

Pilot: Safety Flag, End of Visit Flag

As you know, we have a renewed focus on safety. One thing we have discussed is the need for a way to flag patient rooms so that all staff know when there is a patient (or companion) with concerning behavior in clinic. As it turns out, the answer was in front of us the whole time—flags!!! So, beginning next week and running through the end of May, we will have a flag pilot.

Safety Flag:

- When a patient/companion is identified as being a potential safety risk, either due to current behavior or a history of significant behavior issues, the red flag will be raised outside the exam room.



- Any staff person may raise the red flag, and the first person to identify the issue should raise it.
- NOTE: the flag does not take the place of good person to person communication and handoffs. It does provide a visual cue and allow those who may not have been briefed to have a heads up.

End of Visit Flag:

- In addition, we will pilot one other flag. A common problem has been knowing whether the provider is finished with the patient. When something else is ordered or requested by the provider, once the nurse or SW is finished, there is often a scramble between SW and clinic staff to figure out whether the patient is free to go or if the provider is planning to come back in. So, we will also pilot the use of the green flag by providers to inform others that they are all finished with the patient. That will only be used when the patient remains in the room after the provider is done because something else has been ordered or requested.



- When cleaning the room between patients, clinic staff will lower the flags to reset for the next person.

Again, this is a pilot. Please give feedback to Jan Dillard, LCSW, or Lynn Bowlby, MD regarding how things are going. We will review the process throughout the next two months to see if it is working and whether we need to make changes. There will be a learning curve as we work to get this information out to everyone, so please be patient!