



Service Priorities and Programmes Electronic Presentations

Convention ID: 715

Submitting author: Mr Wilson AU

Post title: Advanced Practice Nurse, RTSKH, HKEC

Five Moments on Patient Identification

*Au W (1), Kwong KK (2), Fong HC (1), Luen KW (1), Chan PY (1), Wong YC (1)
(1) Acute Integrated Medical Services, Ruttonjee & Tang Shiu Kin Hospitals
(2) Nursing Services Division, Ruttonjee & Tang Shiu Kin Hospitals*

Keywords:

Five Moments

Patient Identification

QR codes

Introduction

Patient identification (PI) is a crucial procedure that shall be routinely performed in all care processes. It will be consequent with different kind of risks to patient when there is misidentification. Staff knowledge and awareness are inevitable to ensure the correct PI procedure that carries out in different moments. Hence, five essential moments on PI were identified as high risks of misidentification; (1) drug administration; (2) admission/ transfer-in of patient; (3) discharge/ transfer-out of patient; (4) collection of non-blood specimen; and (5) bedside procedure. Meanwhile, innovative, easy and effective way to engage staff attitude, awareness and knowledge on patient identification was used as promulgation strategy.

Objectives

To enhance staff knowledge and awareness on five essential moments of PI

To facilitate staff in accessing PI information by QR code generation displaying on the self-created poster

Methodology

Audit aiming to investigate staff compliance on five essential moments of PI was conducted.

A custom-made poster was designed for promulgation. The key concepts, high risk alerts and practical tips according to non-compliance aspects of the audit were shown on the poster. QR codes were generated and displayed on the poster for easy access to corporate and cluster level of PI information. A staff forum was arranged to promulgate the audit results with cases sharing.

In order to compare staff's knowledge, all nurses who participated in the staff forum were invited to do the pre and post-test questionnaire. In additions, nurses were also invited to complete a satisfaction survey.

Result

38 nurses were recruited for auditing. 4 out of 28 criteria were not achieved to 100% compliance. 75 nurses participated in the pre and post knowledge-test. Out of the 11 questions, the average score increases from 6.92 to 9.96 which showed 44%

improvement.

98.4 % of nurses agreed this promulgation enhanced their knowledge and awareness. 96% of nurses agreed QR code scanning facilitated them to retrieve policies and guidelines.

Through the identification of five essential moments, compliance on the PI procedure was reviewed and area for improvement was highlighted. Different gimmicks were success to promulgate the importance of PI in the five essential procedures. The evaluation demonstrated enhancement on staff's knowledge and awareness. The QR code accessing related information also facilitated staff to retrieve policies and guidelines easily and quickly.