

PATIENT SAFETY

BayCare is committed to delivering extraordinary care to our customers everyday. Keeping our customers safe from accidental harm is paramount to clinical excellence. Please explore each topic below for additional information on the safety measures in place at BayCare hospitals.

No Pass Zone



When a patient is admitted to the hospital, their call button is their life line. Whether a patient is requesting a coffee or is in need of assistance to the restroom, the call button is how needs are communicated. At BayCare Hospitals we have instituted a “No Pass Zone” policy. This means that no team member at any time shall pass a call light without assessing the patient’s needs. From the President to the patient care technician, each and every team member will respond to a patient’s call light and assist the patient if possible. If that team member is unable to meet the request, the patient’s care team will be notified immediately.

Hand Hygiene



Fact: Hand Hygiene saves lives. The CDC reports that improper hand hygiene contributes to the spread of hospital acquired infections. Healthcare workers should wash their hands and/or use alcohol based sanitizer before and after EVERY patient contact to protect not only patients, but also themselves. At BayCare we recommend that patients and visitors remind their physician, nurse, patient care technician or any other healthcare provider to perform hand hygiene before providing any care.

Patients and visitors should also be diligent about frequent hand hygiene themselves. The hospital is host to varying germs that you may not encounter in your daily lives and can be spread after touching infected surfaces. Please help prevent the spread of infection by washing your hands after using the restroom, after blowing your nose, coughing, or sneezing, and before eating. Alcohol based sanitizers are also a great option after touching potentially contaminated surfaces such as elevators buttons, door handles, bed rails, etc. Our team members are more than happy to provide patients and visitors supplies and/or assistance with washing hands.

<https://www.cdc.gov/features/handhygiene/index.html>

Fall Prevention



We take fall prevention seriously at BayCare. Every year in the United States more than 70,000 people fall while admitted to the hospital, and it has been shown that 1/3 of those falls could have been prevented (AHRQ). Falls can lead to serious injury and even death. At BayCare every patient is assessed for risk of falls. This assessment is done continually throughout a patient’s admission and may change based on the patient’s clinical course. Factors such as mobility, medication side effects, recent surgery and others are used to evaluate a patient’s fall risk. If a patient is determined to be at a higher risk for potential fall, the healthcare providers will institute prevention measures aimed at keeping the patient safe. These measures include applying yellow fall risk bracelet and red socks with non-skid tread—this allows any team member to see that the patient is a fall risk. Some patients may have alerts turned on their beds and chairs to notify the team members if a patient gets up without requesting assistance. While we respect patient’s privacy and want to ensure dignity is always maintained, there may be times a healthcare provider is required to remain with a patient during trips to the restroom. The above mentioned measures are intended only to keep our patients safe and have been shown most effective at preventing falls and injuries.

Patient Identification

As a patient you may ask yourself—“Why does everyone keep asking my name and date of birth? Don’t they know who I am already?”. Understandably it can be frustrating to be repeatedly asked the same question, but it is the most important safety measure we have in place at BayCare. All healthcare providers must identify patients by both name and date of birth when providing care, giving medications, transporting to exams, just to name a few. This ensures that we are providing the right care to the right person every single time.



Rapid Response Team



At BayCare we know that every second is critical when an emergent situation arises. That is why each hospital has a Rapid Response Team. This team is comprised of critical care nurses, respiratory therapists, and other vital healthcare providers and is activated when a patient exhibits symptoms that must be assessed immediately. What is really extraordinary about BayCare is that a patient or visitor can activate the Rapid Response Team. We recognize that family or visitors are often the first to notice their loved one is 'not themselves'. Anyone can activate the RRT by dialing "66" from any hospital phone.