

The Top 10 Things for Residents' JCAHO Success:

- 1.) **Handwashing** – Clean hands save lives! Use alcohol-based hand rub or wash hands for 15 seconds with antimicrobial soap before and after touching a patient or items in a patient care area and after removing gloves.
- 2.) **Time Out** – Time Out to Find Out! Before every invasive procedure, including procedures done on the floor, you must consent patient, verify correct patient, procedure, site, and position, and document this has been done.
- 3.) **Patient Identification** – 2 Times Every Time! Prior to any encounter or procedure, verify patient name and ID number against ID band. (Multidisciplinary Notes: ID Label must be on every page that is written on, including the back.)
- 4.) **H&P's** - Complete, accurate, legible H&P's must be completed within 24 hours of admission. H&P's must be validated before any surgical procedure if done over 24 hours before procedure.
- 5.) **Hand-offs (Report)** – Hand-offs are interactive communication allowing the opportunity for questioning between the giver and receiver of patient / information. Hand-offs must occur at any change in provider of care.
- 6.) **Verbal / Telephone Orders** – When giving a verbal or telephone order, you must wait for the recipient to “write it down” and “read it back.”
- 7.) **Plan of Care** – Multidisciplinary documentation: Know where to find PT, OT, Nutrition, and Social Work notes. Progress should be included in your daily notes.
- 8.) **Unapproved Abbreviations** – Can be found in laminated sheets in the order section of the chart. Please do not use QD on any med order sheet. Write out daily. This is our highest risk unapproved abbreviation.
- 9.) **Resident Supervision** – Residents are always supervised by their attendings.
- 10.) **Medication Reconciliation** – Pharmacy will reconcile medications within 24 hours of admission. This data will be collected on the yellow sheet in front of the chart. At discharge, the resident will reconcile medications against the intake yellow sheet, inpatient meds, & write all meds patient will be taking at home. This will be printed on the medication discharge sheet and a copy will be given to the patient. This is for inpatients. Outpatient reconciliation will come soon!