

SAN DIEGO STATE UNIVERSITY SCHOOL OF NURSING SUPPLEMENTAL COMPLIANCE INFORMATION

ABUSE REPORTING

All healthcare professionals have a legal, as well as an ethical, obligation to report suspected abuse to the proper agency. This includes child abuse, domestic violence, and elder abuse. My signature below attests that I understand this obligation pertains to me as a nursing student at San Diego State University School of Nursing. Should I suspect abuse of any nature, I will report this to my clinical instructor and follow her/his instructions.

National Patient Safety Goals

2007 Hospital/Critical Access Hospital National Patient Safety Goals

[2007 National Patient Safety Goals Critical Access Hospital Version Manual Chapter, including Implementation Expectations](#)

[2007 National Patient Safety Goals Hospital Version Manual Chapter, including Implementation Expectations](#)

(Requires [Adobe Reader](#))

Note: Changes to the Goals and Requirements are indicated in **bold**.

- Goal 1 Improve the accuracy of patient identification.
 - 1A Use at least two patient identifiers when providing care, treatment or services.
- Goal 2 Improve the effectiveness of communication among caregivers.
 - 2A 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.
 - 2B Standardize a list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout the organization.
 - 2C 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.
 - 2E 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.
 - 3B Standardize and limit the number of drug concentrations used by the organization.
 - 3C 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.
 - 3D 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-associated infections.
 - 7A Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.
 - 7B 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.

- 8A There is a process for comparing the patient's current medications with those ordered for the patient while under the care of the organization.
- 8B 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 9 Reduce the risk of patient harm resulting from falls.
- 9B Implement a fall reduction program including an evaluation of the effectiveness of the program.
- Goal 13 Encourage patients' active involvement in their own care as a patient safety strategy.**
- 13A Define and communicate the means for patients and their families to report concerns about safety and encourage them to do so.**
- Goal 15 The organization identifies safety risks inherent in its patient population.**
- 15A The organization identifies patients at risk for suicide. [Applicable to psychiatric hospitals and patients being treated for emotional or behavioral disorders in general hospitals.]**

CORPORATE INTEGRITY

Corporate integrity refers to the responsibility of health care providers to comply with the law – both state and federal – including all regulations. Each hospital and health care system in San Diego complies with the principles of corporate integrity. To this end, they sign agreements with the US Department of Health and Human Services. They agree to comply with all Medicare and MediCal programs. Each facility also has individuals assigned to assure that such compliance takes place at all times. Any person who believes that a violation of corporate integrity has occurred should report this to the designated person at the agency. During your orientation to the agency, you will be given the name and phone number of the person to whom such reports should be made.

It is important to understand that the Corporate Compliance program always emphasizes a non-retaliation policy toward the reporting person and assures appropriate confidentiality. There is also a mechanism for anonymous reporting. Examples of actions that should be reported:

1. Federal False Claims Act – any fraudulent claim made for Medicare or MediCal reimbursement.
2. Any instance of Medicare or MediCal fraud or abuse. This would include such things as admitting a patient when it was not medically necessary, or billing for services not given.
3. Kickbacks – any type of payment or other "reward" for a referral.
4. HIPAA also makes any health care fraud a crime.
5. Mail fraud and wire fraud – any mailing or telephone call that misrepresents the truth in order to obtain money or other "reward". For nurses, the most common activity through which we are directly involved in corporate integrity compliance is documentation. It is crucial to document truthfully, accurately and completely.

In short, if you observe any behavior which you think is not lawful and ethical, you should report this to your clinical instructor immediately. She/he will help you analyze the situation and determine whether a report should be made.