**Show Notes**

**VA National Center for Patient Safety**

**December 30, 2014**

**Time 3:03**

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Hello, and welcome to today’s podcast. My name is Joe Murphy, VA National Center for Patient Safety Public Affairs Officer.

My guest today is Maisha Mims, one of our program analysts. She has written an article that appears in the January-February 2015 edition of our newsletter, TIPS.

Maisha’s article concerns the transport of patients between VA facilities.

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Joe

Well, Maisha, thanks for taking time to talk about your article today. So I guess let’s start off with why did you decide to do this topic?

Maisha

I found this topic to be very interesting and I was also beginning to notice a trend with the data base, as far as root cause analyses go. I started noticing more cases that were popping up in the data base, so I did a quick search to see how often this really occurred.

On average over the years, it was pretty much the same, but it was an ongoing issue, I did notice. And something that seems as simple as transporting a patient you’d think would be more straight-forward and you wouldn’t see so many issues; but, we did in fact cover a lot of systems issues with transporting VA patients.

Joe

And when you were looking into this issue, could you give an example of a particular problem and potential recommendation for a solution.

Maisha

Well Joe, one of the problems I identified that there was actually a misidentification of the patient or the location where the patient was to be delivered. And so a systems-fix for that would be to do a time-out process, insuring you have the correct patient and they are going to the correct location.

Joe

Well Maisha, when you looking through this issue, was there something that particularly interested you? That you found particularly surprising?

Maisha

People think, you know, transportation; who is involved? just a multidisciplinary process. And a team is needed to get it done appropriately.

Joe

Thanks for taking time to discuss this today, Maisha. I closing, what would you like to emphasize to our patient safety managers?

Maisha

I think the bottom line is protecting our Veterans. And the way that we do that is through evaluating our processes. So let’s evaluate this, so there are many issues that can go out of our control, such as weather, but there are things that we can control in the transportation process.

So let’s just look at those and decide, are we doing the best we can for our patients? And that’s the bottom line. Evaluate your transportation process and see if you are doing everything; you have all your bases covered, as far as roles and responsibilities; who’s involved. Do they have a check list and memory aids to help them do the process correctly? And do the patients know what their involvement in that transportation process.

And just having a feed-back loop and tracking if they arrived on time, to the correct destination; how are they getting back. Things like that.

So just evaluate your process, do the best that you can to keep the Veteran safe.

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Joe

Thanks for listening to this short podcast to learn more about this TIPS article. If you have time, I urge you to take another few moments and visit other parts of our website and learn more about VA patient safety.

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