



Three Ps: Policies, Procedures, Protocols

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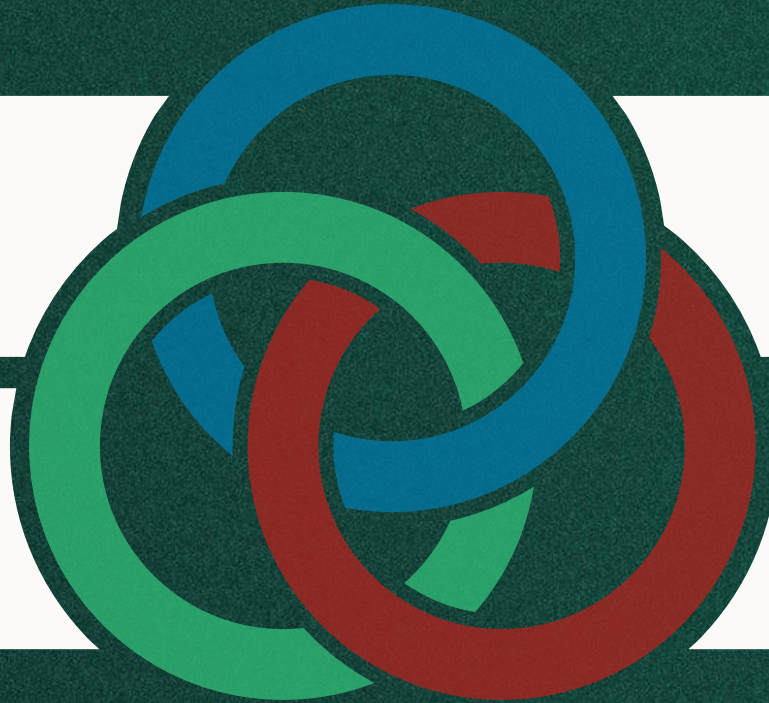
OBJECTIVES

DEFINITIONS



EXAMPLES

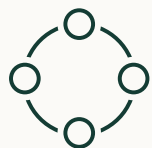
**RISK
MITIGATION**



Separate-align with each other



POLICY



PROCEDURE



PROTOCOL



Roadmap for success with three “Ps”

POLICIES

“Why” Establish
framework and
consistency



PROCEDURE

Guide for actions **“How-to”**
to follow the policies



PROTOCOLS

Precise instructions
for managing specific
scenarios-may include
checklists, templates
(**“What”**)

Policy definition

 Direction

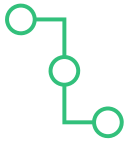
 Written communication

 Empower decisions

 Promote consistency



Procedure definition



Detailed process
describes tasks states

How, when, what, who
subject to change



Protocol definition



Specific
guidelines
detailed
instructions

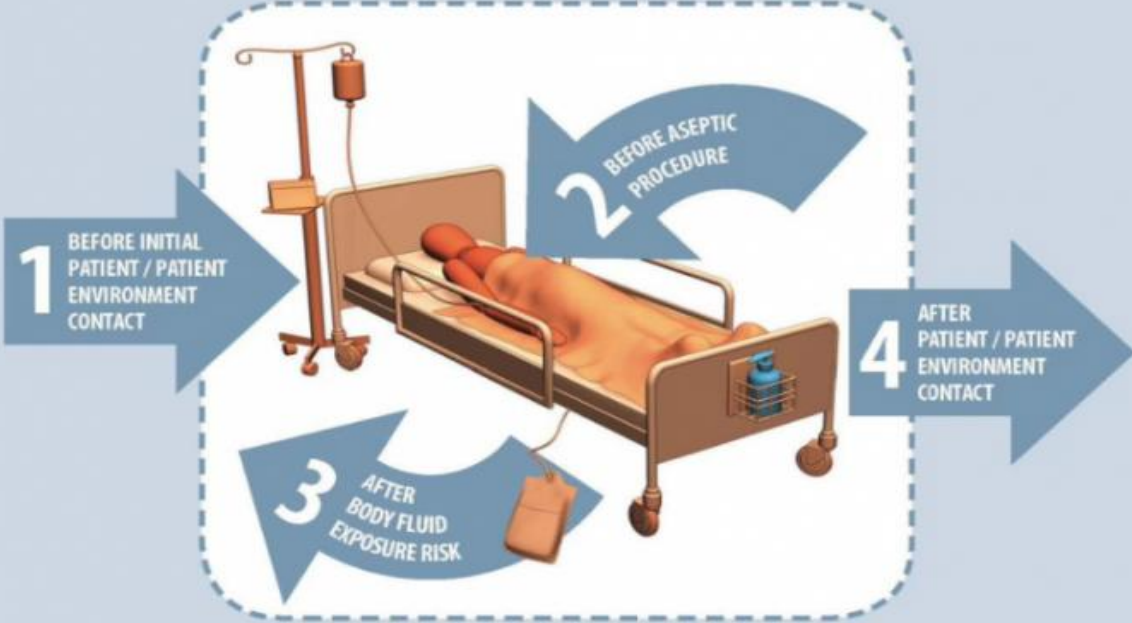


Minimize
risk



Promote
patient
safety

Your 4 Moments for Hand Hygiene



1 BEFORE initial patient / patient environment contact	WHEN? Clean your hands when entering: • before touching patient or • before touching any object or furniture in the patient's environment. WHY? To protect the patient/patient environment from harmful germs carried on your hands
2 BEFORE aseptic procedure	WHEN? Clean your hands immediately before any aseptic procedure WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body
3 AFTER body fluid exposure risk	WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal) WHY? To protect yourself and the health care environment from harmful patient germs
4 AFTER patient / patient environment contact	WHEN? Clean your hands when leaving: • after touching patient or • after touching any object or furniture in the patient's environment. WHY? To protect yourself and the health care environment from harmful patient germs

Adapted from WHO guidelines "The 5 Moments for Hand Hygiene" 2009.

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Policy and procedure example

FIRE DRILL



Protocol examples

SITUATION

I am (name), (X) nurse on ward (X)

I am calling about (patient X)

I am calling because ...

I am concerned that ...

– eg blood pressure is low/high, pulse is XX,
temperature is XX, Early Warning Score is XX

ASSESSMENT

I think the problem is () And I have...

– eg given O₂/analgesia, stopped the infusion

or

I am not sure what the problem is
but patient (X) is deteriorating

or

I don't know what is wrong
but I am worried

BACKGROUND

Patient (X) was admitted on (XX date) with ...

– eg MI/chest infection

They have had a (X) operation/procedure/investigation

Patient (X)'s condition has changed in the last (XX mins)

Their last set of observations were (XX)

Patient (X)'s normal condition is ...

– eg alert/drowsy/confused, pain free

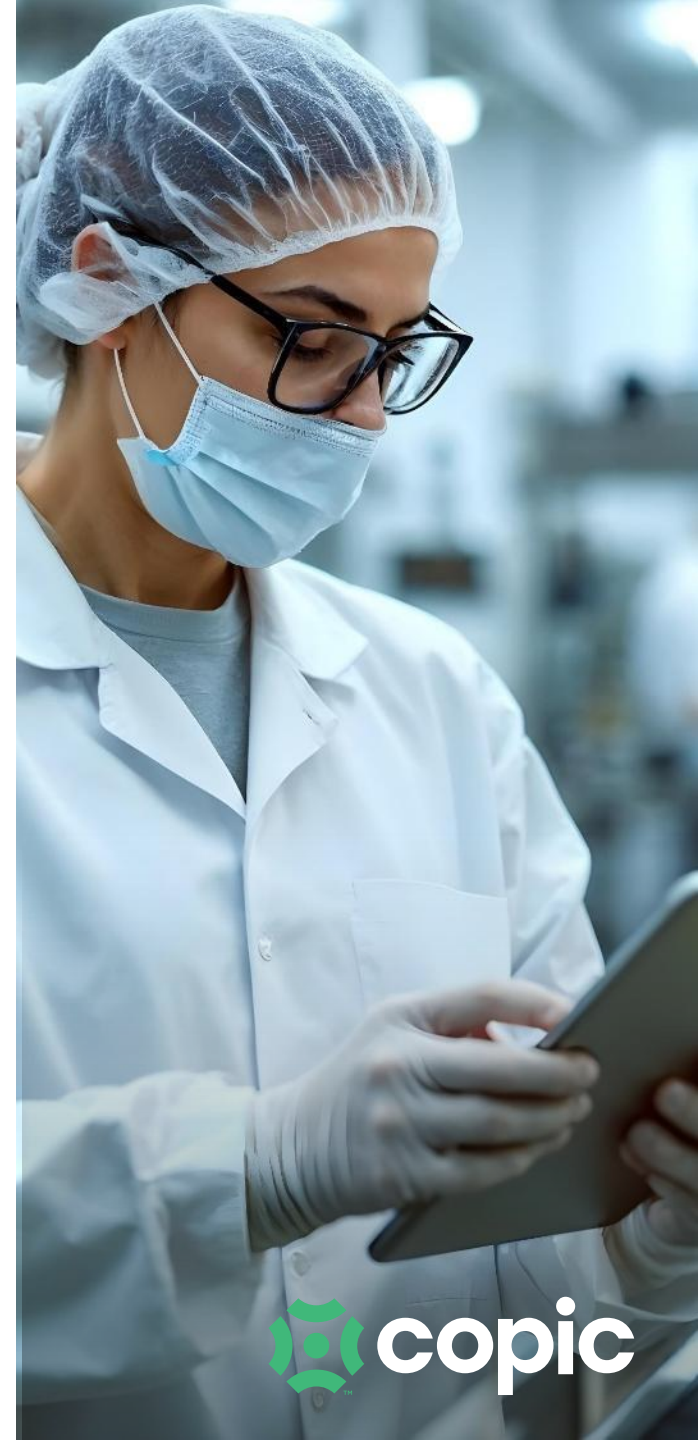
RECOMMENDATION

I need you to ... Come to see the patient in
the next (XX mins)

and

Is there anything I need to do in the meantime?

– eg stop the fluid/repeat the observations



Procedure and protocol example

Universal protocol

The three principal components of the Universal Protocol include:

1

Conducting a pre-procedure verification process

2

Marking the procedure site

3

Performing a time out immediately before starting the procedure

PROTOCOL

The Joint Commission's Universal Protocol for Preventing Wrong Site, Wrong Procedure, Wrong Person Surgery includes the time out as one of its core components. This means it's a standardized process with defined steps to be followed.

PROCEDURE

The time out involves a pause in activity, a review of patient information, and a verbal confirmation by all members of the surgical team. This pause is a specific action taken to prevent errors.

Additional examples of three Ps

POLICIES



- ✓ Falls
- ✓ Bed Alarms
- ✓ Social Media
- ✓ BYOD (bring your own device)
- ✓ Workplace Violence
- ✓ Patient Termination/Complaints
- ✓ Emergency Response
- ✓ Informed Consent
- ✓ Code of Conduct

PROCEDURES



- ✓ Interpreters
- ✓ Patient Complaints
- ✓ Patient Termination
- ✓ Vital Signs
- ✓ Informed Consent

PROTOCOLS



- ✓ Fall
- ✓ Bed Alarm
- ✓ Hand Washing
- ✓ Patient Termination
- ✓ Communication

Physician office example-three Ps



TRACKING POLICY



INFORMED CONSENT PROCEDURE



COMMUNICATION PROTOCOLS

Staff and three Ps



Code of
Conduct-Policy



How to handle
emergencies in your
setting-Procedure



Collaboration
with APP's-Protocol

Deviations



YES OR NO?

Can allow for flexibility,
depending on the situation,
i.e. patient's condition



Risk mitigation strategies for three “Ps”



Compliance with
applicable state
and federal
regulations



Defined review
timelines-include
revision date



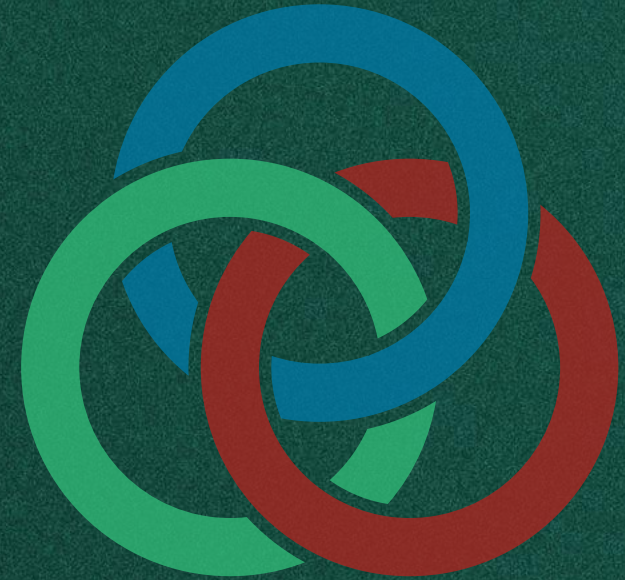
Archive outdated
policies, procedures
and protocol
documents



Document
deviations from
the three “Ps”

Three “Ps” synergy

Policies, procedures, and protocols work together to create a cohesive framework for safe and effective healthcare delivery.





Questions?

Resources

POWER DMS

<https://www.powerdms.com/policy-learning-center/10-important-healthcare-policies-for-your-facility>

AMERICAN DATA NETWORK

<https://www.americandatanetwork.com/patient-safety/exploring-the-role-of-policies-and-procedures-in-healthcare-through-patient-safety-evaluation-systems/>

AORN

https://www.aorn.org/docs/default-source/aorndocuments/toolkits/correct-site-surgery/ccstk-universal-protocol-facts.pdf?sfvrsn=44b0b4d4_4

CDC

Centers for Disease Control and Prevention. (n.d.). *Hand hygiene in healthcare settings*.
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