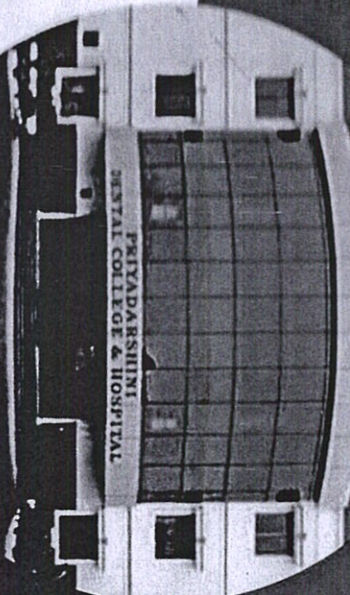


PRIVADARSHINI DENTAL COLLEGE & HOSPITALS

No.1, VGR Gardens, VGR Nagar, Pandur, Thiruvallur - 631203



PATIENT SAFETY
CURRICULUM



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PATIENT SAFETY CURRICULUM

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PRIYADARSHINI DENTAL COLLEGE AND HOSPITAL
(Affiliated to The Tamil nadu Dr.M.G.R.Medical University and
approved by Dental Council of India)

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PREFACE

Welcome to our Patient Safety Manual. This document serves as a foundational guide to maintaining the highest standards of care and safety for all individuals receiving services within our healthcare facility. As we prioritize the well-being of our patients, this manual outlines protocols, procedures, and best practices that reflect our unwavering commitment to providing safe and effective healthcare.

Our Commitment to Patient Safety

At the core of our mission is a steadfast commitment to patient safety. We recognize that each patient is unique, deserving of the utmost respect, and entitled to receive care in an environment that minimizes risks and maximizes positive outcomes. This manual is a testament to our dedication to continuous improvement and the establishment of a culture that prioritizes safety as a fundamental aspect of healthcare delivery.

Evolution of Patient Safety Practices

The landscape of healthcare is dynamic, with advancements in medical knowledge, technology, and patient care practices. In response to these changes, our Patient Safety Manual is a dynamic document that evolves with the latest evidence-based practices and industry standards. Regular updates and revisions will ensure that our protocols remain current and effective in addressing emerging challenges and opportunities for improvement.

Collaboration and Accountability

Ensuring patient safety is a collective responsibility that involves collaboration among all members of our healthcare team. This manual provides a framework for consistent practices and expectations, promoting a culture of open communication, mutual respect, and shared accountability. By actively engaging with this manual, each team member contributes to the creation of a safe and supportive healthcare environment.

How to Use This Manual

This manual is organized to provide comprehensive guidance on various aspects of patient safety. Sections are dedicated to specific topics such as infection control, communication

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protocols, emergency response, and ethical considerations. Each section outlines key principles, procedures, and responsibilities. We encourage all staff members to familiarize themselves with the relevant sections and refer to this manual as a resource for day-to-day operations.

Feedback and Continuous Improvement

We value feedback from our healthcare team, as it plays a vital role in the ongoing enhancement of our patient safety practices. Suggestions for improvements, reports of near misses or adverse events, and insights from frontline experiences are integral to our commitment to continuous improvement. A formal feedback mechanism is established to ensure that all team members have the opportunity to contribute to the refinement of our patient safety protocols.

Thank you for your dedication to patient safety. By working together, we can create a healthcare environment where the safety and well-being of our patients are at the forefront of everything we do. Patient safety is our chief priority and as a dental institution, we treat them with prime importance. Discusses the patient safety precautions followed in our institution.

Our organization enhances patient safety by educating non-teaching staffs about reliable risk prevention practices.


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INTRODUCTION

Patient safety is of paramount importance in our healthcare facility. This Patient Safety Manual has been developed to establish clear guidelines, protocols, and standards to ensure the well-being and safety of every patient under our care. Our commitment to patient safety extends across all levels of our organization, from healthcare providers to administrative staff, and is rooted in our dedication to providing high-quality, compassionate care.

Mission and Values

Our mission is to deliver exceptional healthcare services while prioritizing the safety, dignity, and comfort of our patients. We are guided by a set of core values that underscore our commitment to integrity, excellence, compassion, and respect. Patient safety is integral to fulfilling our mission, and we continuously strive to create an environment that fosters trust and confidence among those we serve.

Purpose of the Patient Safety Manual

The purpose of this manual is to serve as a comprehensive resource outlining the policies and procedures designed to safeguard the well-being of our patients. It encompasses a wide range of topics, including but not limited to infection control, communication protocols, emergency response, and ethical considerations. By adhering to the guidelines laid out in this manual, we aim to minimize risks, prevent adverse events, and continuously enhance the safety measures within our healthcare facility.

Importance of Patient Safety

Patient safety is a shared responsibility that involves every member of our healthcare team. We recognize that errors, accidents, and adverse events can occur in any healthcare setting. However, through a proactive commitment to patient safety, we can significantly reduce the likelihood of such incidents and mitigate their impact when they do occur. Patient safety is not only a moral and ethical imperative but also a critical component in maintaining the trust and confidence of our patients and the community we serve.

PATIENT SAFETY ASPECTS IN PRIVADARSHINI DENTAL COLLEGE

Patient Identification And Verification

Ensuring accurate patient identification and verification is a fundamental aspect of patient safety in dental care. Mistakes in patient identification can lead to errors in treatment, compromised patient safety, and potential legal and ethical issues. This section of the Patient Safety Manual outlines protocols and procedures for patient identification and verification within our dental practice.

Patient Registration and Intake

a. Upon Arrival:

- Verify patient information and noted in the outpatient register.
- Separate Outpatient card is maintained for each patient

b. Updating Patient Records:

- Periodically update patient records to ensure accuracy.
- Collect and document any changes in contact information, medical history.

Patient Care And Security

- Each patient has unique out patient number that is kept confidentially between the patient and the college and we maintain a card system following this numbering system.
- Patient is given detailed information on the treatment procedures to be performed and get consent sign from all patients in op card.
- We have CCTV Surveillance in each floor.
- Reverse Osmosis drinking water facility available.

Handwritten signature

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INFECTION CONTROL MEASURES

- All diagnostic and treatment procedures are carried out with instruments that are properly sterilised with utmost care.
- Disinfection of floors, dental chairs are done on a daily basis to ensure protection against the spread of communicable diseases.
- Dental unit waterlines and water quality are checked periodically.
- Use of Disposable gloves, masks, and suction tips.
- Alcohol based hand-rub is available in all departments.
- Fumigation of minor operating theatre and closed clinical areas is done weekly.
- If any adverse drug events happen, it will be recorded in Suspected Adverse Drug Reaction Reporting form and email will be sent to pypi@ipcindia.net
- Biomedical wastes are collected in biomedical waste collection bags which are marked with universal biohazard symbol for safety disposal.
- Used needles are disposed through needle burner and cutter immediately after the procedure and disposed safely.
- In case of needle stick injury, immediately wash the wound and surrounding skin with water and soap, and rinse. (Do not scrub not to use antiseptics, bleach, chlorine, alcohol or betadine). All needle stick injury should be reported to the immediate supervisor, and then to the Casualty Medical Officer. An entry is made in the Needle Stick Injury Register.


COVID PROTOCOL

- Use of personal protective equipment by the dental professionals while treating patients.
- Temperature screening done for patients, dental care providers and staffs.
- In accordance with state and CDC guidelines for healthcare settings, we are maintaining social distancing requirements in our clinical block.
- Periodic disinfection of all clinical areas.

RADIATION PROTECTION

We follow the AERB guidelines for effective radiation protection such as:

- Warnings are posted of radiation hazards for pregnant women.
- Warnings sign board and light are in place.
- The layout of the Department is as per AERB norms.
- Radiographic Equipment is purchased from AERB certified companies.
- Qualified and trained personnel are employed in Radiology department.
- Personal monitoring services (TLD-thermoluminescent dosimeter) for radiation workers are ensured.
- Authorized representatives inspect the x-ray machines and periodic safety reports are submitted to AERB for certification.
- 9-inch wall is provided for the room.
- Barium coated walls.
- Lead lined doors and windows.
- Lead screen is provided for radiation exposure.
- Personnel use of lead apron, lead gloves and goggles is insisted for the Radiologist and Radiotechnician. Thyroid collar is in use for patients.


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GUIDELINES IN PATIENT SAFETY

- Develop relationships with patients
- Act ethically every day
- Practise evidence-based care
- Maintain continuity of care for patients
- Avoid blaming when an error occurs
- Be aware of the importance of self-care
- Recognize the role of patient safety in the delivery of safe health care

How to teach patient safety

- Problem-based teaching (facilitated group learning)
- Simulation-based learning (role play and games)
- Lecture-based teaching (interactive/didactic)
- Mentoring and coaching (role models)

Avoid Reuse of Tools and Packaging Material Meant for Treatment Only

One of the main causes of errors in dentistry is the reuse of containers to package other materials. It brings about a lot of confusion as the dental care providers may end up giving the wrong treatment. If a particular material is to be disposed after use, dentists should ensure that it is done. If reused, these disposable materials may spread infections among patients. Containers should not be reused because they have fewer preservatives and could infect the areas where they kept.

Be Cautious When Prescribing Medication

Giving the wrong prescription in dentistry is something that occurs often. Medical experts in this field, however, can take measures to ensure cases like this are eliminated. One way is letting the patient know about the prescription. Give the details: when to take, number of injections, duration and tell the patient the importance of following the doctor's advice. The dentist should also look at the patient's medical history before making any prescriptions. Keenness on the doses given is also crucial. Talking to their patients and recording their reaction to medication is also equally vital.

Readiness for Emergencies Emergency cases in dentistry are few but when they happen when the dental team is not prepared. It can be a painful experience for the patient. The goal here is for members of the dental team to be ready with treatment, and know their roles once they are informed that they need to attend to an emergency situation. During this situation, dentists should keep close to the patients and accompany them in the event that they are transferred to another medical facility.

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INFORMED CONSENT

As a patient, I have been given the opportunity to ask any questions regarding the nature and purpose of surgical treatment and have received answers to my satisfaction. I do voluntarily assume any and all possible risks, including the risk of harm, if any, which may be associated with any phase of this treatment in hopes of obtaining the desired result which may or may not be achieved. No guarantees or promises have been made to me concerning my recovery and results of the treatment to be rendered to me. The fees for this service have been explained to me and are satisfactory. By signing this form, I am freely giving my consent to allow and authorize Doctors and the Consulting/Visiting Specialist dental surgeons to render any treatment necessary or advisable to my dental conditions, including any and all anesthetics and/or medications. I understand and I will not hold the Doctors and Consultant specialists of Pryadarshini dental college & hospital responsible for any complications or any untoward events if occurred.

Name of the patient :

Signature of the patient :

Name of the patient's Attender :

Signature of the patient's Attender

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- All India Institute of Medical Sciences (AIIMS)
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