LEARNING PACKET: OPERATIVE AND INVASIVE PROCEDURES: VERIFICATION OF CORRECT PATIENT, PROCEDURE, SITE

PROGRAM GUIDE
You have been identified to participate in this training because of your role in operative and invasive procedures.

Instructions for completing this program:
1. Watch the 12 minute video program.
   a. There are 4 examples of pre-procedural / procedural verification.
   b. Each example is 2 minutes in length.
2. Review the program overview.
3. Discuss the reflection questions.
4. Complete all forms required by the site to document participation in this program.
5. 

Program Overview:
Each action we take when preparing for an invasive procedure can have an impact on patient outcomes. The omission of one small step in the verification process prior to an invasive procedure can result in grave consequences. Short cuts and non-compliance with site marking and time out routine are often identified as the root cause of procedural and surgical errors. Our goal must be zero harm events related to a wrong site / wrong procedure event.

Every member of the procedural team must commit to:
- Use standardized procedures and policies, including checklists and forms.
- Establish a culture of strong team work and communication where team members are empowered to speak up when something doesn’t seem correct or the process isn’t being followed as designed.
- Expect a commitment from every team member to a culture of safety.
- Expect individual vigilance and responsibility that we are accurate and consistent in all steps

Reflection question #1:
Reflect on a recent procedure that you were involved in. Were there distractions that should have been eliminated so the team could be fully engaged in the verification process?

- Complacency – Procedure had been performed multiple times with no errors. Staff did not feel that participation in a time out was necessary prior to starting the procedure.

- Pressures of schedule – Were short cuts taken in an attempt to correct a late start time?

- Empowerment – Did members of the team speak up about concerns or gaps in routine for the pre-procedure verification process? Did you listen and value the feedback of other team members?

- Mental distractions – Were personal or professional issues distracting you from focusing on the verification activities prior to the procedure?

- Environmental distractions - Was there loud music or conversation during the verification process? Was everyone focused and actively participating in the verification process?

- Normalization of deviance – Do you routinely omit steps in the verification process?
Reflection question #2:
What is your personal role in the procedural verification process?

- Participation in the verification process at every handoff from one person / location to another?
- Surgeon or proceduralist marks the site.
  - Include the patient or his/her representative in the marking if possible
  - The mark is visible after the patient is prepped and draped
- Initiate and participate in a time out immediately prior to starting the procedure using the procedural checklist.

Reflection question #3:
- In each example, the verification process was initiated by the physician (proceduralist).
- Every member of the team introduces him or herself and describes his/her role in the procedure.
- Films and equipment needed for the procedure are verified to be in the room during the verification process.
- The team agrees that all steps of the process have been completed and that they are ready to begin the procedure.

Reflect on a recent procedure that you participated in. What could you have done differently to comply with the standardized verification process and promote patient safety?