



August 2016

### A Look Ahead to the Shanghai International Practicum on Accreditation and Quality Improvement

Watch this special sneak peek of the [Shanghai International Practicum on Accreditation and Quality Improvement](#), 10-14 October. In it, JCI Principal Consultant Jilan Liu explains the value of JCI's premier educational program.



Visit our new white paper [web page](#) to read our latest white paper, Clinical Practical Guidelines: Closing the Gap between Theory and Practice, sponsored by Elsevier. It examines ways to help ensure the successful adoption of Clinical Practice Guidelines in a health care



organization. Bookmark this webpage and visit it frequently to read new white papers as they are published.



**JCI CEO and President Paula Wilson will host a CEO Forum at Hospital Management Asia next month in Vietnam.** This forum, called “Breaking the Mold in Health Care Leadership,” will be held from 2:30 – 4:00 p.m. on 3 September in Room 8. Learn more on our [event page](#).



### **Safety Tip of the Month: Verbal orders**

Poor communication is the number-one root cause of the most reported sentinel events. Verbal orders are particularly error prone; the person giving the order has a tendency to assume the receiver has understood the meaning and intent of the order and has copied it down correctly. Even if the order is understood, transcription errors can still occur when the verbal order is written into the medical record, entered into the computerized physician order entry (CPOE) system, or sent to the pharmacy.

Whenever possible, your organization should avoid using verbal orders, especially when the prescriber is present and the patient’s chart is available. Verbal orders certainly might seem faster and more convenient. The following are some ways you can streamline the written process:

- Use preprinted order sheets that allow staff to check appropriate boxes that describe the desired order
- Use fax machines to send written orders from off-site locations such as doctors’ offices or clinics as an alternative to a phone order
- Consider e-mail as a quick way to communicate written orders, if applicable in your organization

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