

Correct Identification of Patients – a campaign for success

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Introduction

In 1999, a serious incident was reported in Japan. Due to misidentification, a lung cancer patient and a cardiac patient were switched, and underwent wrong surgeries respectively.

This has encourage a correct identification system throughout health-care industry in Japan.

Objective

From the view of risk management in a hospital, misidentification is one of the most serious incidents. To develop a management plan to achieve correct identification, we conducted a campaign with two slogans, “**Ask a patient to tell his/her full name**”, and “**Confirm patient’s name on his/her ID wristband for inpatients**”.

Method

The campaign was conducted for 10 days, from Oct 17th to 28th, 2011. The execution rate of identification was obtained from the questionnaire of patients on one day during the campaign. The efficacy was evaluated monthly by counting the number of misidentifications that occurred.

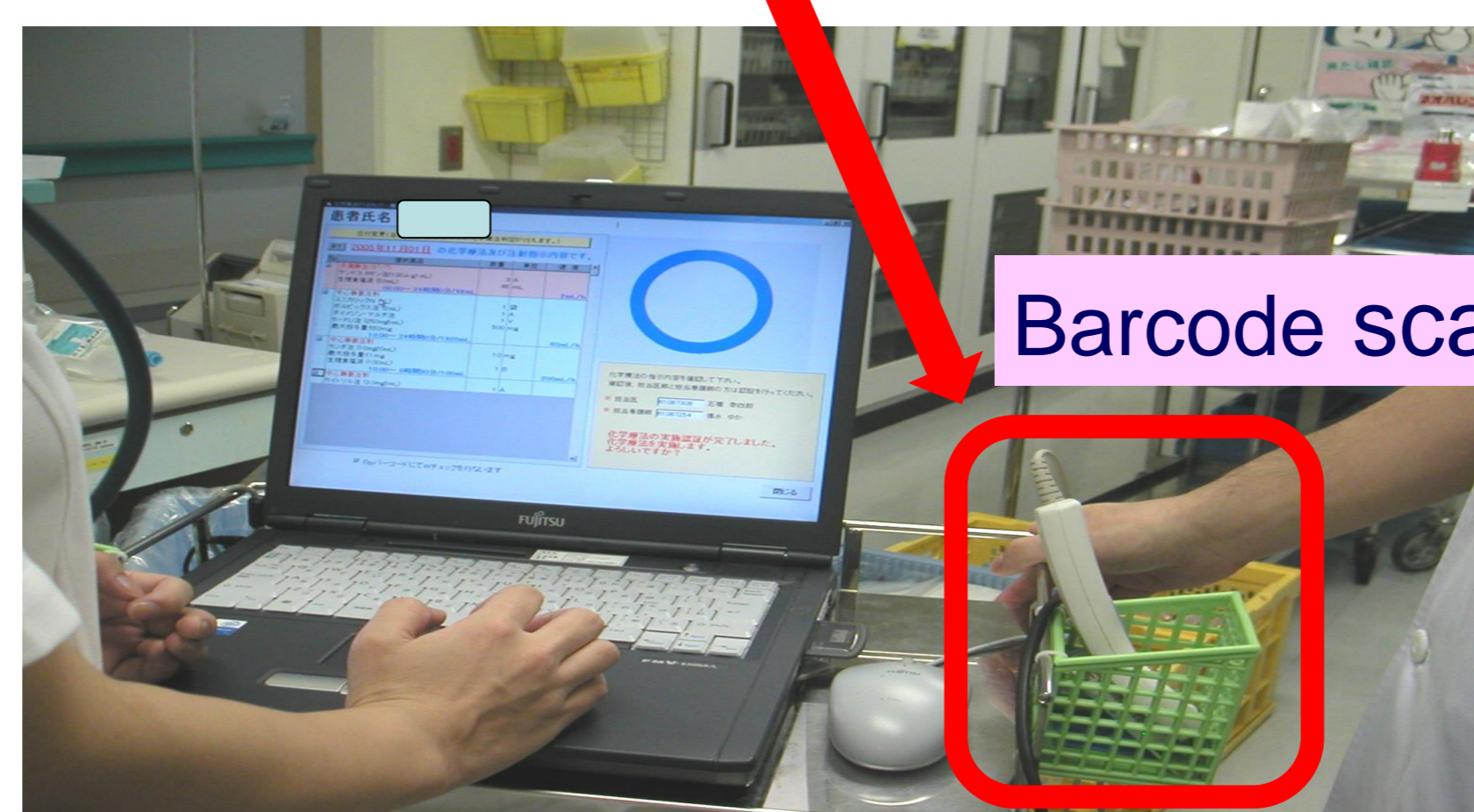
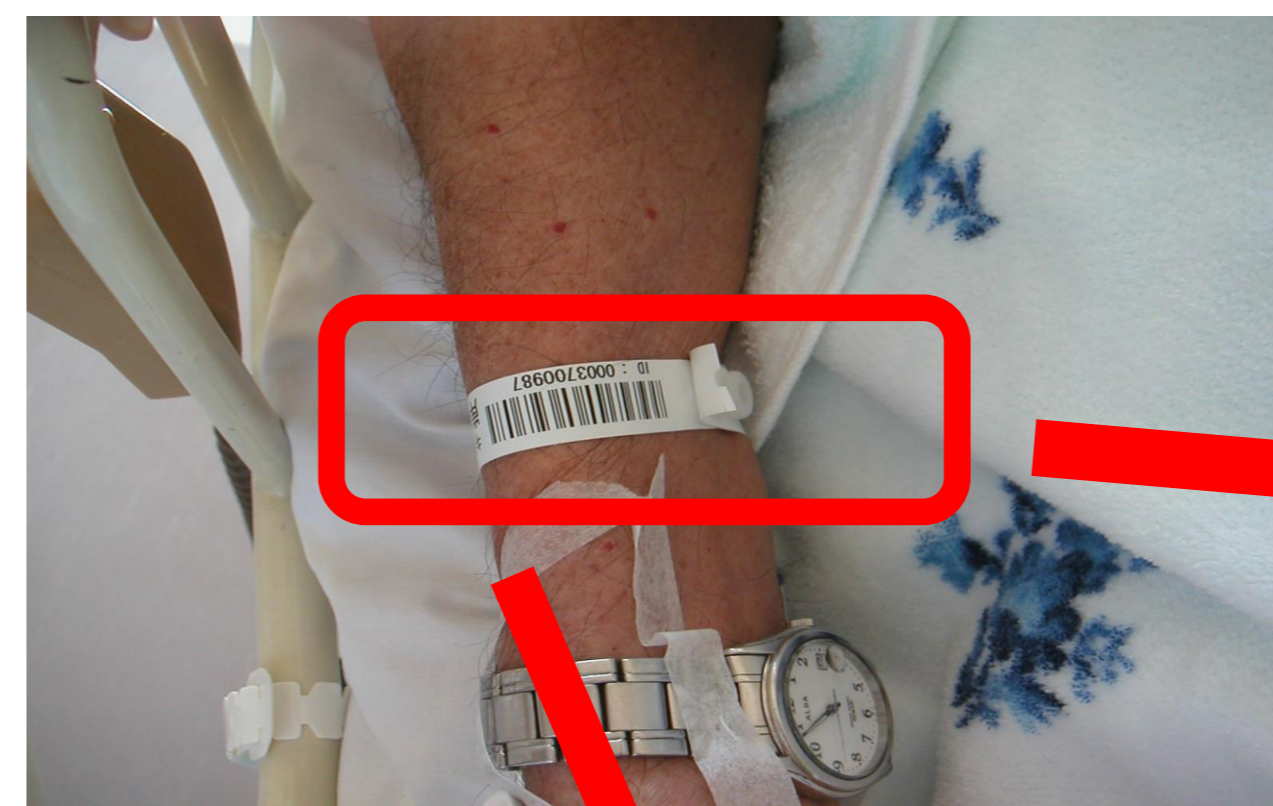
Results

606 inpatients and 1,040 outpatients were enrolled. Valid responses were obtained from 52.3% of inpatients and 32.4% of outpatients, respectively. Among them, 61.5% of inpatients and 59.6% outpatients were confirmed with their full names by medical staff (Fig.1).

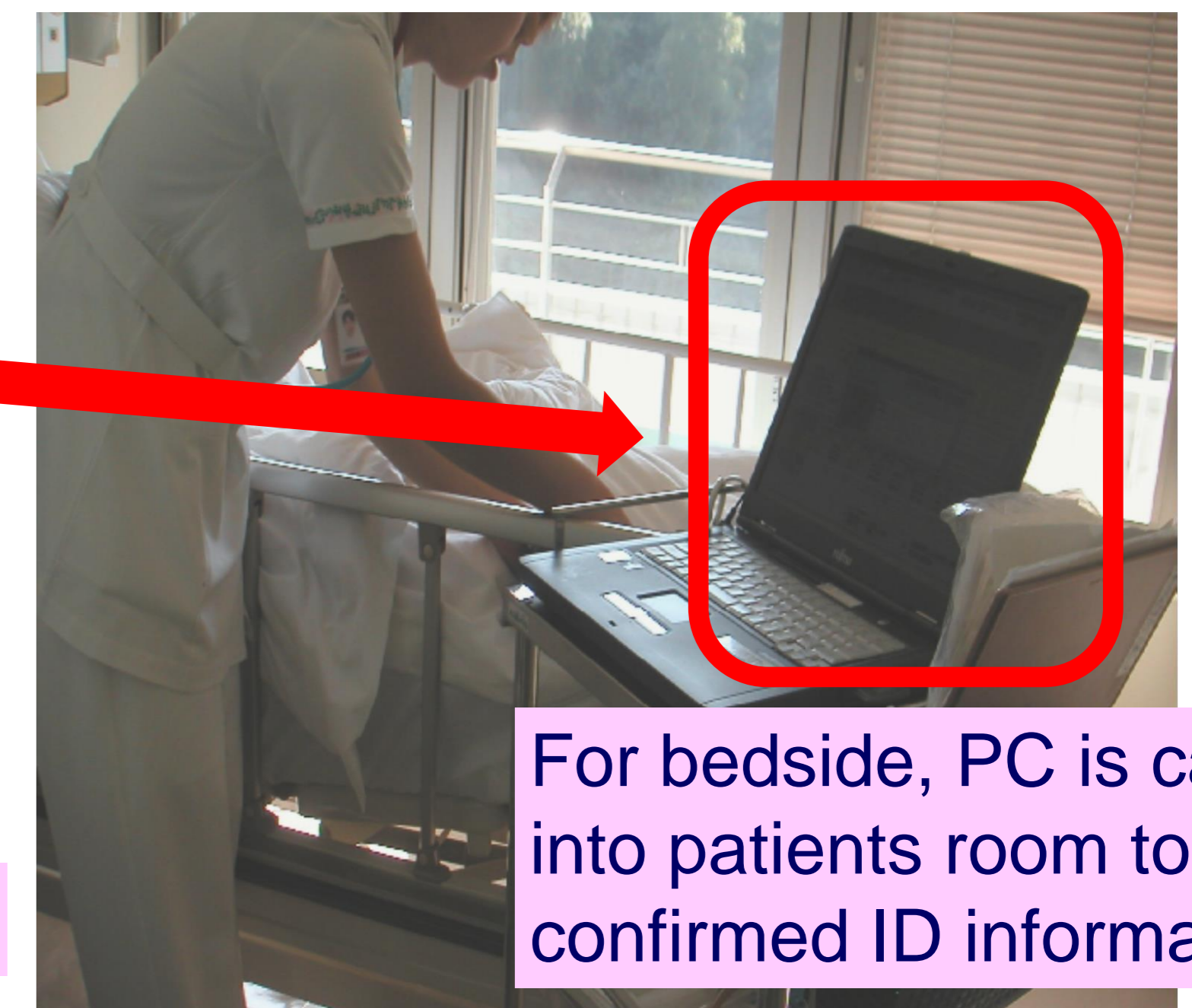
Misidentifications occurred for 8 cases in October, 4 cases in November, 1 case in December, and 9 cases in January. Three months after our campaign, the number of misidentifications tended to increase (Fig.2).

Conclusions

Our campaign deemed to be effective to decrease misidentification of patients. The identification should be done at first contact, and before every each medical action by medical staff. To ensure correct identification, the campaign should be conducted at 3-4 month intervals as a reminder to staff.



Barcode scanner



For bedside, PC is carried into patients room to confirmed ID information.

Patient's information (ID No. and full name) on wristband is scanned and visually confirmed by medical staff.

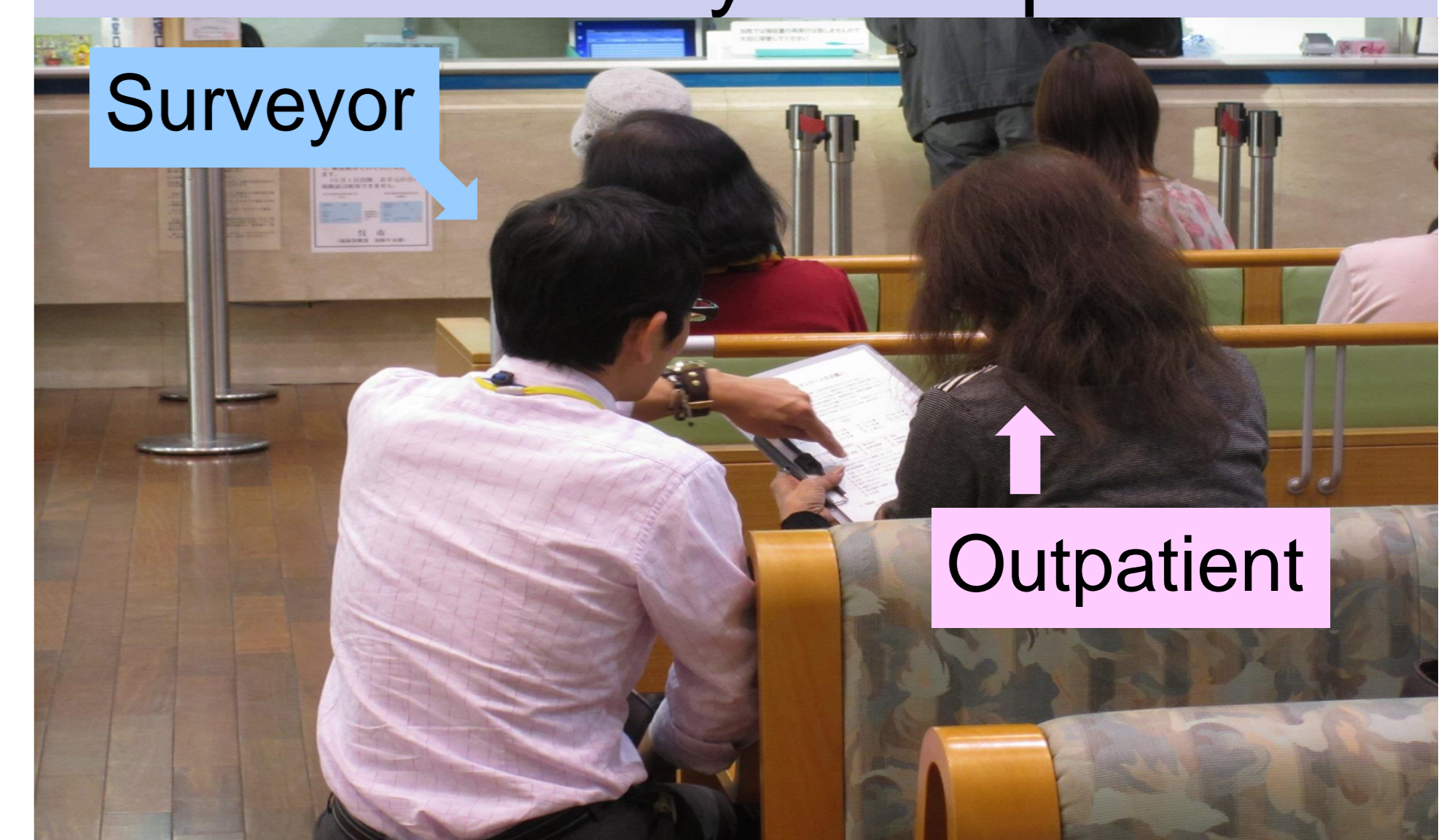
Round survey of inpatient



Surveyor

Inpatient

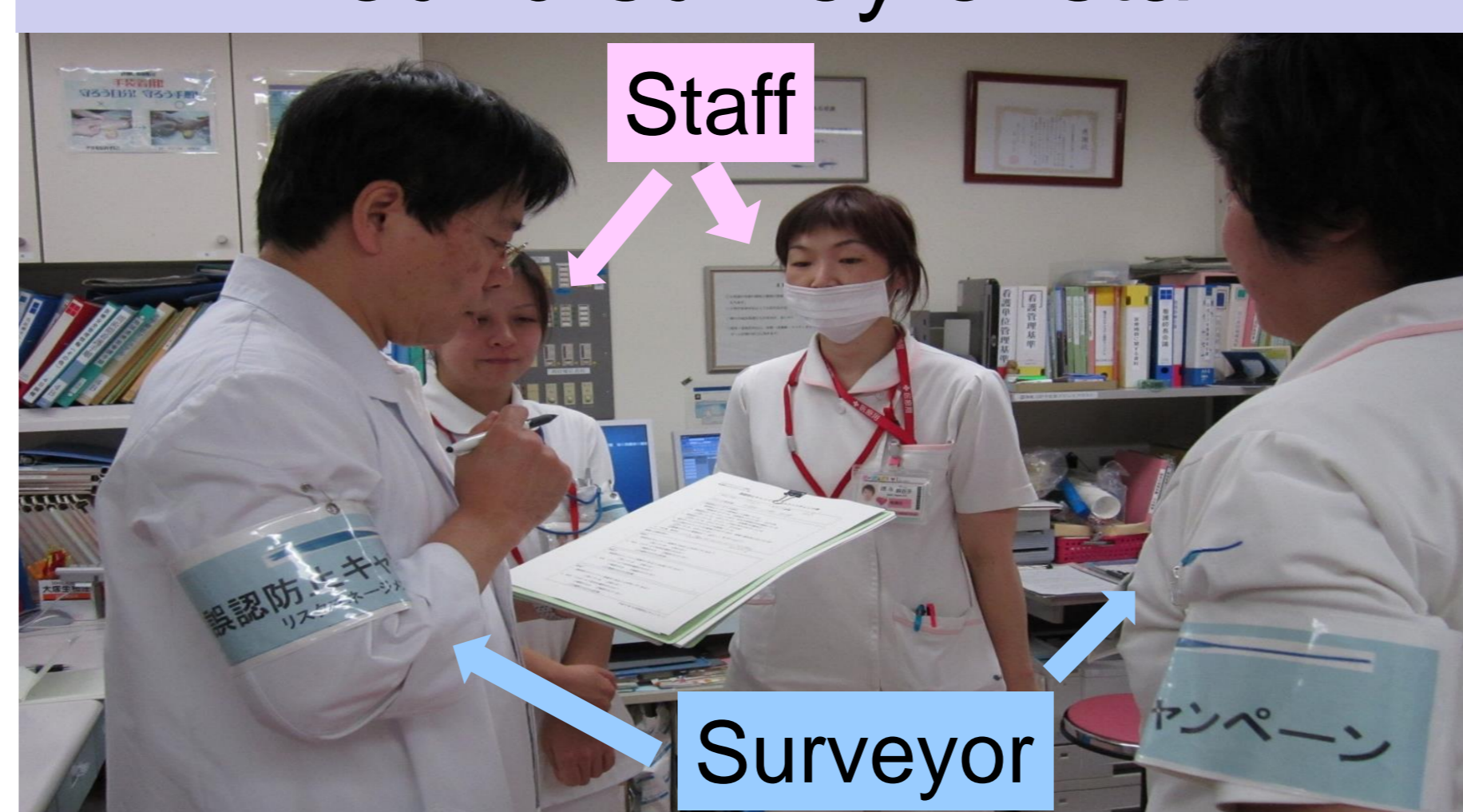
Round survey of outpatient



Surveyor

Outpatient

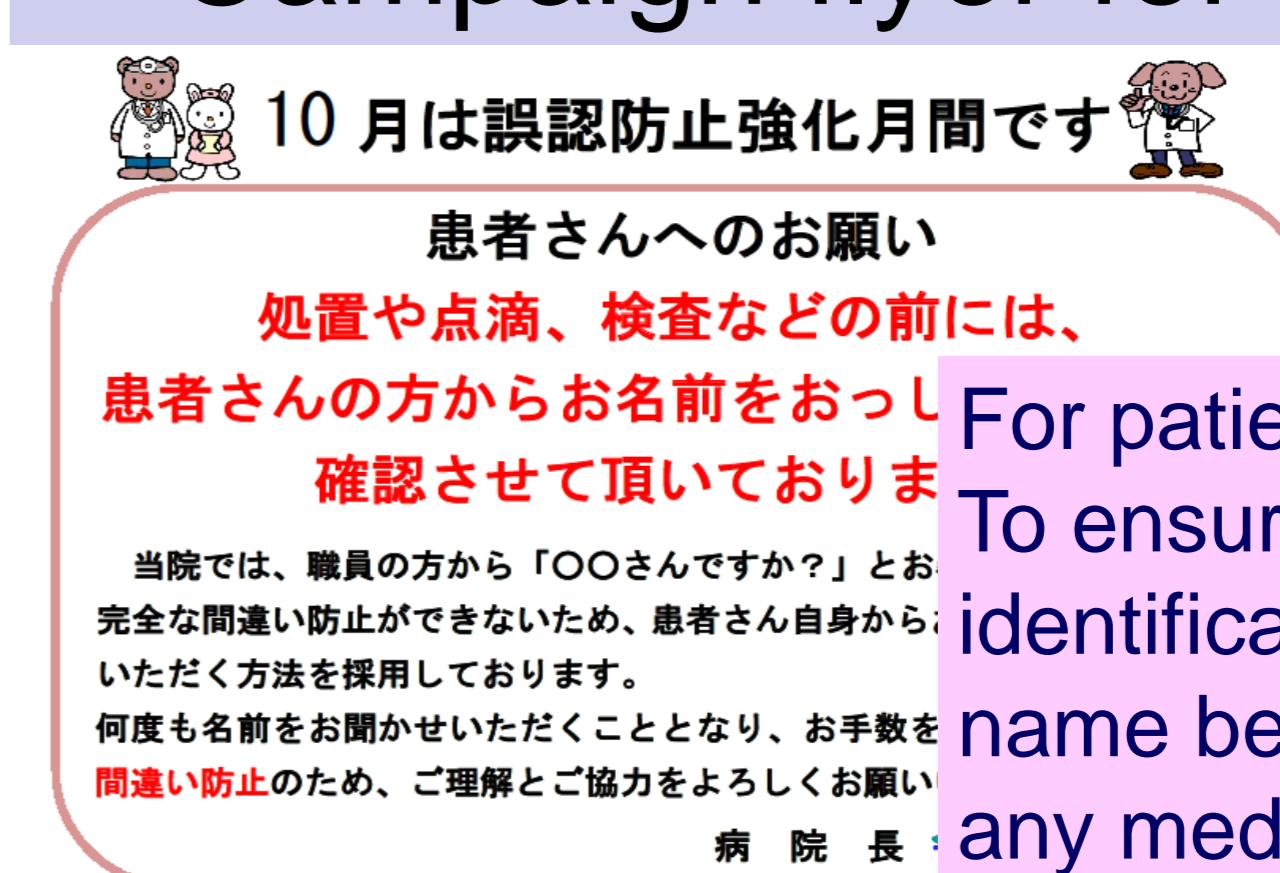
Round survey of staff



Staff

Surveyor

Campaign flyer for patients



For patient,
To ensure a correct
identification, tell your full
name before receiving
any medication.
from Director

Staff of Medical Safety Management Unit



The composition of the unit is

- 4 doctors
- 1 pharmacist
- 1 radiation technologist
- 1 laboratory technician
- 1 physical therapist
- 1 medical engineer
- 7 RNs
- 1 clerical staff

Figure 1. Full Name Identification

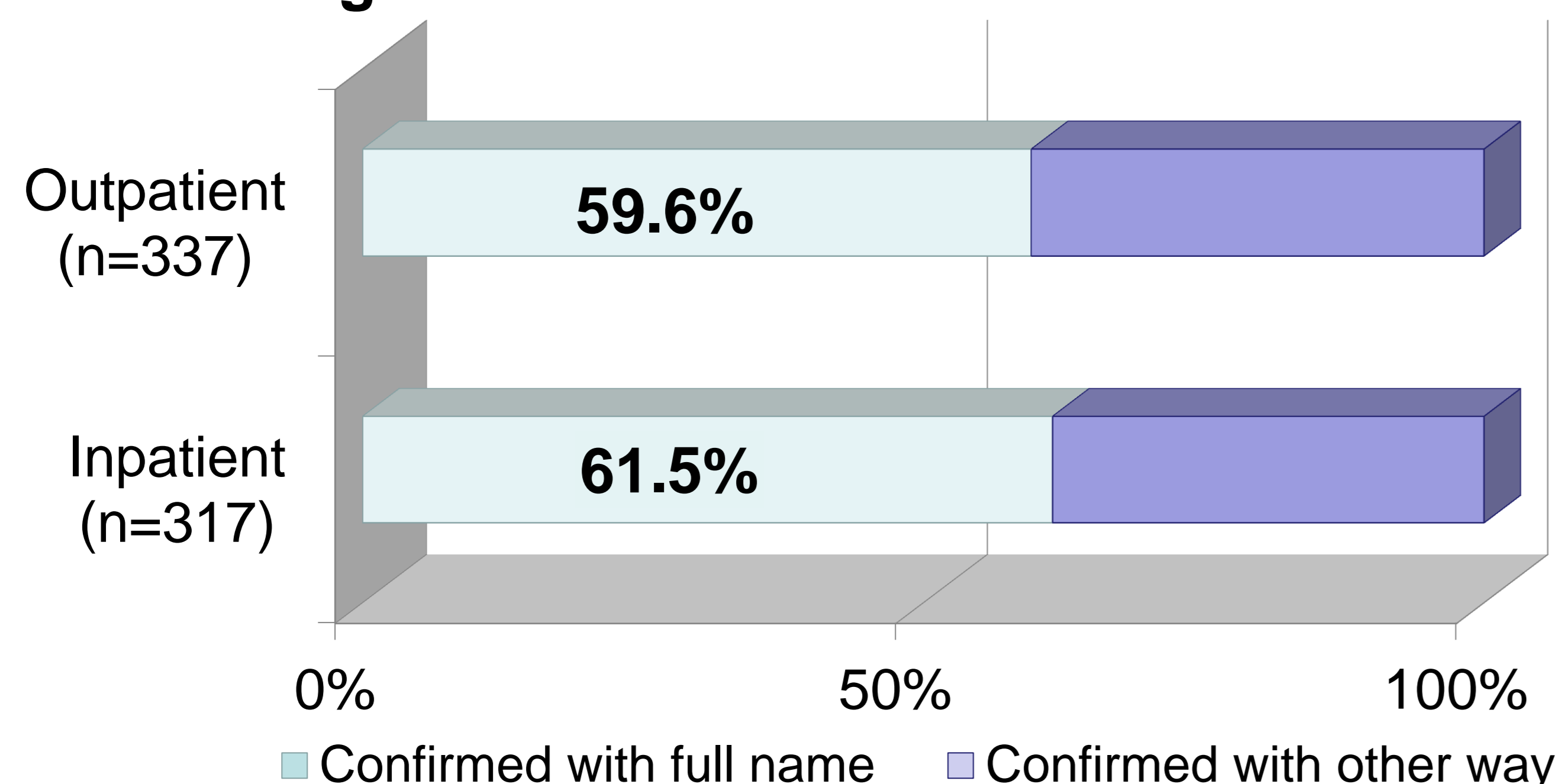


Figure 2. Monthly Number of Misidentification

