

# CQI NEWSLETTER FOR JHMI LABORATORIES



Volume 6, Issue 4 PATHOLOGY CQI OFFICE Reed Hall 311, Phone 955-2658, Fax 614-7475

November 2004

*"The Johns Hopkins Hospital strives for safety in patient care, teaching and research" (Safety Mission)*

## JCAHO Laboratory Patient Safety Goal #2

### Improve effective communication among caregivers –

The laboratory must request a "Read Back" when reporting critical action values verbally or by phone. This is to confirm the values have been written down correctly and read back accurately. The lab documents the individual who accepted and read back the critical value.

Laboratory Action -The Customer Service area in Pathology Core Lab is currently monitoring the calls that are being made by lab staff for adherence to the "read-back" policy. The compliance rate has reached 100% for the month of September for staff requesting the read-back of results.

Each issue of this newsletter will feature a patient safety goal and will be used to communicate patient safety related activities within the laboratory.

### ***Patient Safety Begins With You!***

### **WHAT ARE PATIENT SAFETY GOALS AND WHY SHOULD WE CARE?**

These are a set of special patient safety standards that are established every year by JCAHO in which full compliance is expected. They are a major focus of the JCAHO survey this year. All staff must be aware of them and what we are doing to meet these goals.

### **Environmental Monitoring Rounds for Laboratories**

In order to maintain a safe environment on an ongoing basis, the Environmental Safety Rounds performed by Health Safety and Environment will be unannounced. The institutions will be able to identify and correct issues as the JCAHO inspections become unannounced in the future.

### **REMINDER: UHC Patient Safety Net (PSN)**

Remember to use the Patient Safety Net to communicate all concerns involving patient safety as well as employee concerns. Events can be reported by **all** Johns Hopkins employees who have access to the Hopkins Public workstations. No password is required.

### ***How can I report a patient or visitor event?***

Go to the home page of Johns Hopkins Pathology and click on "Patient Safety Net"

New PSN training dates and times:

November 8 1:00 - 2:30	November 22 1:00 - 2:30
November 10 11:00 - 12:30	November 24 11:00 - 12:30
November 16 11:00 - 12:30	November 30 11:00 - 12:30
November 18 2:00 - 3:30	

Please contact Adam Heeley to register for training at:

410-614-2725 or [aheelley1@jhmi.edu](mailto:aheelley1@jhmi.edu) (locations TBA)

## JHH JCAHO Survey Scheduled for November 15-19, 2004

The hospital's accreditation survey by JCAHO will take place the week of November 15th using the JCAHO's new survey **tracer methodology**. A JCAHO surveyor will select specific patients and follow their care, treatment and movement through the organization – including any lab testing

### JHH SURVEY TIPS:

- All staff must display their Hospital ID Badges
- Check all pulls and alarms in phlebotomy areas
- Labeling all Chemicals with the proper English name is required

## NEW Policies for Emergency Eye Wash and Shower, and Fire Drills

The Health Safety Office has published a new policy for emergency equipment and its usage requirements. The document outlines the frequency of documentation and activation of the emergency equipment. The policy can be found under manual updates at the HSE website <http://www.hopkinsmedicine.org/hse/>. New training and maintenance logs are included with the policy for the eye wash. All staff need to have training documented and be familiar with the equipment in their areas.

An updated Fire Drill Policy HSE 403 is now available on the website. Update your JH Safety Manuals with these new policies.

### **WHAT ARE THE JOHNS HOPKINS QUALITY IMPROVEMENT PRIORITIES FOR THE CURRENT YEAR?**

1. Achieve the highest standards of patient care, teaching, and research.
2. Implement the National Patient Safety Goals
3. Increase patient satisfaction
4. Increase employee satisfaction
5. Maintain a strong financial position

## **New Employee Information Badges- HOPKINS ON ALERT**

The orange and white badges will be replaced with a badge with updated information. The new badge will be distributed soon.

New on CQI Website – Employee Fact Sheets

Laboratory Qualification Form (3083)

Emergency Equipment Training Form

Updated Laboratory Manual

Dates:

Hospital JCAHO Inspection – November 15 – 19, 2004