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AUBMC

Department of Family Medicine

**JCIA visit** April 16-21, 2007

**Debriefing**



## Why the need for JCI Accreditation?

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1. To improve **quality** of care
2. To ensure **safe** environment
3. Reduce risk to **patient & staff**



# JCIA Survey Activities

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1. Hospital Tour: Inspection of the environment
2. Document Review
3. Interview with Staff
4. Interview with Patient
5. Patient Tracer

## 6. System Tracer:

- a. Infection Control
- b. Medication Management
- c. Data Management

# Areas of Focus

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NARCOTICS

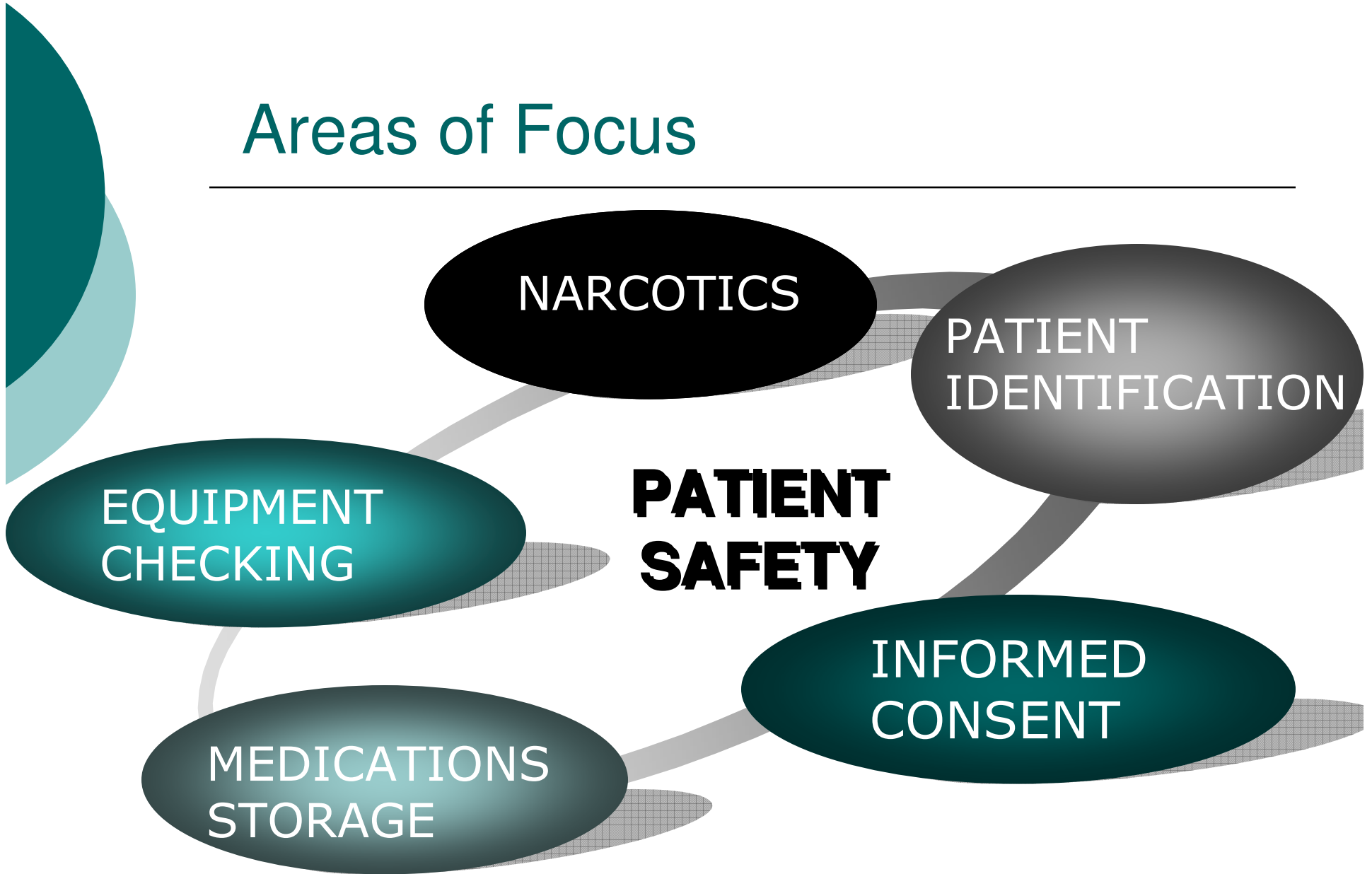
PATIENT  
IDENTIFICATION

EQUIPMENT  
CHECKING

**PATIENT  
SAFETY**

INFORMED  
CONSENT

MEDICATIONS  
STORAGE

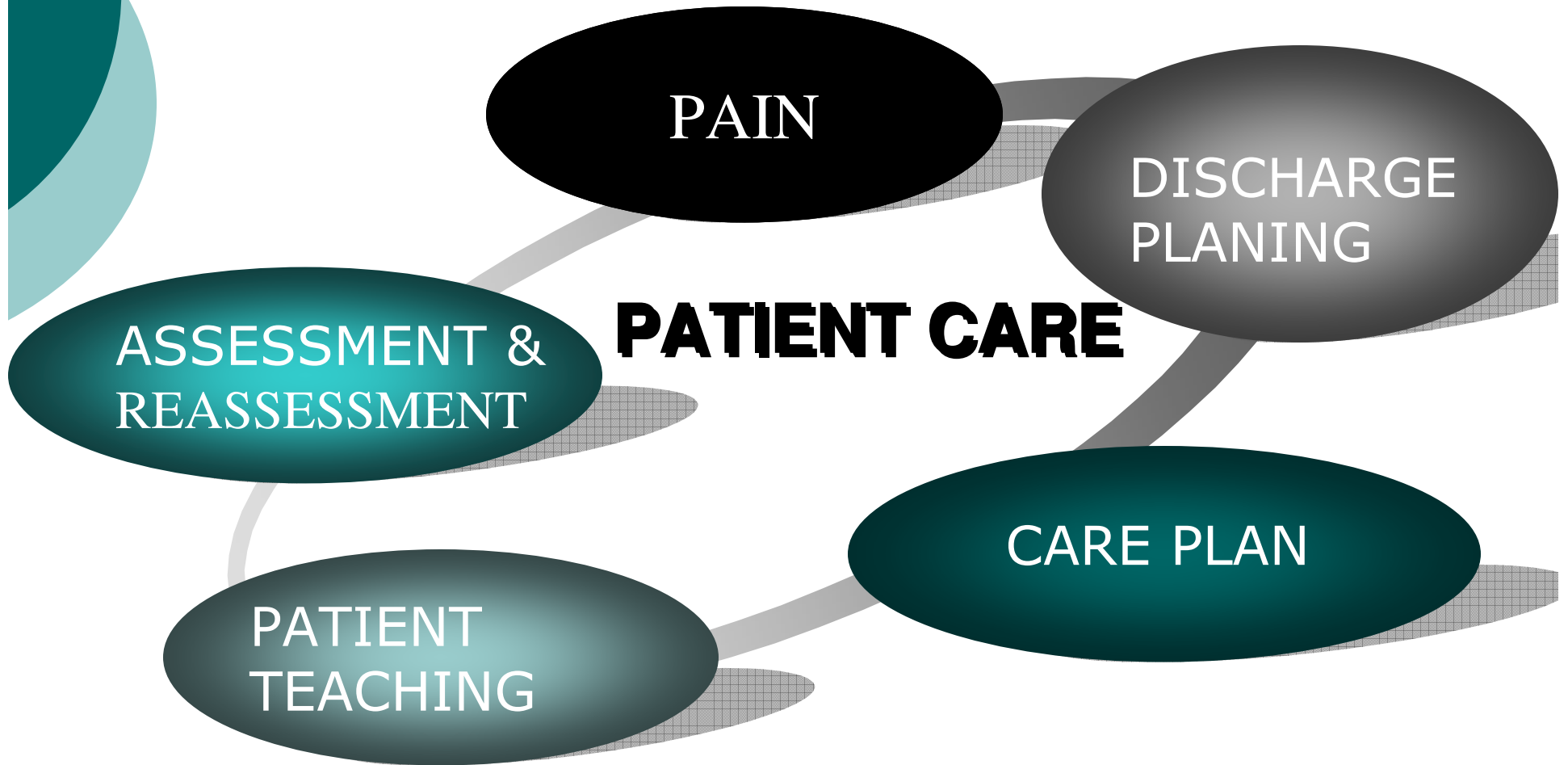


# Family Medicine clinics (UHS, PC.

Areas of Focus	Actual Status	Plan of improvement
<b>Narcotics</b>	1-No EC kit at UHS 2-EC Carriage at FMPC	<ul style="list-style-type: none"> <li>○Formation of a kit with a checklist for medication and equipment</li> <li>○to be done on a regular basis.</li> <li>○Narcotic should be kept under double lock</li> </ul>
<b>Patient Identification</b>	Name, File, ID	<ul style="list-style-type: none"> <li>○new process to be established</li> </ul>
<b>Informed Consent Forms</b>	Only for the use of Ro acutane	<ul style="list-style-type: none"> <li>○For all minor surgeries</li> <li>○Insertion and removal of IUD</li> <li>○Ro acutane intake</li> </ul>
<b>Medication Storage</b>	1-Mainly vaccines and are kept in the fridge without temperature monitoring 2-Medications samples on the desks and clinics	<ul style="list-style-type: none"> <li>○New checklist for temperature monitoring according to the medication requirements</li> <li>○Checking expiry date on a monthly basis</li> <li>○Medication samples should be kept under lock</li> <li>○Doctors should document in the chart when a sample is given to the patient</li> </ul>
<b>Equipment checking</b>	checking is not done on a timely basis	<ul style="list-style-type: none"> <li>○New checklist for all the equipments in the clinics</li> <li>○Calibration of Machines (Dextro and thermometer)</li> </ul>

# Areas of Focus

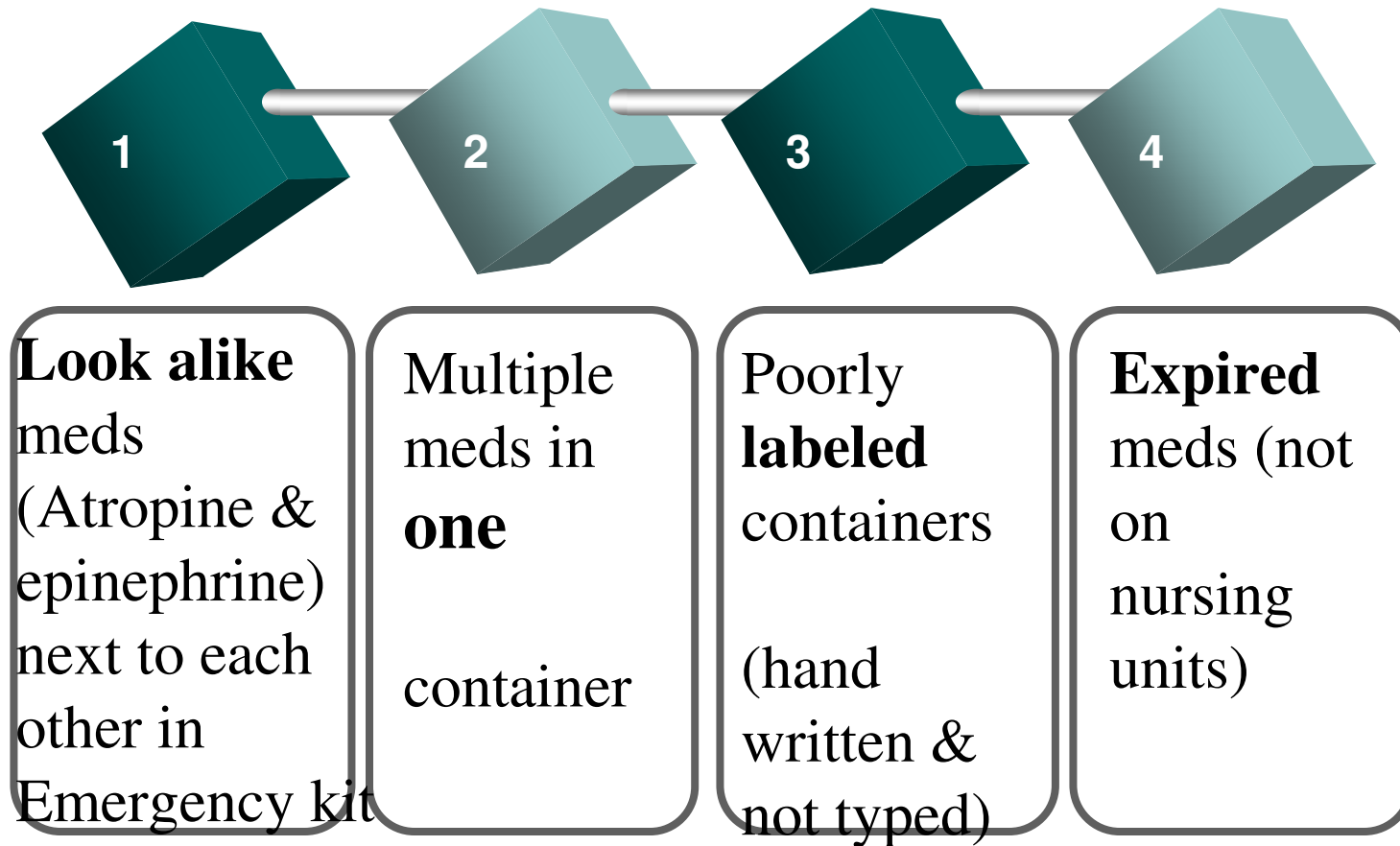
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## Family Medicine clinics (UHS, PC. OPD)

Areas of Focus	Actual Status	Plan of improvement
<b>Pain</b>	<ul style="list-style-type: none"> <li>○ No pain scale used for pain assessment</li> <li>○ No documentation of pain medication</li> </ul>	<ul style="list-style-type: none"> <li>○ The use of pain scale (available in all clinics)</li> <li>○ <del>Pain assessment according to 4 pain description/character:</del></li> <li>○ quality, frequency, location, duration</li> <li>○ Orders to be written by doctors for pain killer</li> <li>○ Documentation of the medication in the new Medication sheet</li> <li>○ Reassessment of pain and documentation in the chart</li> </ul>
<b>Continuity of Care</b>  <b>vaccines, diabetic follow up, Mamography, Pap smear etc.</b>	<p>Very well done at the UHS</p> <p>missing in the private clinics and OPD</p>	<p>Health Maintenance notes are being sent to all patients</p> <p>Wellness committee</p>
<b>Patient teaching</b>	<p>Teaching is done maily by doctors during the visit</p> <p>No documentation of patient teaching</p>	<p>Teaching to be done by nurses using the one to one method, session or group teaching</p> <p>Documentation of patient teaching in the chart</p> <p>Using already prepared materials for teaching</p>
<b>Patients Assessment</b>	<p>Done mainly by doctors</p> <p>No physical Assessment sheet</p> <p>Only for new stdts and new staff</p>	<p>Patient physical assessment for to be established and to be done by the triage nurse</p>

# Medication Storage: opportunities for improvement





# The **four** required pain descriptors/ character:

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1. Quality

2. Frequency

3. Location

4. Duration

This is a requirement over and above the **intensity** of pain.

# Opportunities for Improvement

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**Fire Sprinkler should not be blocked by piled supplies and/or records**

**Fire Extinguishers should be easy accessible (not a locked room)**

**FIRE**

**Fire Extinguishers should be placed where it is not supposed to be according to the Fire Exiting Chart**

# Staff Qualifications & Education

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➤ **Competency** on all procedures

➤ **Continuing Education:** Mandatory sessions (fire, BLS), workshops, sessions on quality improvement and education. Credits to be calculated for each session.

# Opportunities for Improvement

## **Medical Records and Confidentiality**

- Data Entry should be in a very professional way
- Organised Medical Record, An important tool for clinical tracking

### Confidentiality of the Medical Record

- Medical Records not to be exposed to patients

# Opportunities for Improvement

## **Safety Measures**

Infection Control at the FM  
clinics





# Be Ready for the Official Survey!

