



## REQUIRED ORGANIZATIONAL PRACTICES

Our objective of guiding our clients toward safe and quality health care is strengthened by the Required Organizational Practices listed below.  
Additional ROPs that will come into effect in 2009 are indicated with a ★ .

### CULTURE

- Patient safety strategic priority/ goal
- Quarterly reports
- Reporting system for adverse events
- Policy and process for disclosures of adverse events
- Prospective analysis

### COMMUNICATION

- Patient/client education
- Information transfer
- Verification processes for high-risk care/service activities
- Medication reconciliation at admission
- Medication reconciliation at referral/transfer
- Patient/client identification
- Dangerous abbreviations ★

### MEDICATION USE

- Removal of concentrated electrolytes
- Standardize and limit drug concentrations
- Training on infusion pumps
- Heparin safety ★
- Narcotic safety ★

### WORKLIFE/ WORKFORCE

- Training on patient/client safety
- Patient safety plan
- Roles and responsibilities for patient/client care and safety
- Preventive maintenance program

### INFECTION CONTROL

- Infection control guidelines
- Education/ training on hand-hygiene
- Infection rates
- Sterilization of equipment and facilities
- Influenza vaccine
- Pneumococcal vaccine (long term care)
- Hand-hygiene audit ★

### FALL PREVENTION

- Fall prevention strategy

### RISK ASSESSMENT

- Pressure ulcer prevention (long term care) ★
- Suicide prevention (mental health) ★