



SEE MORE. DO MORE.



Châlons-en Champagne Hospital Centre

Customer

Châlons-en-Champagne Hospital Centre, France

Sector

Healthcare

Zebra Solution

LaserBand wristbands

Aim of project

To develop a safety culture based on identity tracking and incorporate the use of LaserBand wristbands as part of the everyday care of patients at the Châlons-en-Champagne Hospital Centre.

Result

Adopting this solution helps ensure the safety of patients while they are receiving care in hospital.

Benefits of the LaserBand wristbands for the health sector

Zebra offers a wide range of durable laser- and thermal-printed wristbands featuring directly printed text and barcodes, enabling patients of any age (adults, children, newborn babies) to be identified accurately during their stay in a healthcare institution.

Zebra wristband printing solutions provide immediate access to vital information right at the patient's bedside and in every department of the hospital.

The main priorities at the Châlons-en-Champagne Hospital Centre are to ensure the quality and safety of the care provided to patients, as well as to improve professional practices. The hospital has made the concept of identity tracking the focus of its discussions and projects. It puts this into practice mainly by using LaserBand ID wristbands, the latest solution from Zebra Technologies.

BACKGROUND

Patient management within the hospital has made significant advances in the last few years. The course of a patient's treatment is now characterised by the involvement of many different staff: administrative, medical and paramedical.

The growing influx of patients entails the need to guarantee their identity, as advocated by the relevant national bodies and especially by the French National Authority for Health (HAS), as part of the hospitals' certification process.

After obtaining certification for the second time (from 2009), these recommendations led the Châlons-en-Champagne Hospital Centre to initiate an important discussion about identity tracking and to launch campaigns promoting information, awareness and support among both patients and healthcare professionals.

As part of this, the personalised wristband remains one of the most suitable means of tracking. Putting an ID wristband on every patient admitted to the hospital (medical, surgical and obstetrics departments) was one of the priority measures in the "Identity Tracking" action plan, incorporated into the overall "Safety and Quality of Care" (risk management) plan.

"The main challenge is to ensure that every patient can be identified reliably and uniquely throughout their period of care, from when they are admitted until they are discharged."

Florence Barbançon, Quality Assurance Manager – responsible for risk management at the Châlons-en-Champagne Hospital Centre.

PROJECT CONCEPTION

This project was initiated during 2010. After a 15-day trial period (in February 2011) in the Surgery Department (orthopaedics), the A&E Department and the Admissions Office, the solution was rolled out across all the Medicine, Surgery and Obstetrics departments from June 2012. The patients have given a very warm welcome to this solution and feel that it has had a positive impact.



SEE MORE. DO MORE.



PROJECT IMPLEMENTATION

A year elapsed between the testing phase and rollout across all the departments, which allowed the centre to organise the various wards, purchase the necessary equipment (photocopiers, printers) and write all the operating procedures for identity tracking and implementing an ID wristband solution.

“Overall, the project was implemented quickly, without imposing any major constraints in terms of technology. As the printing system depends on photocopiers and a printing facility, we simply had to provide the various printing areas with additional trays for inserting the sheets of labels and bands.”

– Florence Barbançon



IDENTITY TRACKING IS NOW THE MAIN FOCUS OF THE GENERAL RISK MANAGEMENT PLAN

Even though support was required at the start of the project when changing some practices, both the ward staff and patients have now taken this safety solution on board.

Florence Barbançon highlights other benefits: “In most cases, the administrative record (scheduled admission) can be prepared beforehand so that it is ready on the day of the patient’s admission. Different formal procedures have been put in place, particularly one for organising the retrieval of administrative data between the Admissions Office and wards (labels, wristband, etc.)” One of the methods used for this entails wallets labelled for each ward being provided, which can be used to transfer documents from the ward via the medical secretary’s office.

A mistaken identity alert system has also been introduced using an adverse incident report, with wards having the opportunity to request ID wristbands to be reissued and/or modified at any time.

Medical and paramedical teams have also tightened up their practices for verifying patients’ ID while they are in their care, from examination and transportation to the operating suite, etc. Audits are carried out at set intervals to verify that good practices are being followed. Adopting this solution enables the centre to guarantee patient safety and to roll out the concept of “the right patient, at the right time for the right procedure”.

(April 2014)

INFORMATION ABOUT THE PROJECT

The centre provided information about this project. First of all, it set up a body called the AGI (ID Management Authority) whose members included a number of professional experts. Information was provided through other bodies (Medical Committee, Care Committee, etc.).

Posters were put up beforehand, targeted at patients and healthcare professionals. Information about it was also included in the patient welcome brochure.

Specific training on identity tracking was introduced at the centre from 2010, and information about the final testing and rollout was provided to the operators involved. The system was implemented across all wards in December 2012.



Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
apacchannelmarketing@zebra.com

EMEA Headquarters
+44 (0)1628 556000
mseurope@zebra.com

Latin America Headquarters
+1 847 955 2283
inquiry4@zebra.com

Other Locations / USA: California, Georgia, Illinois, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, the Netherlands, Poland, Spain, Sweden, Turkey, United Kingdom **Asia Pacific:** Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam **Latin America:** Argentina, Brazil, Colombia, Florida (LA Headquarters in USA), Mexico **Africa/Middle East:** Dubai, South Africa