

PATIENT SAFETY ALERT

HHC HEALTH & HOME CARE WARNING SYSTEM PUBLISHED BY HEALTH & HOME CARE PATIENT SAFETY OFFICE

AL-706-1

July 07, 2006

Item: Infusion Therapy Cases

Specific Incident: For many years it has been the practice of the home care agency to contract infusion services to a specialty vendor while providing casemanagement services by a Health & Home Care nurse. The infusion nurse has many times provided the first visit to a patient's home and within 24-48 hours the "casemanagement nurse would visit. This has resulted in communication issues and fragmented care.

General Information: The infusion nurse works under the supervision of the Health & Home Care casemanager and as such should not be the first health care professional to visit the patient. Home Care orders for intravenous infusions have been found to be incomplete, illegible and lacking the necessary components for clear, concise and safe medication orders. Nurses have not always confirmed infusion orders with the ordering doctor at referral and have failed to notify physicians of changes in the patient's status over the course of the infusion therapy.

Actions: 1-Effective immediately, contracted infusion nurses will not be permitted to perform a home visit prior to a visit by the home care casemanager.

2-All infusion orders will be reviewed by the intake nurse

and the nurse manager prior to the case being assigned to an infusion nurse or a nurse casemanager. Each order will be reviewed for comprehensiveness, legibility and accuracy. Each order will include the following:

- *name of medication*
- *dosage of medication*
- *route of administration, i.e PICC Line, CVP catheter, Broviac catheter, etc.*
- *flush orders*
- *catheter care and associated dressing changes with specific orders and frequency*
- *frequency of medication administration*
- *whether or not the doctor has agreed that the patient or family has the appropriate cognitive, physical and psychological ability to administer the medication*
- *requirement to place medication on pump*
- *name and type of pump ordered*
- *medication start and end dates*
- *lab tests if indicated*
- *name of pharmacy providing medication*
- *frequency of nursing visits*
- *additional orders for skilled and paraprofessional services with frequency and duration*
- *managed care approval for visits if indicated*
- *managed care reauthorization date, if indicated*

3- Should a nurse manager receive an incomplete infusion order lacking any of the components noted above, the Borough Director will be notified immediately. In the absence of the Borough Director the Associate Executive Director of Clinical Services will be notified. Should the AED be unavailable the Deputy Executive Director will be notified without any further delay.

4-Each nurse manager will ensure that all infusion patients receive a home visit by a Health & Home Care nurse casemanager prior to or simultaneously with a vendor infusion nurse. This practice will be monitored by the

respective Borough Director and assessed quarterly for compliance by the Deputy Executive Director.

5-Infusion nurses and nurse casemanagers will conference at least weekly to ensure on going communication and collaboration.

6-All information included in this safety alert will be shared with those vendors that contract with Health & Home Care for infusion services by the Deputy Executive Director.

7-Each aspect of this alert will be presented to all intake, clinical management and field staff during the next scheduled team meeting.

8-The Director of Business Development will review all referrals and orders for infusion cases at the time referrals are received.

9-Compliance with the above procedures will be audited quarterly during quality reviews performed by supervisory staff.

10-Patient safety alert will be posted on Health & Home Care's patient safety site and shared with all new orientees providing or supervising clinical service delivery.

Any resistance on the part of clinical providers to comply should be reported immediately to the Patient Safety Office @ 646-458-6122

Additional Information:

For further information contact: Ann Frisch, Deputy Executive Director, 646-458-6122 or Fiona Larkin, Associate Executive Director, Clinical Services, 646-458-6444.