

# Improving Communication and Standardizing Protocols for Patient Safety



1

A non-Hispanic Asian female who uses a wheelchair and has limited English proficiency (LEP) is waiting alone in the facility waiting room after evening treatment.

### **What could have been done differently?**

*Having a policy to ensure that LEP patients and patients with disabilities receive assistance from a staff member with transportation could better address patient needs.*

2

The patient was missing when the correct transportation arrived.

### **What could have been done differently?**

*LEP patients and patients with disabilities using transportation services should be provided with cards or another printed resource to confirm their identity and destination. Improving communication with the transportation company and implementing additional safety protocols are essential steps to prevent potential issues.*

3

The patient's caregiver was not notified when the patient went missing for over two hours.

### **What could have been done differently?**

*Staff should provide regular updates about the incident to both the patient's caregiver and all staff members engaged in the patient's care. This practice is important for fostering a culture of transparency and accountability.*

4

The patient was returned to the facility after being taken to the wrong destination.

### **What could have been done differently?**

*Training and education should be prioritized for the staff to better understand transportation policies and the needs of LEP patients and patients with disabilities. Regularly reviewing the quality of transportation services is also crucial to ensure patient safety.*

**Continuous improvement should be focused on incorporating a feedback loop between transportation services, patients, and caregivers to establish preventive measures and ensure the safety and well-being of patients during transportation.**

