

TICKET TO PROCEDURE: A PATIENT SAFETY INITIATIVE

Dr. Marc Parent, DNP, RN, CNOR, NPD-BC

Problem

- Several patients made it to surgery without having a properly completed consent form
- The "Ticket to" had been used for other processes at the hospital and was successful
- Task force decided to adopt the "Ticket to" as a **test of change** for 90 days

Test of Change

- All inpatients going for a procedure should have this form on the chart.
- Patient should not leave the unit without a signed consent
- Form would be collected post procedure for data analysis

Results

- Overall poor adherence to the form
- Seen as "just one more thing" to do
- >95% compliance when form was filled out
- only 1 instance of no consent on chart
- Discontinued but Incident reports required for any discrepancy

Mercy San Juan Medical Center

