

# Tackling the challenge of patient identification in primary health care settings: Initiation of effective “3 Check’s approach” in NTEC FM

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## Introduction

Correct identification (CID) is one of the top three clinical risk registry in Family Medicine, New territories East cluster (FM, NTEC). Patient misidentification may lead to medical error, medication error and wrong clinical intervention (e.g. X-rays, referral, specimens collection) etc. From 2016 to 2018, 19 misidentification incidents were reported to Advance Incident Reporting System (AIRS). To assess front-line staff’s compliance on CID, the Continuous Quality Improvement (CQI) program was initiated by NTEC Quality and Safety (Q&S) workgroup in August 2018.



## Methods

1. Conducted CID incident stock take by Q&S workgroup and identified areas of mal-practices.
2. Developed “3 Steps Approach” as a guide for staff to comply CID in daily routines.
3. Produced a video to demonstrate the proper CID checking process by applying “3 Steps Approach”.
4. Tailor-made an observation form to facilitate CID Onsite Surprise Check Exercise.
5. All items in “3 Steps Approach” were mandatory procedures and staff should comply 100% in the exercise.
6. The exercise was conducted among 9 clinics in NTEC FM in January 2019.

## Results

1. A total of 300 (97.1%) staff in the department had received the CID Surprise Check Exercise (81 doctors, 100 nurses, 62 PCAs and 57 clerical).
2. The overall compliance rate was 96.7%. 10 opportunities were found fail (1 in consultation, 7 in Shroff registration and 2 in vital sign records).
3. Further improvement measures were developed according to the results in the exercise.
4. Staff reflected that the critical areas regarding the proper CID checking process were clearly demonstrated in the CID training video.



## Conclusion

1. The tailor-made observation form was tested an useful tool to monitor the compliance of CID. Incident rate on patient misidentification had improved in end of 2019 after the Onsite Surprise Check Exercise.
2. Audit could be constantly conducted by using the newly developed observation form to monitor the CID compliance in the department.

