NATIONAL PATIENT SAFETY GOALS

National Safety Patient Goals (NPSG) is a chapter of The Joint Commission's (TJC) Ambulatory Care Standards. They were established in 2002 to help organizations address specific areas of concern for patient safety. Many of the Ambulatory Care Patient Safety Goals are not applicable to FOH's unique system. This document will provide some insight into the goals FOH will be charged to focus on during the accreditation process.

NPSG.01.01.01 : ***"Use at least two identifiers when providing care, treatment, and services."***
Here is the rationale from TJC this goal: "Wrong-patient errors occur in virtually all stages of diagnosis and treatment. The intent for this goal is two-fold: first, to reliably identify the individual as the person for whom the service or treatment is intended; second, to match the service or treatment to that individual. Acceptable identifiers may be the individual's name, an assigned identification number, telephone number, or other person-specific identifier."

FOH policy will be implemented to support this goal. FOH staff will be required to verify a client's name and date of birth prior to providing service or treatment.

NPSG.03.06.01 : **"Maintain and communicate accurate patient medication information."**
Here is the rational from TJC for this goal: "There is evidence that medication discrepancies can affect patient outcomes. Medication reconciliation is intended to identify and resolve discrepancies—it is a process of comparing the medications a patient is taking (and should be taking) with newly ordered medications. The comparison addresses duplications, omissions, and interactions, and the need to continue current medications. The types of information that clinicians use to reconcile medications include (among others): medication name, dose, frequency, route, and purpose. Organizations should identify the information that needs to be collected to reconcile current and newly ordered medications and to safely prescribe medications in the future."

FOH staff will need to obtain and/or update information on medication patients are taking every time they are seen at the health center. The nurse will document the changes or that there have been no medication changes in the client record. Also, if the nurse is administering medications—including over the counter—medication reconciliation must be completed to check for duplications and interactions. This is all being written into new FOH policies and will be implemented within the next three months.

NPSG.07.01.01 : ***"Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines."***
Here is the rational from TJC for this goal: "According to the CDC, each year, millions of people acquire an infection while receiving care, treatment, or services in a health care organization. Consequently, health care-associated infections (HAIs) are a patient safety issue affecting all types of health care organizations. One of the most important ways to address HAIs is by improving the hand hygiene of health care staff. Compliance with the World Health Organization

(WHO) or CDC hand hygiene guidelines will reduce the transmission of infectious agents by staff to patients, thereby decreasing the incidence of HAIs. To ensure compliance with this National Patient Safety Goal, an organization should assess its compliance with the CDC and/or WHO guidelines through a comprehensive program that provides a hand hygiene policy, fosters a culture of hand hygiene, and monitors compliance and provides feedback."

There is a hand hygiene policy coming FOH's way. We will be following the CDC guidelines. All FOH staff members should have hand soap, gel, and lotion at their sites for hand hygiene use. OPAQ will also begin to track compliance to the FOH hand hygiene policy. The NPSG toolkit has hand hygiene posters you can hang in your clinic.

If you have any questions about National Patient Safety Goals, please contact TJCHelpDesk@foh.hhs.gov.

"National Patient Safety Goals." *Comprehensive Accreditation Manual for Ambulatory Care (CAMAC)*. The Joint Commission