Safety Enhanced Design Brief Reducing Wrong Patient Selection Errors

Wrong patient errors are a major issue for patient safety as patients may be harmed from not receiving the test or treatment they need, or from receiving a medication or treatment intended for someone else.

Careful design of the user interface can mitigate the problem by helping providers recall their patients identity, accurately select their name, and realize that an error has occurred before the order is submitted.

nage 🎙	Name	٩	ld •	Sex •	Age 🎙	Complaint	• /	
9	Dimassio, Josh 🛓	b.	988234	М	41	Chest pain		
E	Gomez, Fred	Icon can notify						
Ð,	Altman, William		clinician that similar					
	Deen, Samantha	sounding names exist						
35	Drissol, Josh		988235	М	41	Liver		
	Evans, Rachel	Patients with similar name × • DIMASSIO, Josh. 41, Male in room A332 • DRISSOL, Josh. 77, Male in room B278						
<u>.</u>	Fateesh, Aboud	Group Highlight						



To help remember patients identity, and locate them in lists

- Never truncate patients' full names
- In addition to the name include photos and/or other patient information (e.g. date of birth, main complaint or diagnosis, etc.)
- Facilitate narrowing list by diagnosis or location e.g. ICU (could use floor plan)
- Provide sorting and search (especially for long lists)
- Notify clinicians if similar names exist +

List of Patients

Patient's na	ame or id:	Roor	m#:	Physician:		Group by: none	
Image	Name		w map) ◆ Age ◆	Complaint 🎈	Admitted on [©]	Room f	ACTION REPORT
(28)	Walsh, Nancy	988242 F	75	Liver	7/24/2011	E435	
9	Johnson, Emma	988238 F	54	Muscle pain	7/23/2011	M300 • Wing A (Cardiology)	Wing C
	Holmes, Danny	988239 M	52	Kidney	7/23/2()11		U Wing D
	Fateesh. Aboud	988237 M	54	Burn	7/24/2011	C211 C211	
1	Evans, Rachel	988236 F	58	Arthritis	7/24/2011	B423	
						_	629290

2 To help select a patient in a list

- Maximize font size and contrast to increase readability
- Highlight the row under pointer to make more clear what is selected
- Insert an inactive gap between rows to minimize mouse slips
- Allow selection via keyboard (e.g. typing "Sm" can filter the list to show only names starting with "Sm". It updates as users type)

3 To help verify that the correct patient has been selected

- Use animated transitions to focus user attention on the selected patient for a fraction of a second (e.g. leave the selected row visible on the screen while the screen is being fetched)

4 To help verify patient identity again when the order is submitted

- Consider shopping cart metaphor for several orders to be confirmed at once

5 System Design

- Consider allowing only one patient chart opened at a time (exceptions may be allowed e.g. for comparisons but you should warn users of danger and provide clear visual differentiation between the records e.g. different background colors)

- Provide access to short lists (e.g. the user's own patients, the patients of other providers the user is covering for, or custom lists created by the user by copying patients from other lists)
- See https://sbmi.uth.edu/nccd/SED/ Briefs/sedb-G02.htm for more information about Effective Table Design
- Detect anomalies as order is being specified (e.g. Viagra for a young woman?)
- The banner with patient information should ALWAYS be visible (i.e. never cover it when opening a window such as order sets or other forms, unless it also includes the banner).
- Display patient's information in the submit button
- Or place the submit button near the patient information
- Allow and encourage the reporting of near misses and errors
- Consider identification technology such as barcode or RFID (Can facilitate login-logout of clinicians, or facilitate selection of nearby patient)



Learn more at https://sbmi.uth.edu/nccd/SED/Briefs/sedb-G03.htm

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