follow manufacturer's instructions for storage. Check the label. Are there specific temperature or humidity range requirements for storage, and does the storage area meet those requirements?
4. Protect supplies by keeping lids/covers closed when not in use.
5. Keep supplies away from sinks.
6. Remove corrugated cardboard from clean storage areas.



## Earn CE credit for reading the Patient Safety Quarterly and completing a survey!

In support of improving patient care, ANMC is jointly accredited by the Accreditation Council for Continuing Medical Education, the Accreditation Council for Pharmacy Education, and the American Nurses Credentialing Center, to provide continuing education for the health care team. Pharmacy CPE credit will be posted to the online CPE Monitor system within 60 days following completion of each activity when applicable.

### Contact hours:

ANMC designates this activity for a maximum of 2 contact hours, commensurate with participation provided in 0.5 contact hours upon completion of quarterly survey/evaluation tool. Enduring access for credit is available during the month of publication, example: The April 2023 Patient Safety Quarterly will provide access for CE credit until April 30, 2023. This CE opportunity is a communication skills event and not applicable to commercial bias. No mitigation or disclosure is needed.

### Requirements for successful completion:

To receive CE credit, please make sure you have read the Patient Safety Quarterly and completed the electronic survey/evaluation tool before the last day of the month published. Scan the QR code to access the survey. For more information, contact [jlfielder@anthc.org](mailto:jlfielder@anthc.org) or (907) 729-1387.



[qrco.de/bdrV5j](https://qrco.de/bdrV5j)



[qrco.de/bdoYfM](https://qrco.de/bdoYfM)

### Complete this survey for a chance to win a coffee card!

Share your thoughts about the ANMC PSQ by scanning the QR code and completing the survey, and you will be entered into a coffee card drawing. Twenty winners will be selected each quarter. The drawing will occur in May.

### Do you have a story or something to share in the Patient Safety Quarterly?

Contact the Patient Safety Committee at: [patientsafetycommittee@anthc.org](mailto:patientsafetycommittee@anthc.org)