# Three Ps:
## Policies, Procedures, Protocols

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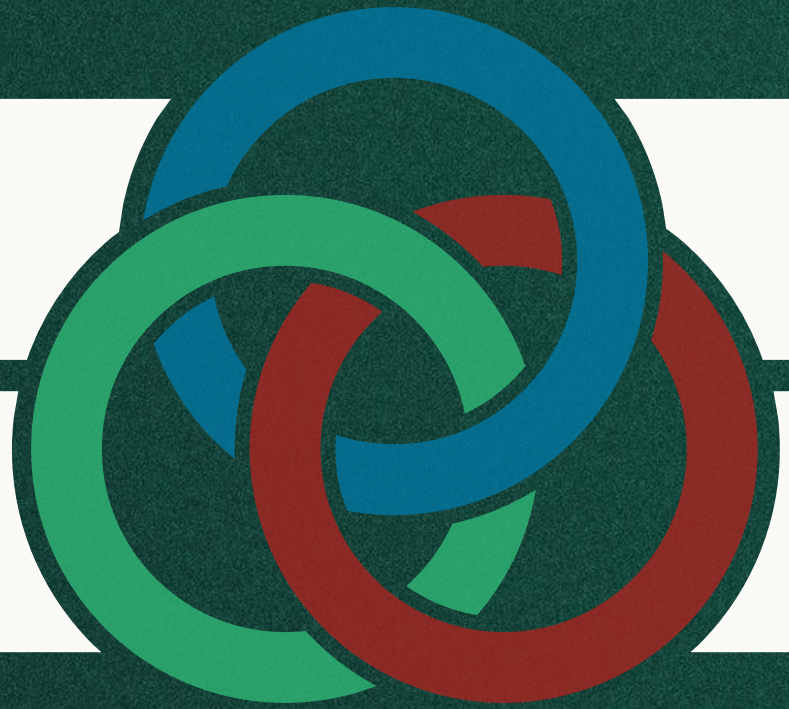
OBJECTIVES

DEFINITIONS



EXAMPLES

RISK MITIGATION

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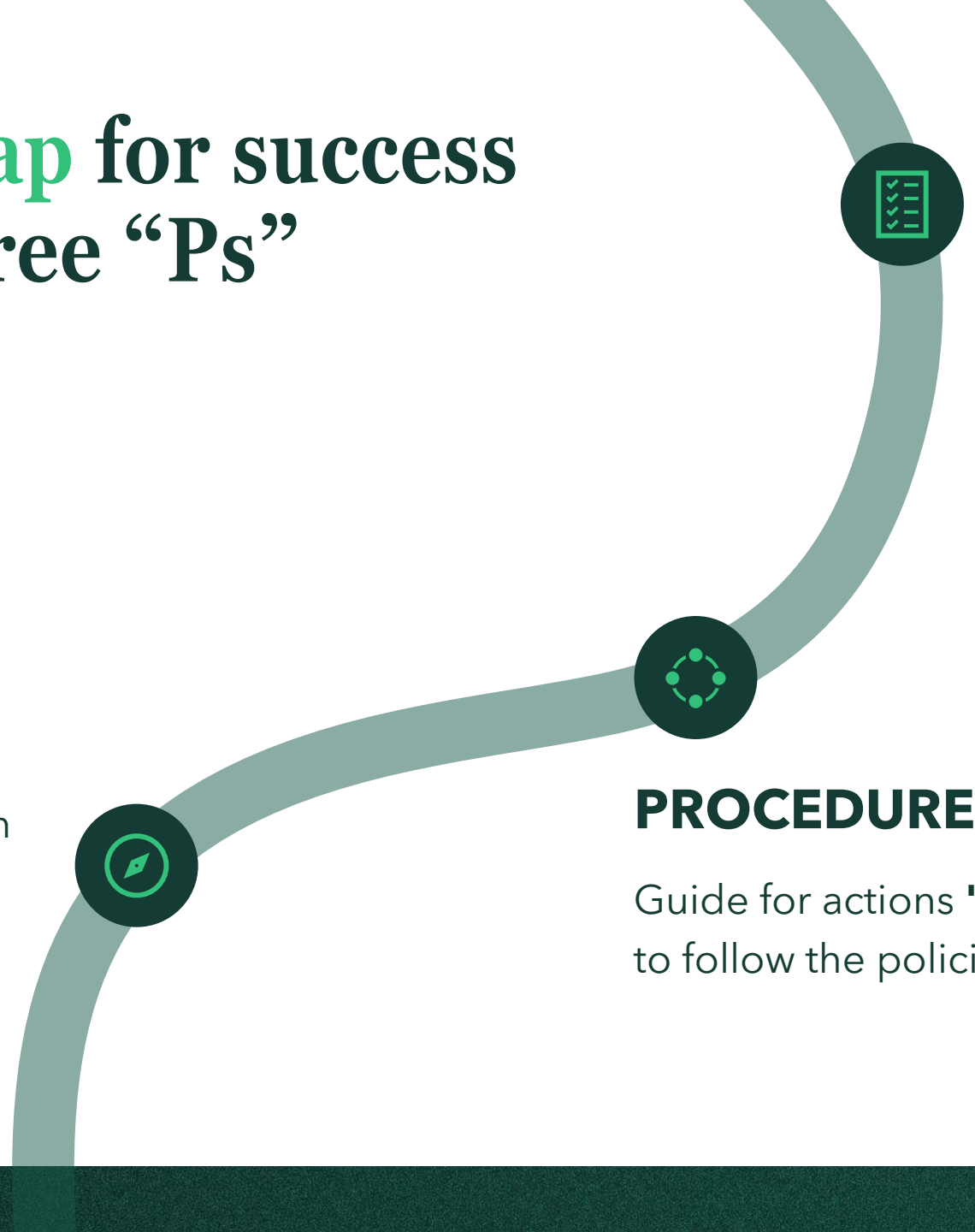
# Separate-align with each other

**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”**)

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# Policy definition

- Direction
- Written communication
- Empower decisions
- Promote consistency

# Procedure definition

Detailed process describes tasks states

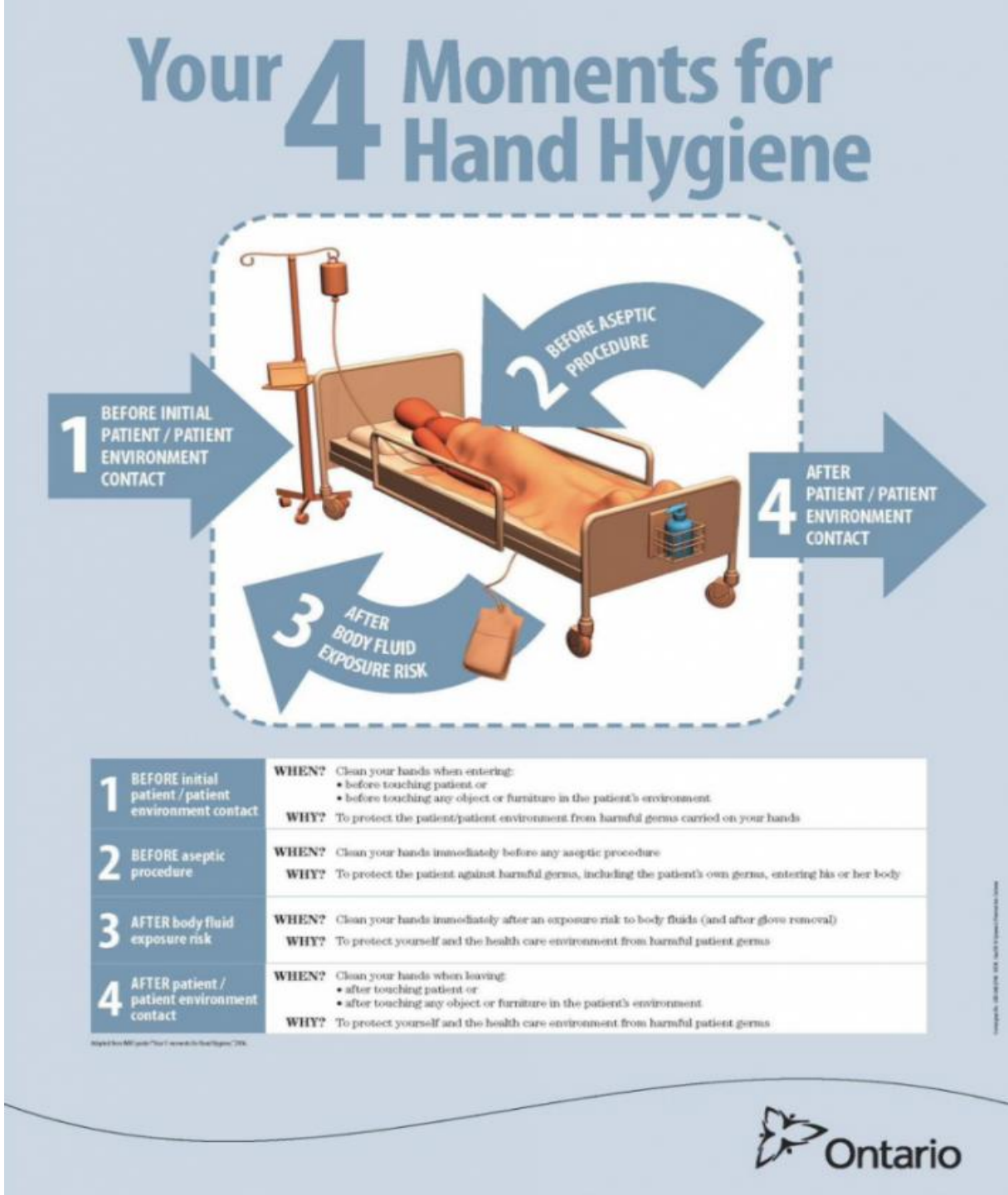
How, when, what, who subject to change

# Protocol definition

**Specific guidelines detailed instructions**

**Minimize risk**

**Promote patient safety**

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# Policy and procedure example

## FIRE DRILL

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# 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

## 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

## ASSESSMENT

I think the problem is () And I have…

– eg given $O_2$/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

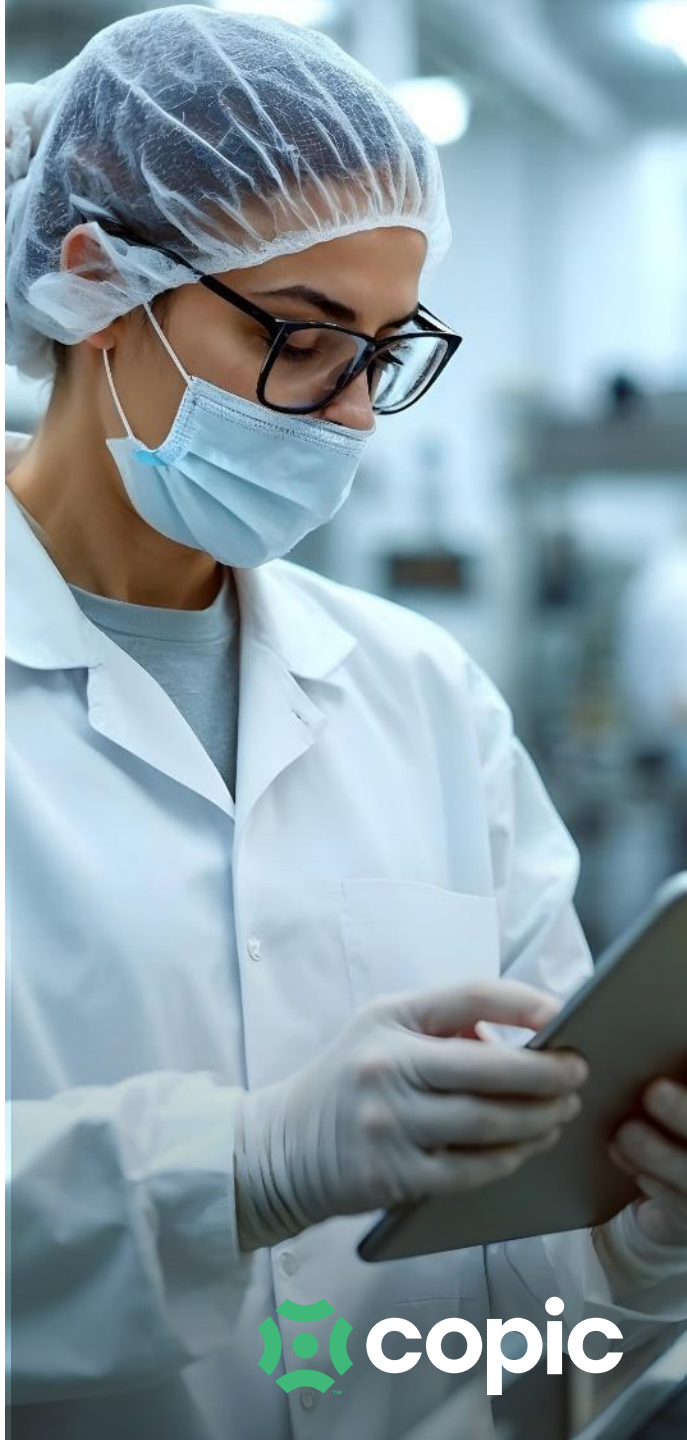
## RECOMMENDATION

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.

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# 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

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# Physician office example-three Ps

**TRACKING POLICY**

**INFORMED CONSENT PROCEDURE**

**COMMUNICATION PROTOCOLS**

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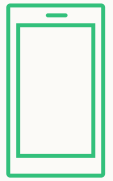
# Staff and three Ps

Code of Conduct-Policy

How to handle emergencies in your setting-Procedure



Collaboration with APP's-Protocol

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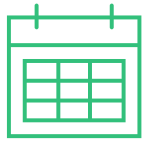
# Deviations

**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



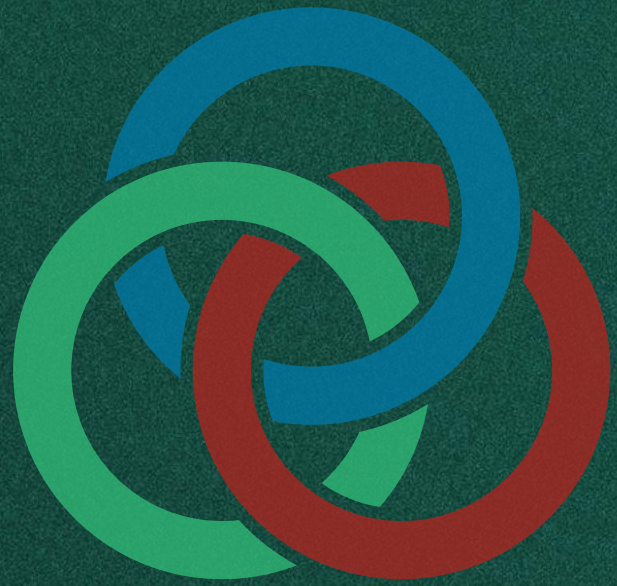
Defined review timelines-include revision date

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.



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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.* https://www.cdc.gov/handhygiene/

## IHI

Institute for Healthcare Improvement. (n.d.). *SBAR tool: Situation-background-assessment-recommendation.* https://www.ihi.org

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