

2012 National Patient Safety Goals

2012 Hospital National Patient Safety Goals

Goal 1

Improve the accuracy of patient identification.

Use at least two patient identifiers when providing care, treatment or services.

Eliminate transfusion errors related to patient misidentification.

Label all medications, medication containers, and other solutions on and off the sterile field in operative and other procedural settings.

How: Medication containers, syringes, medicine cups, and health care equipment should be labeled with the patient's name and room number.

Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.

How: The requirement applies only to patients who are on anticoagulant therapy.

Maintain and communicate accurate patient medication information.

Identify patients at risk for suicide.

How: The requirement applies only to patients who are at risk for suicide.

Comply with other applicable requirements.

current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines of the current World Health Organization (WHO) hand hygiene guidelines.

Implement evidence-based practices to prevent health care-associated infections due to multidrug-resistant organisms in acute care hospitals.

How: This requirement applies to all hospitals, regardless of size, and includes all patients, including those who are admitted to the hospital for a short-term stay.

Report critical results of tests and diagnostic procedures on a timely basis.

How: This requirement covers acute and long-term care facilities, including ambulatory surgical centers and other procedural settings.

Implement evidence-based practices to prevent catheter-associated urinary tract infections (CAUTI).

How: This requirement applies to all hospitals, regardless of size, and includes all patients, including those who are admitted to the hospital for a short-term stay.

How: The requirement applies only to patients who are on anticoagulant therapy.

How: The requirement applies only to patients who are at risk for suicide.

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Patient-Centered Communication Standards

Patients that we care for have their own unique clinical and social needs. As our patients receive care along the continuum, it is important to address not only their medical needs, but also their unique personal and cultural differences. The quality of care that a patient receives is not only affected by their clinical care, but by an understanding of who they are as individuals.

The patient-centered communication standards were created to help providers a "road map" for caregivers to better understand the uniqueness of each patient and how those differences affect their care. Effective communication, cultural competency, and patient- and family-centered care are essential, cultural competency, and patient- and family-centered care are essential, cultural competency, and patient- and family-centered care are essential.

These standards help us to develop a preferred approach to our communications with patients and their families resulting in a more culturally sensitive and meaningful plan of care. Studies have demonstrated that effective communication, cultural competency and patient- and family-centered care improve not only the clinical quality of care, but also patient satisfaction and treatment compliance.

Core Competencies:

Effective communication
The successful joint establishment of understanding between patients and caregivers through the exchange of information, enabling patients to participate actively in their care across the continuum of both patients and caregivers are fully understood.

Cultural Competence
Cultural competence is the ability of health care organizations, caregivers and health care organizations to understand and respond effectively to the cultural and language needs of the patient to the health care experience.

Patient- and family-centered care
A model of care designed to plan, deliver, and evaluate health care that has respect and recognizes the mutual partnership of both patients and caregivers, patients, and families.

The Standards:

Standard 1
The hospital defines staff qualifications.

Standard 2
The hospital effectively communicates with patients when providing care, treatment, and services.

Standard 3
The hospital respects, protects, and promotes patient rights.

Standard 4
The hospital respects the patient's right to receive information in a manner he or she understands.

Standard 5
The hospital respects the patient's right to receive information in a manner he or she understands.

Standard 6
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Standard 7
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Standard 8
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Understanding the 2012 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

For your safety, doctors and staff will ask you questions that will ensure your identification so that they give the right medication or the right treatment to the right person. For example, the question may include your name and date of birth.

Remember that a patient gets the right blood if a transfusion. It is important for you to check the patient's identification as well as the blood being given.

Improve staff communication

To ensure high-quality care, staff will give you written test results to your doctor as quickly as possible.

Use medicines safely

All medications, syringes, cups, and basins are labeled so that no one can be confused over their content.

Because of the effects of blood thinners, extra care should be taken when they are used.

Prevent infection

For anyone's safety, staff and patients should use the World Health Organization or the Centers for Disease Control and Prevention's patient guidelines for hand hygiene.

Some infections are very difficult to treat. As a result, special guidelines are in place to prevent such infections from occurring.

Special guidelines are also used when blood is drawn to prevent an infection carried in the blood.

Continually updated standards of practice are in place to prevent infections after surgery.

If you have any concern that another patient, or even you, could be a danger to themselves or others, please tell a nurse or doctor.

Before any procedure or surgery, staff will review a list of safety measures and check them off before beginning.

Part of the safety checklist ensures that the doctor, nurse, and patient agree on what procedure is going to be done and that the patient has been asked to confirm the location with the doctor.

After the above precautions have been taken, a time-out is performed and before starting the procedure.

When your doctor or nurse shows the medications you should take again, double-check to be sure to let them know of any other medications taken, over the counter medications that you may be taking or have.

Before you are released, you will be given a list of medications to take at home with an explanation of their purposes and side effects.

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Posters

Our posters are printed in full-color on our exclusive **Peel&Stick™** repositionable vinyl and protected with disinfectant-safe **Protex™ Satina™** laminate.

16 x 24" Poster

Qty:	5-50	\$33.83	Per Poster
	51-99	\$30.67	Per Poster
	100+	\$28.75	Per Poster

20 x 30" Poster

Qty:	5-50	\$48.00	Per Poster
	51-99	\$44.85	Per Poster
	100+	\$43.38	Per Poster

Available for:

- Hospital
- Ambulatory Care
- Behavioral Health
- Long-Term Care

We offer custom poster sizes, call for details.

Product Numbers:

STAFF POSTERS: NPSGSP12-412-HO (Hospital); -AC (Amb. Care); -BH (Behavioral Health); -LTC (Long-Term Care).

SIMPLY SAID POSTERS: NPSGPP12-412-HO (Hospital); -AC (Amb. Care); -BH (Behavioral Health); -LTC (Long-Term Care).

Minimum order: 5 posters. Sizes: 16" x 24" (add -1624); 20" x 30" (add -2030). You can **Mix & Match™** other poster designs to achieve the minimum order quantity. There is a one-time \$75.00 set-up fee to add your logo and a minimum order of 10 posters of one design. For customized poster pricing, please call (877) 646-5877.

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Your customer service has been tremendous and most appreciated. I wish more organizations would take pride in delivering excellent customer service.

DORIS • FRESNO, CALIFORNIA

I am very pleased. Your products are high quality and we receive many compliments on that quality. Thank you.

SUE • EMMETT, IDAHO

Great, thanks very much for offering such unique and useful products.

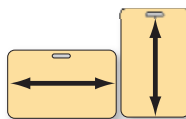
DAVIN • BOSTON, MASSACHUSETTS



Hospital Badgie Card BACK



Hospital Badgie Card FRONT



Badgie Cards are available in both Horizontal and Vertical formats.

Badgie™ Cards

Attach directly to staff ID badges and lanyards to provide a concise listing of the 2012 National Patient Safety Goals and serve as a quick reference and learning tool.

Quantity:	1-40	41-99	120+
Price Per Pack of 25:	\$36.35	\$32.71	\$29.44

Product No: NPSGBC12-413-HO (Hospital); -AC (Amb. Care); -BH (Behavioral Health); -LTC (Long-Term Care). Min. order: 1 pack of 25 cards. Size: 3" x 2". Printed in full-color (2 sides) with gloss lamination. For Vertical Badgie Cards, add -V at the end of the product code.

Available for:

- Hospital
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- Behavioral Health
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2012 National Patient Safety Goals

Roll out the 2012 National Patient Safety Goals to your staff with our I.D. Peek-a-Boo Cards.

Provide instant role identification to patients and a ready reference tool for staff.

Our I.D. Peek-a-Boo Cards include these *exclusive* features:

- White border around color-coded role helps to improve visibility on colored or patterned garments.
- Role is imprinted on the front and back of the card, so the staff member can be identified even if their I.D. Card flips over.
- Comfort Flex™ allows the Peek-a-Boo to bend at the edge of the I.D. Badge, providing comfort in any work position.
- Choose from 14 different Patient Safety Standards—including the 2012 National Patient Safety Goals. Or have us design a custom card for you.

Our standard I.D. Peek-a-Boo sizes are:

- Horizontal Card: 3-3/8" x 3-3/8"
- Vertical Card: 2-1/8" x 4-2/3"
- We can produce any size card that you need - just give us a call!

I.D. Peek-a-Boo Cards are printed in full color on the front and the back and are protected with thick-glossy lamination and rounded safety-corners.

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Our MousePads are super-thin with exclusive full-color imprints, displaying the 2012 National Patient Safety Goals and the Joint Commission's Patient Centered Care Standards. You can add your logo for a one-time \$75.00 set-up fee.

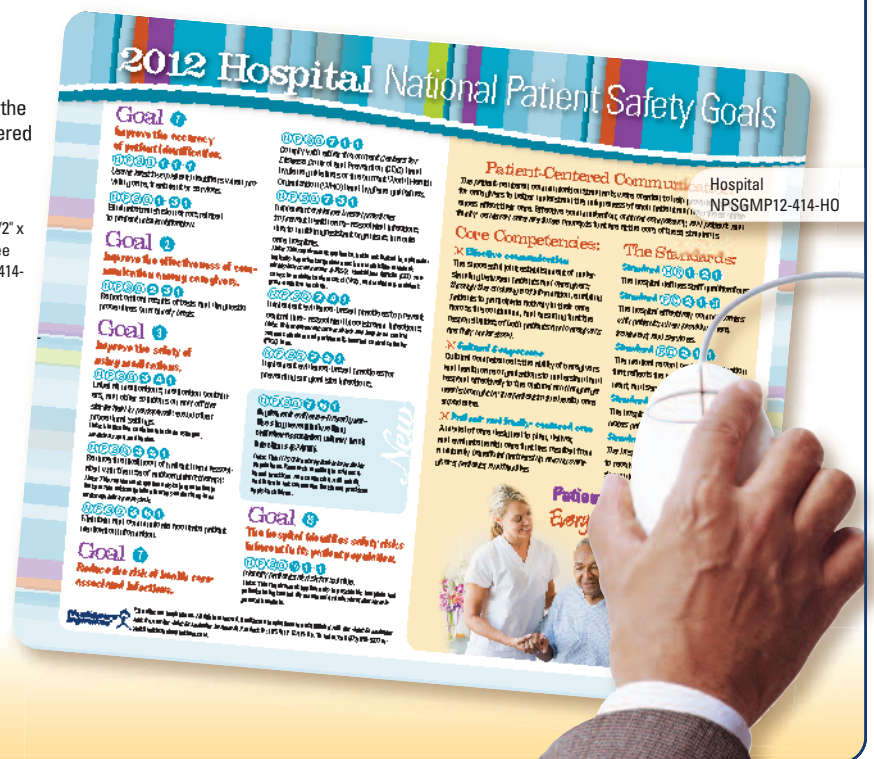
Price Per MousePad:

Qty:	100-350	\$ 5.99 Ea.
	351-999	\$ 5.39 Ea.
	1000+	\$ 5.12 Ea.

Minimum order: 100 MousePads. Size 9-1/2" x 8-1/2". There is a one-time \$75.00 set-up fee to add your logo. Product No: NPSGMP12-414-HO (Hospital); -AC (Amb. Care).

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