

Leveraging standards and technology to improve accuracy and safety of patient care within ACT Health

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ACT Health Context



- 400,000 of 24,000,000 Australians live in ACT
 - Aging Population: Heavier demand for services
 - Feeder Hospital for Southern NSW
- Geographically manageable
 - Ideal for whole of jurisdiction innovation and standards implementation
- Investment in Digital Health Infrastructure
- Seeking to leverage this investment



Australian Accreditation Standards



1. Clinical Governance



2. Partnering with
Consumers



3. Healthcare-
Associated Infection



4. Medication Safety



5. Comprehensive Care



6. Communicating for
Safety



7. Blood Management



8. Recognising and
Responding to Acute
Deterioration



Problem/ Pain Points

- Cases of impacted patient outcomes
 - Wrong Patient, Wrong Medication, Wrong Blood in Tube
- Procedures delayed by avoidable errors
- Near misses being detected by pathology lab
- Benchmark incident reporting trending above national average
- Paper-based policies not making a big enough difference

Action: Sought industry expertise for guidance and solutions



Creating a Standards Framework

GS1
Collaboration

ID Standards

Define
Building
Blocks

Guidelines for
Consumption
& Validation

Governance



Challenges in Solving the Problem

- ACT Health does not have a central EMR it has best of breed solutions
- Devices to capture the information was not standardised
- Existing patient wristbands did not include the appropriate barcodes
- Legacy IT systems in Pathology, administration and for clinicians
- Clinical fatigue from multiple changes implemented within the organisation



How ACT Health Solved the Problem

- First Step: Implement building blocks
- Proof of concept NICUCAM: **Location ID (GLN) scanning**
- Focus effort for greatest risk/benefit: **Patient ID (GSRN + SRIN)**
- Created middleware solution to generate GS1 Patient Wristbands without PAS upgrade
- Modified security system produces GS1 Staff Cards: **Staff ID (GSRN)**
- Implement new systems that leverage the building blocks
- Upgrade/replace old systems to leverage the building blocks

ACT Health implemented the GS1 identifiers with minimal integration, then built value through integrating systems



Blood Collection Process - PPID

Problem: Wrong Blood in Tube (WBIT)

Objective: Ensure specimen collection and labelling occurs with the patient, after positive identification

Challenge: Patient notes labels contained the same local identifier as patient wristband

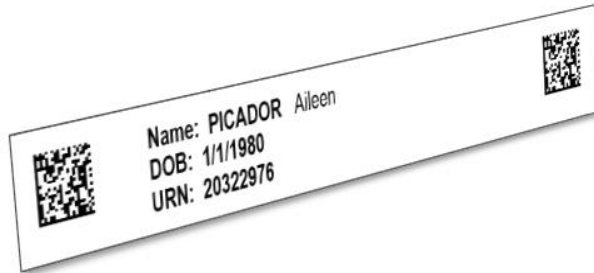
Solution: Implement eOrders with GS1 GSRN + SRIN for patient identification defined in **ISO/TS 18530:2014** to distinguish between types of patient id.





PPID in Focus

Patient Wristband



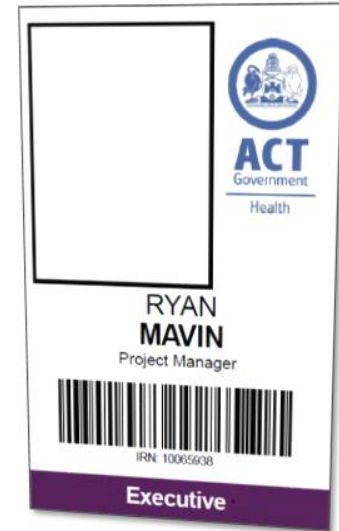
(8018)933772304203229765(8019)0100000305

Patient Clinical Notes Label



(8018)933772304203229765(8019)2000000305

Staff ID Card



(8017)933772305100659389



Future

Utilise this process and standard in:

- Electronic Medication Management (EMM)
- Electronic recording of patient observations
- Administration of blood products
- Identification of patients before procedure





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