

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

National Patient Safety Goals 2007

Goal 1: Improve the accuracy of patient identification.

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

Goal 2: Improve the effectiveness of communication among caregivers.

- a) For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the information record and "read-back" the complete order or test result.
- b) Standardize the abbreviations, acronyms and symbols used throughout the organization, including a list of abbreviations, acronyms and symbols not to use.
- c) Measure, assess and, if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical test results and values.
- e) Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.

Goal 3: Improve the safety of using medications.

- b) Standardize and limit the number of drug concentrations used by the organization.
- c) Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used by the organization, and take action to prevent errors involving the interchange of these drugs.
- d) Label all medications, medication containers (for example, syringes, medicine cups, basins), or other solutions on and off the sterile field.

Goal 7: Reduce the risk of health care-acquired infections

- a) Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.
- b) Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.

Goal 8: Accurately and completely reconcile medications across the continuum of care.

- a) There is a process for comparing the patient's current medications with those ordered for the patient while under the care of the organization.
- b) A complete list of the patient's medications is communicated to the next provider of service when a patient is referred or transferred to another setting, service, practitioner or level of care within or outside the organization. **The complete list of medications is also provided to the patient on discharge from the facility.**

Goal 11: Reduce the risk of surgical fires.

- a) Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels with enough time for patient preparation, and establish guidelines to minimize oxygen concentration under drapes.

Goal 13: Encourage patients' active involvement in their own care as a patient safety strategy.

- a) **Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.**

Note: Changes to the Goals and Requirements are indicated in bold. Gaps in the numbering indicate that the Goal is inapplicable to the program or has been "retired," usually because the requirements were integrated into the standards.